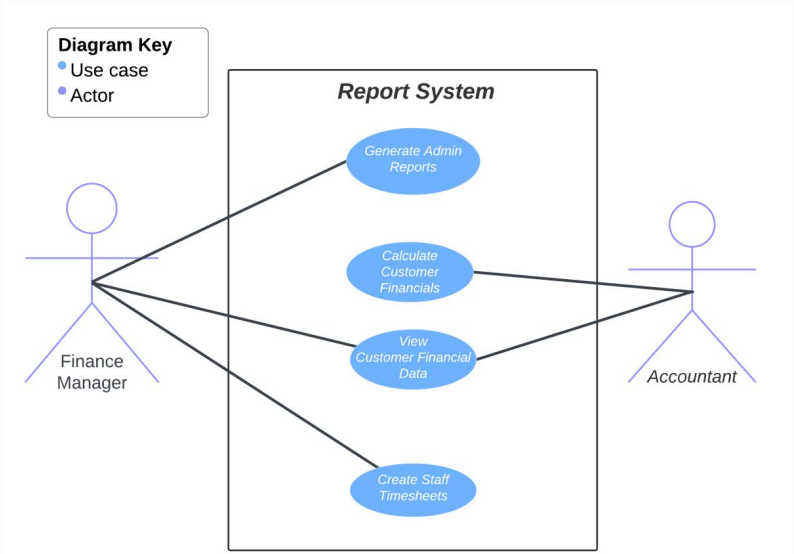
# Writing Effective Use Cases & Scenarios

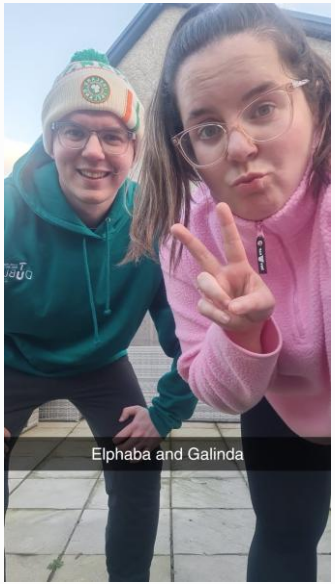



26th of Feb 2025

James Dean

# About me

- President of IIBA Ireland Chapter
- Business Analyst (BA) – 8 Years
- Bachelor of Science (BSc) Honours Degree in IT Management
- ECBA and AAC Certified – IIBA
- PSPO I
- Worked across various industries
- Currently working in Energy - Product Management




Fun Facts:

