

Use Case Workshop

2-day Workshop

CLEARLY ARTICULATED USER REQUIREMENTS ARE KEY TO BUILDING A CORRECT SOLUTION

Of the many ways to capture user requirements, use cases are a preferred method, especially for systems where user interaction must be carefully explored. Both the normal path of operation and the alternate paths must be clearly documented to ensure that the related business processes will be supported effectively under all conditions. Having a simple expression of the system interaction in a use case that can be reviewed with the users before the system is designed helps avoid unpleasant surprises and unmet expectations.

Description:

The Use Case workshop is suited for practitioners who document solution requirements at a user requirements level. Use cases are especially helpful when capturing requirements for an interactive system that supports a business process, since they clearly define what is done by each of the participants in the process (human users, systems that respond to the user, and systems that are involved in any computation behind the scenes). Many organizations find use cases helpful for other types of systems; too, such as defining the flow of data or processing that is independent of a user interface.

Participants in the workshop use guided exercises to practice the techniques of building use cases, leveraging templates and examples provided by the instructor. Common pitfalls are discussed, along with ways to avoid the problems.

Topics:

- Context for Building Use Cases
 - Project life cycle and constraints
 - Stakeholder involvement
 - Roles and responsibilities
 - Terminology
- Types of Requirements
 - Framework of relationships
 - Where Use Cases fit
- Building Use Cases
 - Components of a use case
 - Identifying actors
 - Defining the normal (“happy”) path
 - Exceptions and alternate paths
 - Common problems developing use cases
 - Use case review checklist
- Deriving other requirements
- Testing Based on Use Cases

Target Audience:

Participants learn to develop clear and effective use cases; common roles include business analysts, project managers, and product managers.

Common Tailoring Options:

- Incorporate participant organization processes, assets, and vocabulary into the workshop
- Leverage existing projects for exercises

Professional Development Credits:

1.4 Continuing Education Units (CEU)
14 Professional Development Units (PDU)

Business Analysis Body of Knowledge™ Areas:

- Requirements Elicitation
- Requirements Analysis and Documentation

Maximum class size: 15

*Business Analysis Body of Knowledge is a trademark owned by the International Institute of Business Analysis.
Workshop Description*

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Janet Ply, PhD 512-695-4259
Joyce Statz, PhD 512-346-5228
info@pendere.com