



USE CASE WRITING WORKSHOP – USE CASE IDEAS

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Welcome to the Use Case Writing Workshop. There are literally thousands of possible use cases you could write during our 3 hours together, and you only need to pick ONE!

Yes, we will be **WRITING** a use case *together*. Don't worry if you've never written one before, as I'll be walking you through it step-by-step. This workshop is part training, part co-working session, and part feedback and review.

There is no pre-work, but it will be helpful if you bring an idea about what use case you want to write, or at least a few ideas to choose from.

**A use case is a textual description
that captures the interaction between a user and a system
to achieve a specific goal.**

Essentially, this means you need to identify an area where a human being is using a piece of software (which could be a website, mobile app, or business application) to complete an activity.

If you are currently on a software project, choose a use case from that project. You can either analyze the current state or a future state set of requirements. As a bonus you'll make progress on your active project work!

A few tips:

- It will be helpful if you have a reasonable amount of information related to the use case you'll be writing. It doesn't have to be complete; the writing will help you fill in details and identify questions to ask your stakeholders.
- If you are **new to use cases**, choose something relatively simple and straightforward so you can focus your mental energy on use case writing.
- If you are **more experienced with use cases**, bring a challenging or problematic use case to work through.





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If you are NOT on an active project, no worries! There are plenty of pieces of software in the wild that you can document in a use case form, and you'll learn a lot from this exercise.

Use cases are EVERYWHERE. Every piece of software you touch was once a use case (at least in someone's mind) before it was created in code, even if that use case was never written down!

Use the list below as a starting point to identify opportunities to build experiences in functional requirements analysis in use cases and wireframes.

IDEAS: OUTSIDE A PROJECT SETTING

- ✓ Document a system you use at home. Examples include:
 - Manage TV Experience (e.g., Change Channel, Adjust Volume, Record a Show)
 - Manage Calendar of Activities (Add Event, Schedule Monthly Events)
- ✓ Document a slice of functionality from a software system you use as a consumer. Examples include:
 - Website from which you order products or services, like Netflix, Hulu, Spotify, or Amazon (Order Product, Create Account, Create Playlist)
 - Financial website (Create Account, Manage Account, Check Balance, Transfer Funds)
 - Job Board website (Create a Resume, Apply to Job)
 - LinkedIn, Twitter, or Facebook (Set Up Profile, Set Up Group, Create Connections, Publish Newsletter)
 - Email (Set Up Account, Send Email, Import Contacts)

IDEAS: IN A BUSINESS ANALYST ROLE

These ideas are most relevant if you are currently in a BA role, filling a BA role (even without the title), or filling a BA role in a volunteer capacity.



- ✓ As an early analysis step to assess current capabilities, use the interface analysis elicitation technique to identify the current functionality of a software system (or slice of the system). Document the functionality in a use case.
- ✓ For a project that involves changing current functionality, create one or more use cases reflecting the as is functionality. Update the use case to show how the new functionality integrates with the existing functionality.
- ✓ For a new software system, create a high-level use case to evaluate the key users and user goals for the system.
- ✓ For a new slice of functionality in an existing software system, create one or more use cases to analyze and specify the functional requirements.
- ✓ Re-factor an existing set of functional requirements into use cases.

IDEAS: IN A BUSINESS ROLE

These ideas are most relevant if you are currently in a business or operational role.

- ✓ Consider an example where you are having difficulty communicating with your technology team about an issue or feature request. Document the current functionality and your desired changes in a use case.
- ✓ Oftentimes we experience troublesome areas of software systems where something always seems to go wrong (whether due to “user error” or technology issues). In such a case, document the current software functionality in a use case. Your analysis could end up identifying the root cause of the issue.
- ✓ We often don’t think of Excel and other templates as “software” but in complex Excel templates and reporting processes are systems. Document the functional requirements of a system you use to generate a complex report or complete another complex process in Excel in a use case.



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- ✓ Consider areas that are relevant to training new staff or that frequently create questions or support tickets. Create a use case to identify aspects of functionality to be included in help files or training material.

IDEAS: IN A TECHNOLOGY ROLE

These ideas are most relevant if you are currently in a technical role, such as software developer, database administrator, or quality assurance analyst.

- ✓ On a new project and before starting technical design or test case development, and in the absence of use cases or well-organized functional requirements, draft use cases to validate intended functionality with stakeholders.
- ✓ When faced with a conflict between business expectations of a feature and what has been built technically, draft a use case to identify the user flow through the software application. Use this as a starting point for a conversation about the issue.
- ✓ Consider the software systems used by your technology team. For example, system administration, ticket/issue/defect management, and project management systems. Document a slice of functionality for one of these systems as part of preparing training materials or assessing current capabilities.

If you get this far and are still stuck for an idea, send us an email at training@bridging-the-gap.com with a bit of context for your situation and we'll help you come up with something!

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