Use Cases: Bridging the Requirements Gap—Syllabus

Course Goals: Invoke a communication tool (Use Cases) to understand enough of a business problem to proceed with minimal risk of building the wrong system solution. Identify when & how to exploit Use Cases to better understand stakeholder needs. Describe how to build more efficient Use Cases that drive more effective development. Add one more success strategy to your portfolio.

Introduction (Day 1, AM**)**
- Bridging the Gap
- Define what a Use Case is
- Benefits of Use Cases
- How to put Use Cases to work
- Identify 3 things that every writer of Uses Cases must master
- Basic function and form of Use Cases
- Compare 3 common Use Case forms to understand when to apply
- Describe a first things first Use Case approach
- Example narrative
- Exercise: Write a usage narrative
- Exercise: Getting on the same page

Anatomy of a Use Case (Day 1, PM**)**
- Understand the conceptual structure
- Synthesizing all the interactions necessary to achieve the goal
- Invoking responsibility for value
- Identify and understand the basic elements
- Getting actors right
- Breaking down sub-goals
- Level and scope
- Basic flow
- Types of alternate flow
- 8 guidelines for action steps
- Considering exceptions
- Discuss conventions for representation
- Identify 4 ways Use Cases can be related
- Deciding between include/extend
- Exercise: Examine 6 example Use Cases

Process for Writing Use Cases (Day 2, AM**)**
- Understand the key principles behind effective Use Case process
- 3 secrets of "Just Enough Elicitation"
- Identify and understand the 5 process steps and their artifacts
- Explore which steps are best done individually vs. collaboratively
- Forming effective Use Case working Habits
- Apply a 'branch-and-join" process
- Actor-Goal List
- Use Case Briefs
- Managing scope with In/Out List
- Exercise: Produce a Low-Precision and Higher-Precision views

Improving Use Cases (Day 2, PM**)**
- Top 10 misuses of Use Cases
- 2 more secrets of "Just Enough Elicitation"
- Use Case do's & don't guidelines
- Ways to evaluate & improve Use Cases
- Removing implementation specific-language
- Which level of abstraction is appropriate?
- Deciding on whether Black, Gray or White Box description is needed?
- How formal should the description Be?
- How to reveal actor's actions
- How to reveal system's behavior
- Weakness Watch
- 4 examples of Use Case improvements
- Use Case Fields Checklist
- Exercise: Improve a Use Case using a checklist approach

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Use Cases are increasingly popular as an effective means for discovering requirements. They are popular because they promote better communication between stakeholders, analysts, project managers, product managers and developers.

Use Cases: Bridging the Requirements Gap

This "nuts and bolts" workshop will provide you and your team with the practical skills necessary to effectively and efficiently capture, model and analyze requirements.

PRACTICAL SKILLS

You will learn how to identify and translate business goals and needs into system features, and use them to derive effective Use Cases—the ones that get used.

The workshop will show you how to avoid the common difficulties that teams experience when starting a project, such as capturing the right level of detail and the complexities involved with managing "real-world" Use Cases.

HIGHLIGHTS

What is a use case? What does one look like? How are multiple use cases organized? How do use cases fit into the overall requirements process and requirements document? This workshop discusses the answers to these questions as well as how best to apply the key elements of Use Cases—actors, stakeholders, scope, and scenarios.

Also covered is the step-by-step process for writing use cases in various formats and how to make Use Cases easier to read. Many time-saving tips and checklists are included. We help you find the boundaries of a system, search for actors and their goals, and establish the scope

and level of the Use Case by writing simple usage scenarios, and analyzing them for completeness.

We also practice discovery of exception handling and failure situations, linking Use Cases, and layering Use Cases for larger systems.

WHO SHOULD ATTEND

Business and system analysts, product and project managers, business experts, designers and developers and anyone who needs to learn how to effectively capture, communicate and manage user-centric requirements.

- Invoke a communication tool (Use Cases) to understand enough of a business problem to proceed with minimal risk of building the wrong system solution.

- Identify when & how to exploit Use Cases to better understand stakeholder needs.

- Describe how to build more efficient Use Cases that drive more effective development.

- Avoid common Use Case modeling and management pitfalls.

- Add new success strategies to your portfolio.

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