- Twin
- Dancer

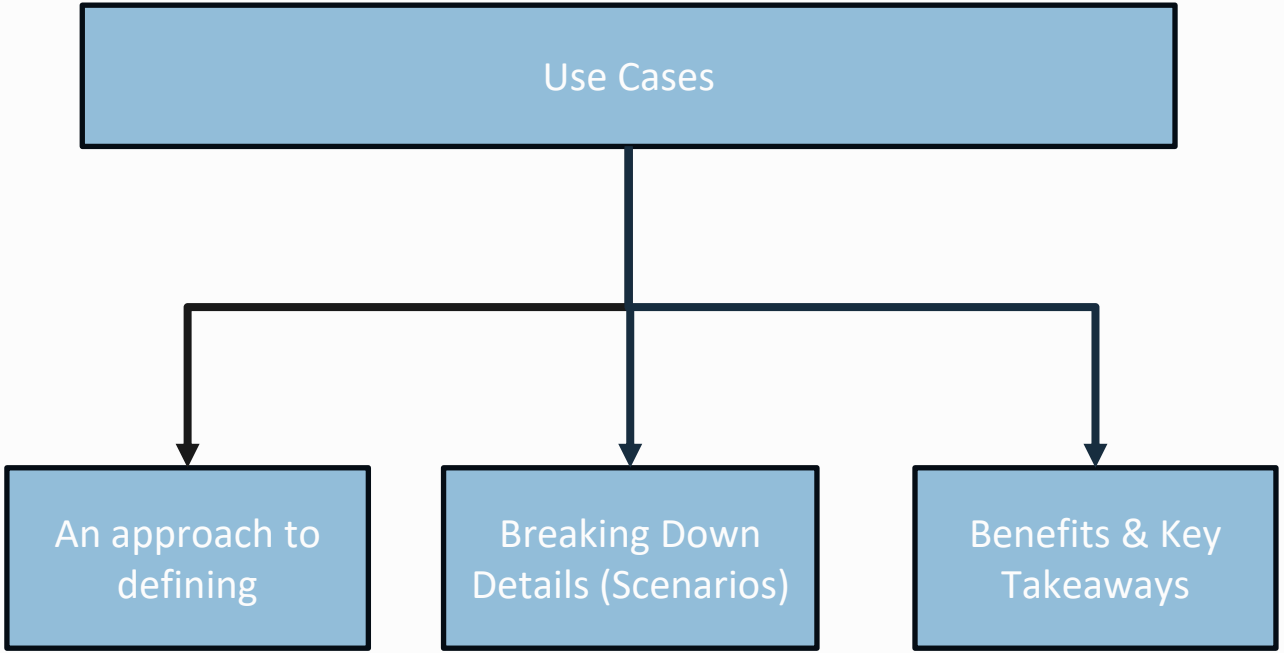
eurofins

ERS

GridBeyond

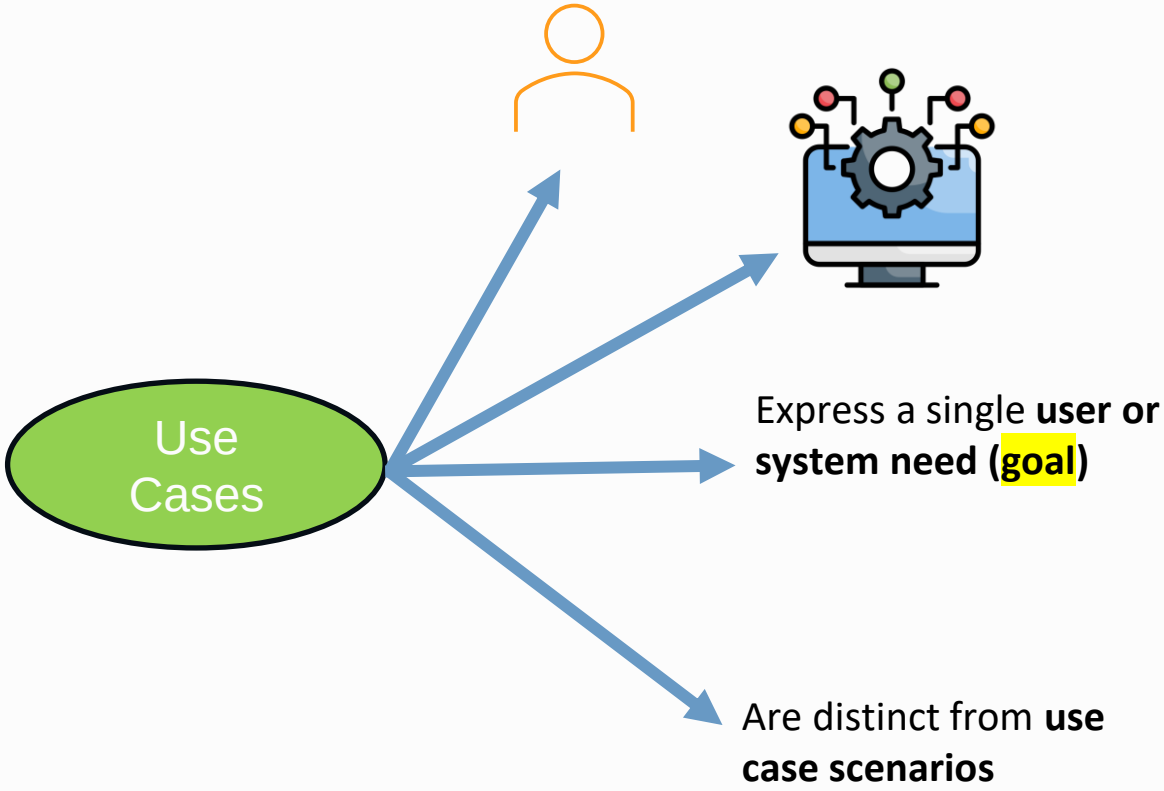
IIBA Ireland Chapter

# What will we discover today?



# What are Use Cases?

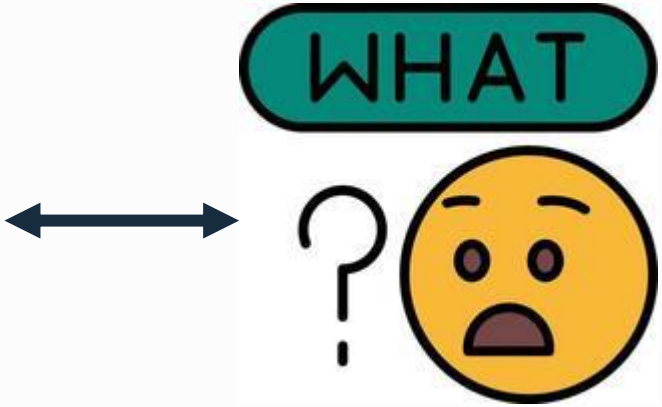
# Use Cases




Sometimes referred to **“business use cases”**

# Use Cases

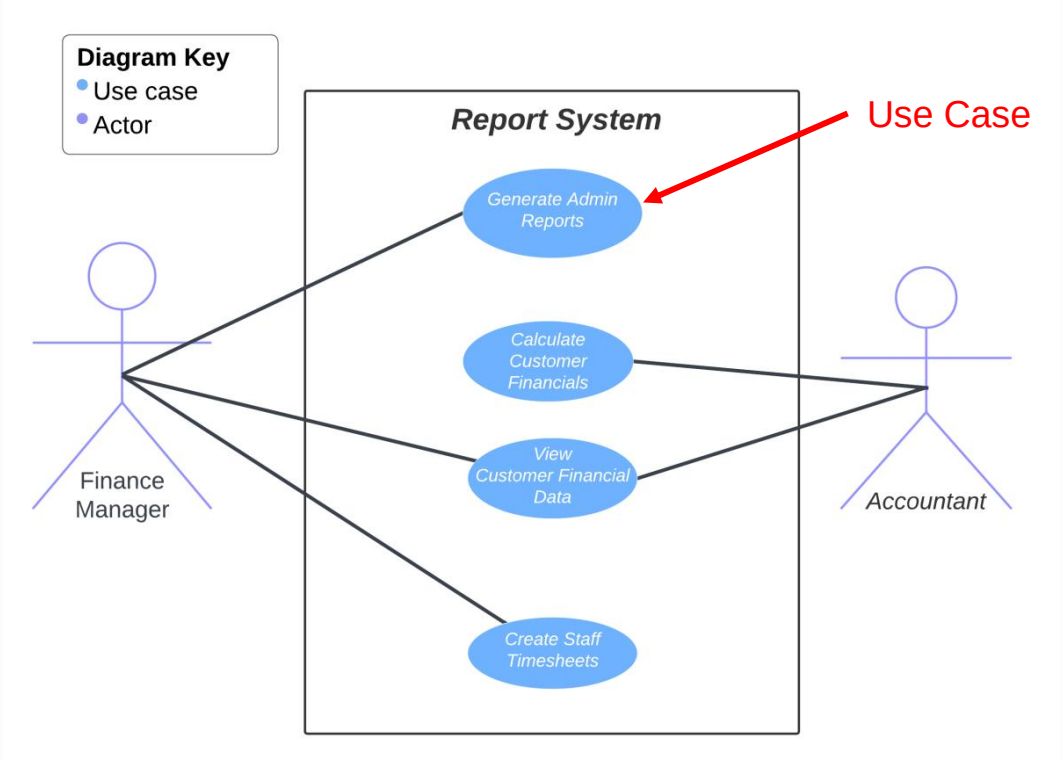

