

**Question 1:** A use case is a formal way of representing how a business system interacts with its environment.

1. True
2. False

**Question 2:** A trigger is based on cost/benefit analysis, like an employee labor report, a sale of an item, or the purchase of new hardware.

1. True
2. False

**Question 3:** Use cases are a type of 'event-driven modeling'.

1. True
2. False

**Question 4:** Use cases are always numbered sequentially from start to finish.

1. True
2. False

**Question 5:** Austin is a systems analyst. Which of the follow people might be the most valuable to him in developing a use case for an accounts payable system upgrade?

1. Casey, a fellow analyst who is more experienced in making use cases
2. Beth, a software vendor for Peachtree Accounting Software
3. Lisa, the project manager for the project
4. Amy, a team manager in the accounts payable department
5. Bill, a Java programmer in the applications development area.

**Question 6:** A use case depicts a set of activities performed to produce some output result.

1. True
2. False

**Question 7:** Tina is a systems analyst and is describing how a system should react to an event. She is creating a use case.

1. True
2. False

**Question 8:** Destination would be described on a use case in which of the following areas?

1. Destination
2. Major inputs
3. Primary actor
4. Trigger
5. Importance level

**Question 9:** The event that causes the use case to begin is referred to as the name.

1. True

2. **False**

**Question 10:** A temporal trigger might be related to time, such as 30 days have passed and a late fee needs to be assessed.

1. **True**
2. False

**Question 11:** Use cases are diagrams with three components: selection, process, iteration.

1. True
2. **False**

**Question 12:** Triggers are referred to as external or internal.

1. True
2. **False**

**Question 13:** Use cases are a type of 'data-driven modeling'.

1. True
2. **False**

**Question 14:** Each use case contains a fairly complete description of all the activities that occur in response to a trigger event.

1. **True**
2. False

**Question 15:** Each use case has the same name (like "Customer Relationship Management System") followed by an identifying letter ("A", "B", etc.).

1. True
2. **False**

**Question 16:** A use case helps do which of the following?

1. **Understand system activities and requirements**
2. Refine project management milestones
3. Define interview questions
4. Identify risks with the project
5. Clarify ongoing costs for a system

**Question 17:** Use cases are used to more fully delineate what?

1. System proposals
2. System boundaries
3. Resources used in the system
4. Data flows
5. **Requirements definition**

**Question 18:** Use cases give more detail about requirements.

1. True
2. False

**Question 19:** What is probably NOT a part of a use case?

1. Major inputs
2. Name
3. Trigger
4. Statement of business value
5. Number

**Question 20:** Use cases can vary from one organization to another in terms of the content included.

1. True
2. False

**Question 21:** After working with Chris (who is a staff member in the registrar's office) on major steps in the registration process, Maureen (a systems analyst) will next do what?

1. Create use cases
2. Create data-entity maps
3. Create narrative storyboards
4. Create user interface screens
5. Discuss these steps with Thomas, the project manager

**Question 22:** Barton is an analyst developing a use case. Which of the following will probably NOT be on his use case?

1. A use case number
2. Use case name
3. Source for the major inputs
4. Type of trigger
5. Description of data flows

**Question 23:** Use cases are especially valuable for batch processes, computationally intensive applications, and data warehousing.

1. True
2. False

**Question 24:** The actor of a use case refers to only a person that interacts with the system.

1. True
2. False

**Question 25:** As a last step in building a use case for the study-abroad registration system, Brianna will do what?

1. Ask Patrick in the study abroad office to confirm the use case
2. Ask Drew in the students affairs office to confirm the use case
3. Ask Taylor, another systems analyst to confirm the use case
4. Ask Jonathan, a student who just completed a study-abroad experience, to confirm the use case

5. Ask Wendy in the registrar's office to confirm the use case

**Question 26:** External triggers might be something like a customer calling a doctor for an appointment or a student registering for a class.

1. True
2. False

**Question 27:** Each use case has a name, a number, importance level, brief description, primary actor, trigger, major inputs and outputs, and a list of major steps.

1. True
2. False

**Question 28:** Ralph wants to illustrate how a system interacts with the environment. The best solution for him would be to use a what?

1. Use case
2. HIPO chart (hierarchy, input, process, output)
3. Storyboard
4. Requirements flow chart
5. Gantt chart

**Question 29:** Some organizations may choose to include additional sections on their use case forms, these may include which of the following?

