Uses Cases

- How does the user accomplish a particular goal with our application?

Uses Cases

- Title   what is the goal?

- Actor   who desires it?

- Scenario   how is it accomplished?

Use Case: Title

- Short phrase, active verb
  - Register new member
  - Transfer funds
  - Purchase items
  - Create new page
  - Collect late payments
  - Process accounts

Use Case: Actor

- User
- Customer
- Member
- Administrator
- AuditSystem

Use Case: Scenario as Paragraph

- Title: Purcase items

- Actor: Customer

- Scenario: customer reviews items in shopping cart. Customer provides payment and shipping information. System validates payment information and responds with confirmation of order and provides order number that customer can use to check on order status. System will send customer a confirmation of order details and tracking in an email

Use Case: Scenario as Steps

- Title: Purcase items

- Actor: Customer

- Scenario

  - Customer chooses to enter checkout process

  - Customer is shown a confirmation page for their order, allowing them to change quantities, remove items, cancel

  - Customer enters his/her shipping address

  - System validates the customer address

  - Customer selects a payment method

  - System validates the payment details

  - System creates an order number that can be used for tracking

  - System displays a confirmation screen to the customer

  - Email is sent to the costumer with order details

Use Case: Scenario Additional Details

- Title: Purchase items

- Actor: Customer

- Scenario:

- Description

- Scope

- Level:

- Extensions: Describe steps for out-of-stock situations

- Extensions: describe steps for order never finalized

- Precondition: customer has added at least one item to shopping cart

Actor

- Usually human
- Can be anything that using the applications
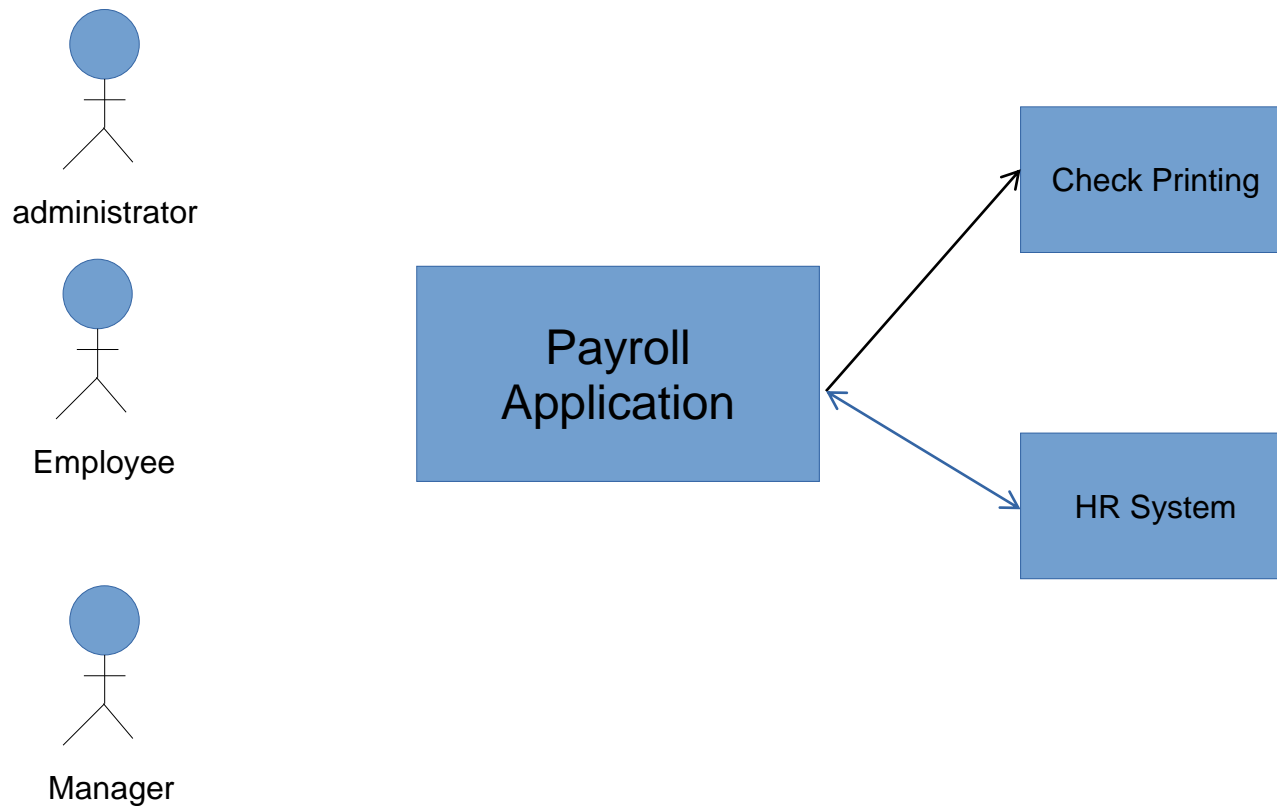
Identifying Actor

