[Title] Use Case

Document Information

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| **Document Title** | Title of use case – Verb Noun phrasing is almost always the most appropriate! |
| **Document Owner** |  |
| **Version** |  |
| **Status** |  |
| **Date** |  |

1. Brief Description

Insert a 1-2 sentence description of this use case. I find it especially helpful to use a “starts with / ends with” statement to clarify the beginning and ending points of the scope of this process or piece of functionality.

1. Actors

List any roles or systems involved with this process or use case. A person or system fulfilling a role will be the actor in one of the steps.

1. Pre-Conditions

List anything that must be true before this process or functionality begins. A common example is that a specific Actor has logged into the System.

1. Basic Flow

The basic flow is the normal course of events, otherwise called the “happy path.” Ask yourself, what happens most of the time and you’ll discover the steps that belong here. You’ll want your basic flow to cover the full scope of activities between the starts with and ends with.

Create a numbered list of each step below. I recommend using the Word “numbered list” functionality to automatically number the list.

1. Alternate/Exception Flows

An alternate flow is a variation from the basic flow. Alternatives can be triggered at any step in the basic flow and often reinsert the actors back into the basic flow.

An exception flow is an error, or a negative condition. When an exception is encountered, it prevents the process from finishing through to its conclusion until it’s addressed.

Number your alternate and exception flows to indicate the step at which the variation occurs. For example, a variation on step 3 could be listed as 3a and a second variation as 3b, and so forth.

Describe the alternate functionality and then identify at what step in the basic flow this variation picks back up.

1. Post Conditions

Post-conditions indicate what must be true after the steps of the use case are complete. These should be true for the basic flow and all alternate flows. Exception flows may have different post-conditions or none at all.

1. Supplemental Requirements

This is a special section I use to hold miscellaneous requirements related to the use case. Often you’ll find BAs including a Business Rules section or other collection of information related to the use case. These may or may not be actual requirements – you’ll want to establish a clear pattern and communicate that clearly and ensure it’s consistent with how your organization documents this type of requirement. I’ve also used this section to capture the most salient decisions and notes so they are stored right with the use case for future consideration. This is not a standard practice but it can be extremely effective in an informal environment.

1. Visual Model

Many use cases are enhanced by a visual model. A simple work-flow diagram can be used to visually show the sequence of steps and alternate and exception flows. A user interface mock-up can be used to show a possible representation of these user requirements in an interface (or a desired representation). In some organizations, a more formal UML diagram may be appropriate.

Revision History

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| V. | Date | Author | Description | Status |
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