Type of User
**Known as**
**Actor**




User Goal
**Known as a use case**

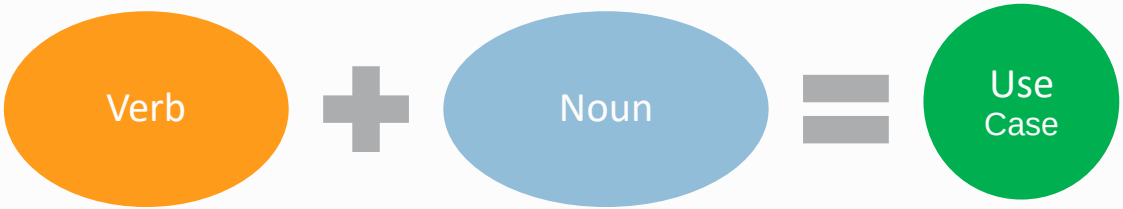
# Use Case Example

Use cases describe how a **user** or **system** interacts with a system or solution to achieve a **goal**



# How to Define Use Cases?

If **Business Requirements** have been defined you will need to extract and define actors and use cases.

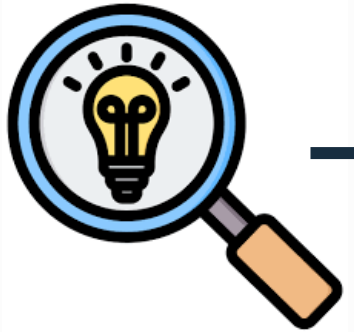


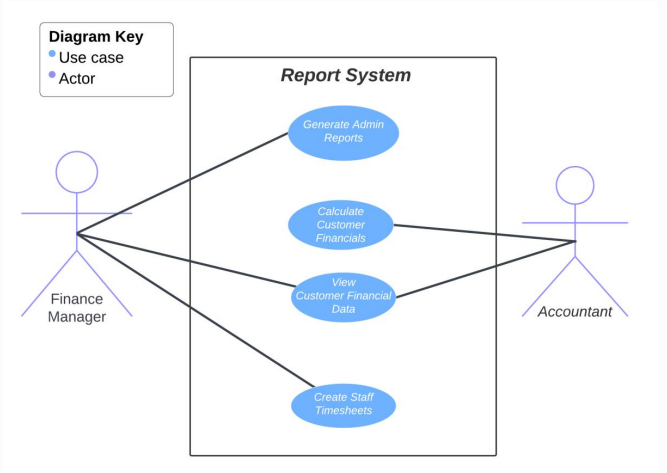

Helpful Techniques:

- Workshops
- Interviews
- Process Modelling

# How to Define Use Cases?

If **Business Requirements** haven't been defined, you will need to discover and define the use cases.






Helpful Techniques:

