* Tuesday : Brief format or Casual Format
* Use cases
  + active voice
  + Noun-verb-noun
  + avoid branches and alternate flow
  + inside each story it should be flat
* Domain Model
  + visual representation of conceptual classes
  + real-world objects
  + analysis artifact
* Sequence/Interaction Diagram
* GRASP pattern
* User-Centered Design
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* enterprise system
  + how far should it be system provide info and customer want to convenience that system provide w/o sacrifaice privacy
  + drawing a line between business perspective
  + how to protect privacy, control access to the info that company provide you
  + human - computer interaction
  + how demographics shift technology
  + ERP failures
  + communications in IT project
  + ERP system
  + change in the system, change management
    - why
    - and what impact have on me
    - Kotter: leading change
  + industrial psychology/ human computer interaction/ engineering psychology, project management psychology
  + adult learning
    - 70/20/10 rule
      * work experience
      * interacting
      * formal training & readig
    - sandbox