- External Systems/Organizations
  - External data sources, web services, other corporate apps, tax reporting, backup systems

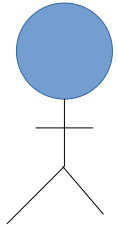- Roles/Security Groups
  - Visitor, member, adminstrator, owner

- Job Title / Departements
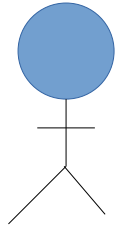 - Manager, Payrol Administrator, Production Staff, Executive Team, Accounting

Identifying Actors

- Focus on the goals that actor wants to accomplish
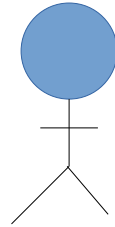
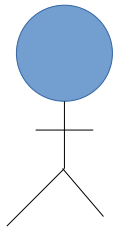- Primary actor

- Secondary actor
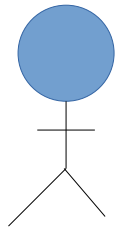
- The goals may not success
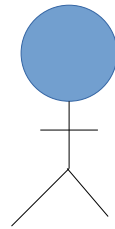
Identifying Actors
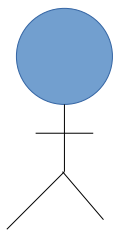
administrator

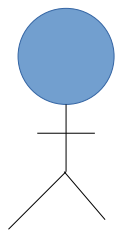HR Staff

Janitorial

Part time staff

Executive teams

Production

Manager

Contractors
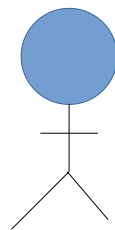
Marketing
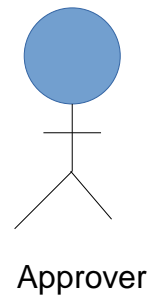
Expense Approval System

Identifying Actors

Requester

Expense Approval
System

Approver

Identifying Scenarios

- Purchase items
- Create new page
- Balance accounts

- Log in to applications
- Write book
- Merge organization

Emphasize the goal of one encounter

Identifying Scenarios

- Focus on user's goals

Multiple Scenarios

- Title: Purcase items

- Actor: Customer

- Scenario: customer reviews items in shopping cart. Customer provides payment and shipping information. System validates payment information and responds with confirmation of order and provides order number that customer can use to check on order status. System will send customer a confirmation of order details and tracking in an email

- Extensions: One or more items out of stock

  – Customer removes out-of-stock item and continues

  – Customer cancels entire order

- Extensions: Customer payment method rejected

Active Voice. Omit Needless Words

- N: the system is provided with the payment information and shipping information by the customer

- Y: customer provides payment and shipping information

- N: the system connects to the external payment processor over https and uses JSON to submit the provided payment information to be validated, then waits for a delegated callback response