- Discovery Workshops
- Product Vision
- Interviews
- Process Modelling

# Use Case Activity

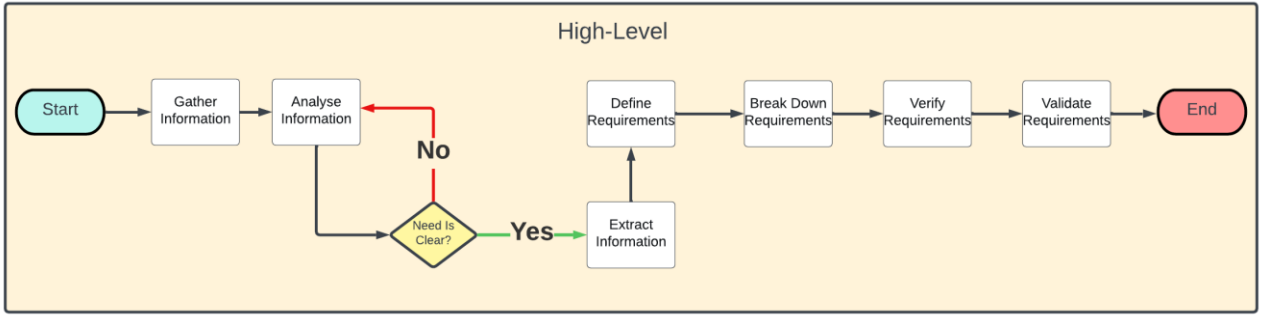
## Activity!

Goal: **Define use cases for a flight booking system**

**Remember to think of actors (users) and their use cases (goals)**

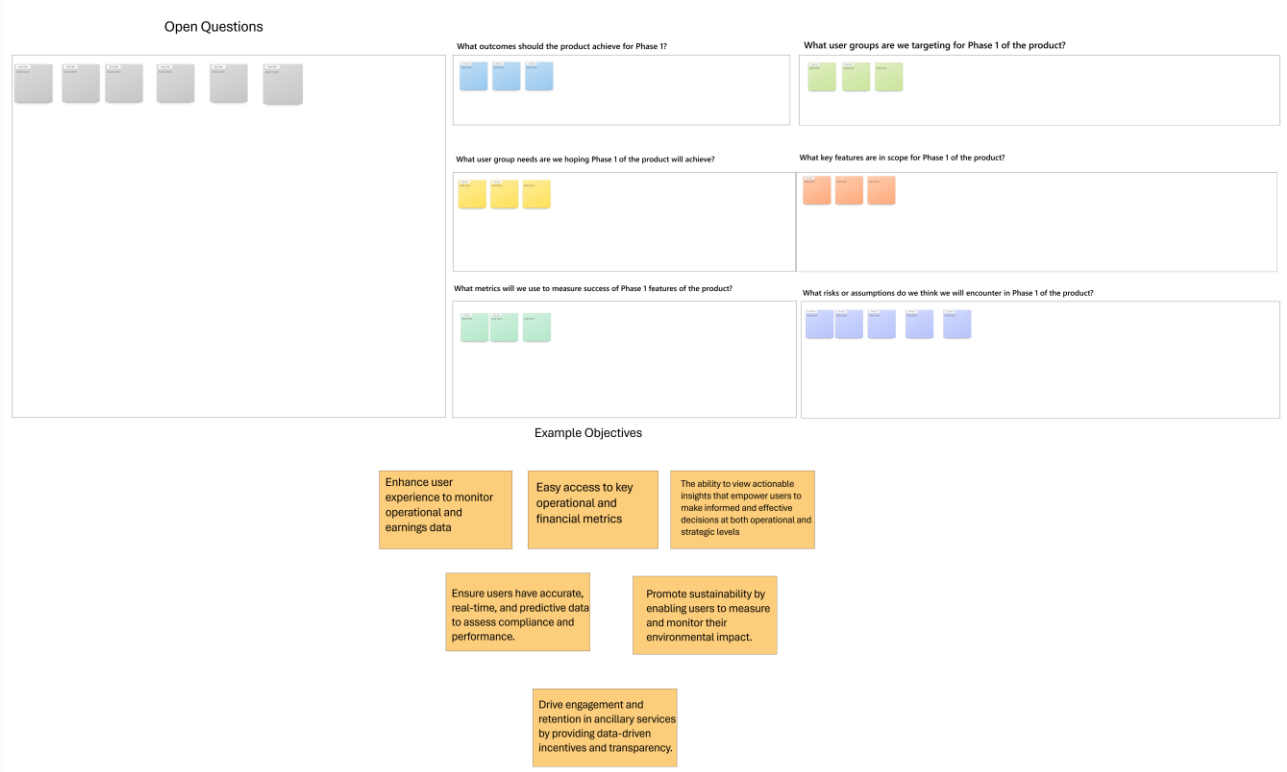
# How to Define Use Cases?