1. Business rules
2. Alternative paths
3. Notes and issues
4. Frequency of use
5. All of these

**Question 30:** Barb is an analyst developing a use case. Which of the following will probably NOT be on her use case?

1. Information for steps
2. Importance level
3. Type of trigger
4. Short Description
5. Destination for the major inputs

**Question 31:** Which is NOT true of use cases?

1. They are formal ways of representing how a business system interacts with its environment
2. They illustrate the activities that are performed by the users of the system
3. They illustrate what starts (or triggers) an event, all the people that are involved, and how the system provides value
4. They can be thought of as an external or functional view of a business process
5. They sometimes are called 'business scenarios' (although 'use case' is generally preferred)

**Question 32:** Use cases generally have up to 20 major steps spelled out in great detail.

1. True
2. False

**Question 33:** Use cases illustrate the activities that are performed by the users of the system.

1. True
2. False

**Question 34:** The 'actor' is the external user that triggers the event to which the system responds.

1. True
2. False

**Question 35:** Liang has identified the payroll authorization office as the actor in a use case. This would be incorrect as primary actors need to be singular like a customer or a patient or a student.

1. True
2. False

**Question 36:** The actor in a use case is generally:

1. The Project Sponsor
2. The Champion
3. An external user of the system
4. The Systems Analyst
5. The Project manager

**Question 37:** Which of the following is probably NOT a step for writing a use case?

1. Identify the analyst
2. Identify the use case
3. Identify elements within steps
4. Confirm the use case
5. Identify the major steps within each use case

**Question 38:** Use cases normally contain ten to twelve major steps.

1. True
2. False

**Question 39:** Use cases can be identified by reviewing the functional requirements.

1. True
2. False

**Question 40:** Project managers, business analysts and systems analysts create all use cases without user input.

1. True
2. False

**Question 41:** Omar is an analyst building a use case. Which of the following project roles might be the most important in terms of getting information about building the use case?

1. Programmers
2. Equipment vendors
3. Users
4. Other analysts
5. Project Sponsor

**Question 42:** Each use case has a name and a number.

1. True
2. False

**Question 43:** When developing the major inputs and major outputs for a use case, the analyst and users should consider which of the following?

1. Developing separate use cases for every possible input and every possible output
2. Only the common inputs and outputs
3. All possible inputs and outputs (even with rare occurrences)
4. Using activity elimination to see if these inputs and outputs are really needed
5. What triggers these inputs and outputs

**Question 44:** Use cases are always internal and rarely shared or discussed with business users.

1. True
2. False

**Question 45:** The 'actor' is the internal action that occurs based on a SQL query (like: sort, select).

1. True
2. False

**Question 46:** Role-playing the use case with actual users is a good way to do what?

1. Confirm the use case
2. Identify the primary actor
3. Identify elements within steps
4. Identify the major steps within each use case
5. Identify the use case

**Question 47:** The final step in building use cases is to use a CASE analysis tool to verify that the inputs and outputs are discrete items triggered by external events.

1. True
2. False

**Question 48:** A 'temporal' trigger might be which of the following:

1. The accounting department needs information for a report
2. The human resources department needs a tax withholding form to be filled out by a new employee
3. The date changes to the first day of the month
4. A new shipping of goods arrives and needs to be added to the inventory
5. A patient calls to make an appointment with a doctor

**Question 49:** The most common ways to elicit information for use cases is with questionnaires of the affected users.

1. True
2. False

**Question 50:** Use cases will have inputs and outputs.

1. True
2. False

**Question 51:** Special cases (like customer cancels an appointment or returns an item) are what?

1. Given use case ID's of "SC" (for special case) and a number
2. Described on special 'exception' use cases
3. Frequently overlooked by users
4. Not of importance at this stage
5. Written as exceptions at the bottom of the relevant use case

**Question 52:** Marta has asked the users of a system to picture themselves performing the processes and to write down those processes in a sequential order. She should get a good idea of what?

1. The external actors
2. The use case
3. The major steps for each use case
4. The elements within steps
5. The temporal triggers

**Question 53:** It is common practice to create smaller, more focused use cases breaking the whole process down into parts.

1. True
2. False

**Question 54:** Use cases sometimes are called 'business scenarios'.

1. True
2. False

**Question 55:** Which of the following is probably NOT a part of most use cases?

1. Actor
2. Identification of the trigger
3. Major inputs descriptions
4. Secondary Actor
5. Major steps performed

**Question 56:** You might have to go back and adjust the steps in a use case, if what happens?

1. The primary actor is an external customer
2. There are more than three major inputs to a step
3. The trigger is an external one

4. The steps are of varying size
5. The importance level is 'high'

**Question 57:** Use cases can vary from one organization to another in terms of the degree of formality employed.

1. True
2. False

**Question 58:** Which is probably NOT true about building use cases?

1. Analysts are involved
2. Users are involved
3. Major costs are analyzed
4. Major processes are analyzed
5. External or internal triggers are analyzed

**Question 59:** Use cases are especially valuable for business system applications and websites.

1. True
2. False

**Question 60:** Dr. O'Brien's dental office calls a patient three days before an appointment. This could be an example of a temporal trigger.

1. True
2. False