- Y: system validates payment information

Focus on Intention

No technical descriptions
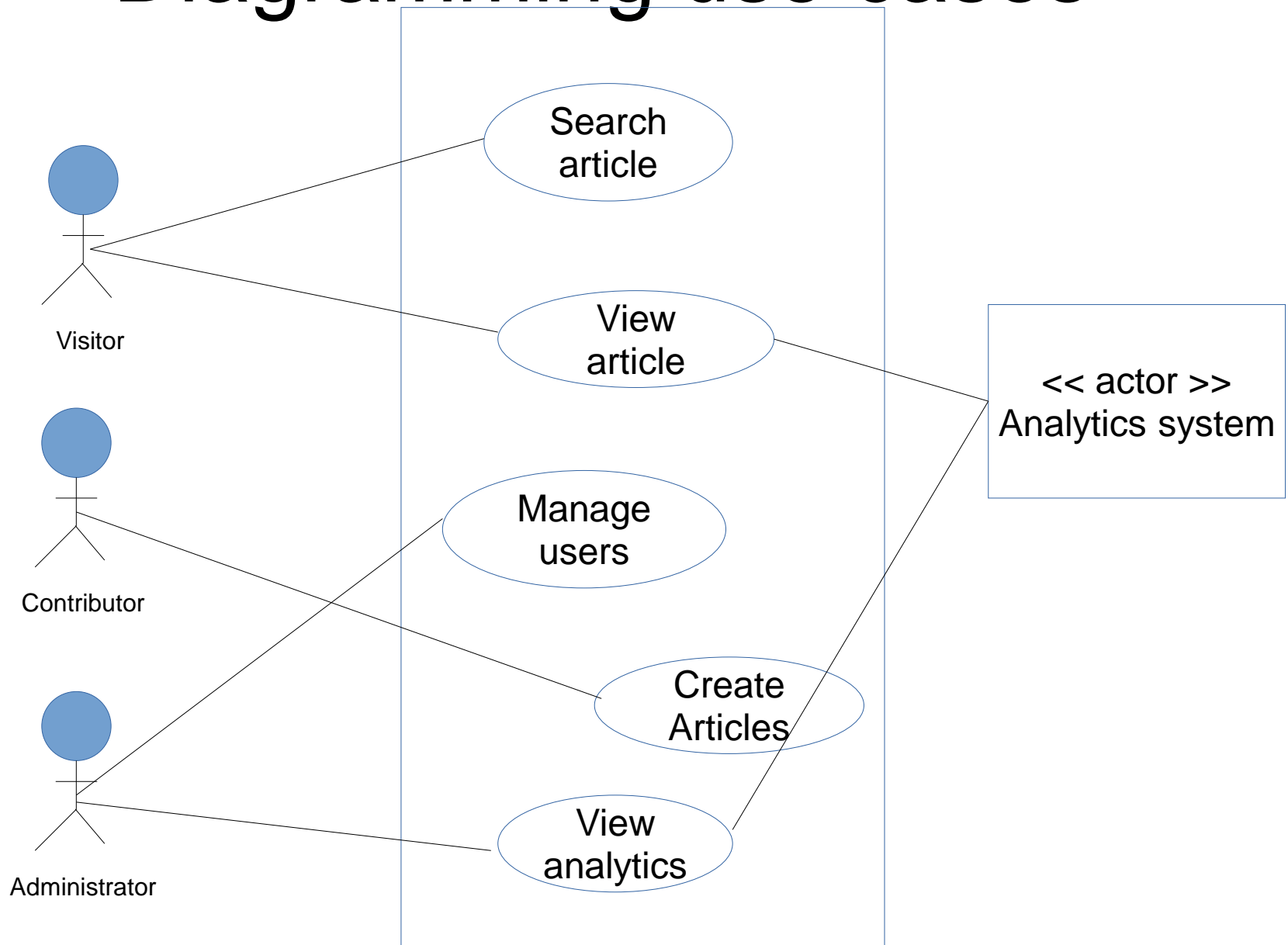
- Title: Purcase items

- Actor: Customer

- Scenario

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  – Customer is shown a confirmation page for their order, allowing them to change quantities, remove items, cancel

  – Customer enters his/her shipping address

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  – Customer selects a payment method

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  – System displays a confirmation screen to the customer

  – Email is sent to the costumer with order details

Use Case Prompts

- Who performs system administration tasks?

- Who manages users and security?

- What happens if the system fails?

- Is anyone looking at performance metrics or logs?

Diagramming use cases

Search
article

View
article

Manage
users

Create
Articles

View
analytics

Visitor

Contributor

Administrator

<< actor >>
Analytics system

User Stories

- As a (type of user)

- I want (goal)

- So that (reason)

- As a Bank Customer

- I want to change my PIN online

- So that I don't have to go into a branch

- As a user

- I want to search by keyword

- So that I can find and read relevant articles

- As a user

- I want to sort items by price, likes

- So that I can find the cheapest and most likes items

User Stories

- As a reader
- I want to change the font and color scheme
- So that I can read in different lighting
- As a user
- I want to be prompted to save
- So that I don't lose any work

- Not how that goal is done
- Focus on intention

User Stories and Use Cases

USER STORIES	USE CASES
Short – one index card	Long – a document
One goal, no details	Multiple goals and details
informal	Casual to (very) formal
"placeholder for conversation"	"record of conversation"