**Note:** This is not a linear process; elicitation occurs at every stage.

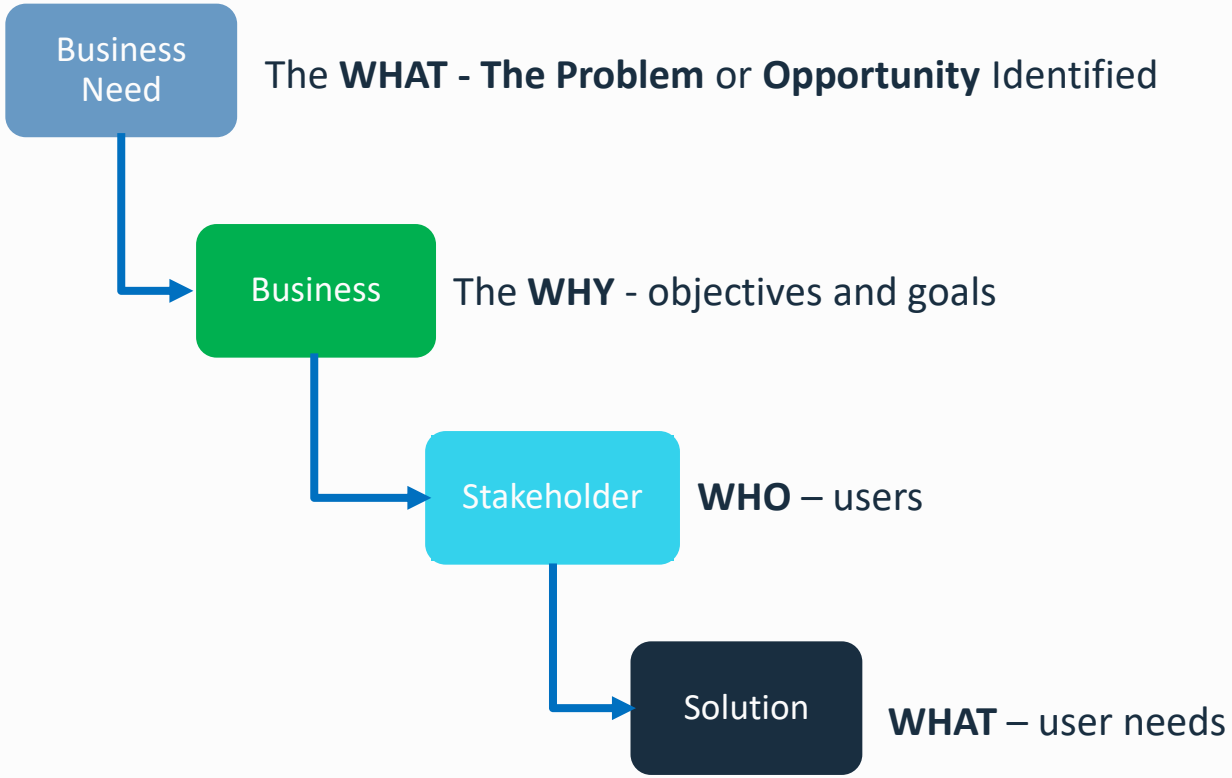


# How to Define Use Cases?

## Example Product Discovery Whiteboard



# How to Define Use Cases?



# How to Define Use Cases - Example

The **WHAT - The Problem** or **Opportunity** Identified

Business Need

**Problem** = Traditional hotel booking is slow and inefficient, requiring guests to call or visit in person.

The **WHY** - objectives and goals

Business

**Objective:** Increase revenue by enabling 24/7 room booking accessibility.

**Goal =** Increase direct hotel bookings by 20% in the first year.

The **WHO** – users

Stakeholder

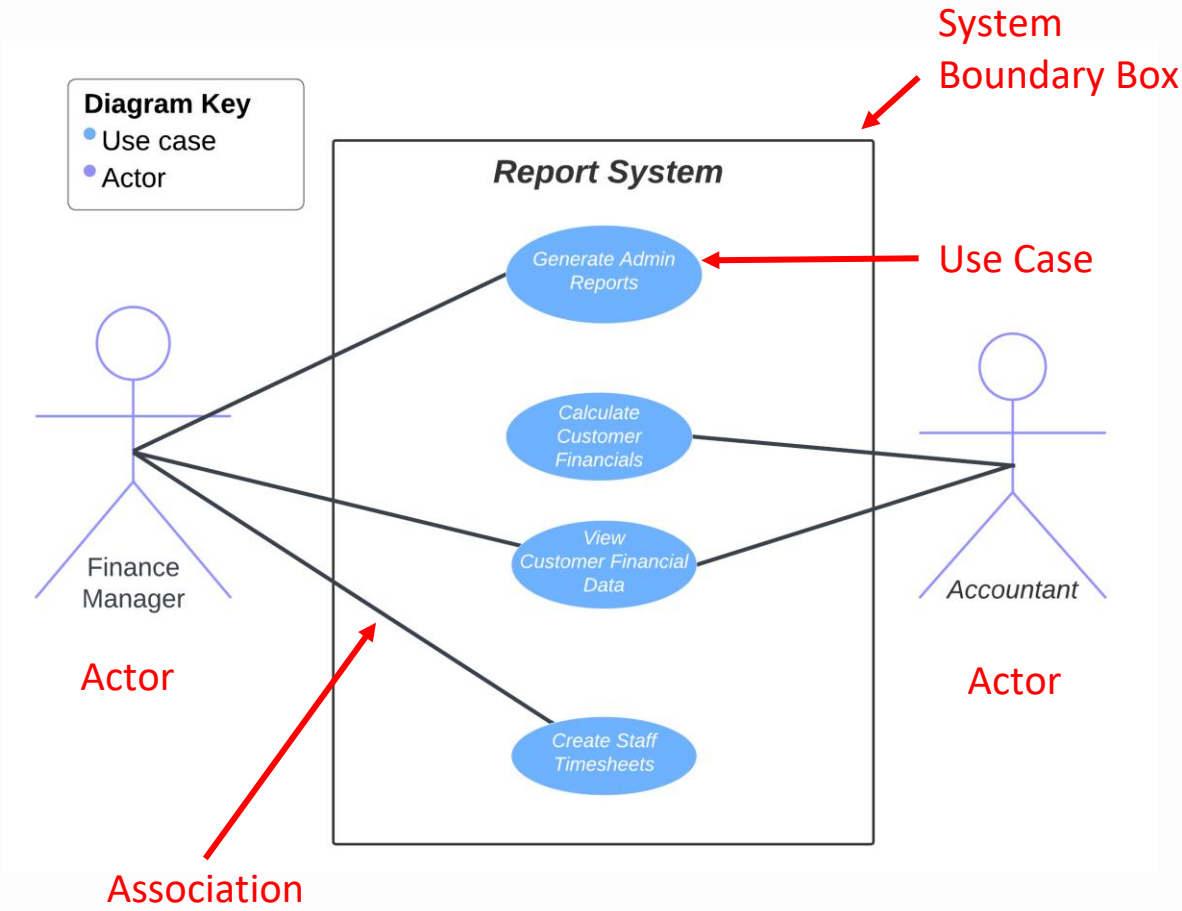
Guests
Staff

The **WHAT** – user needs (use cases)

Solution

Search for a Room
Reserve a Room
Manage Reservations

# Use Case Diagram



# How to Define Use Cases?

# Activity!

Goal: **Define use cases for a use case diagram – case study**

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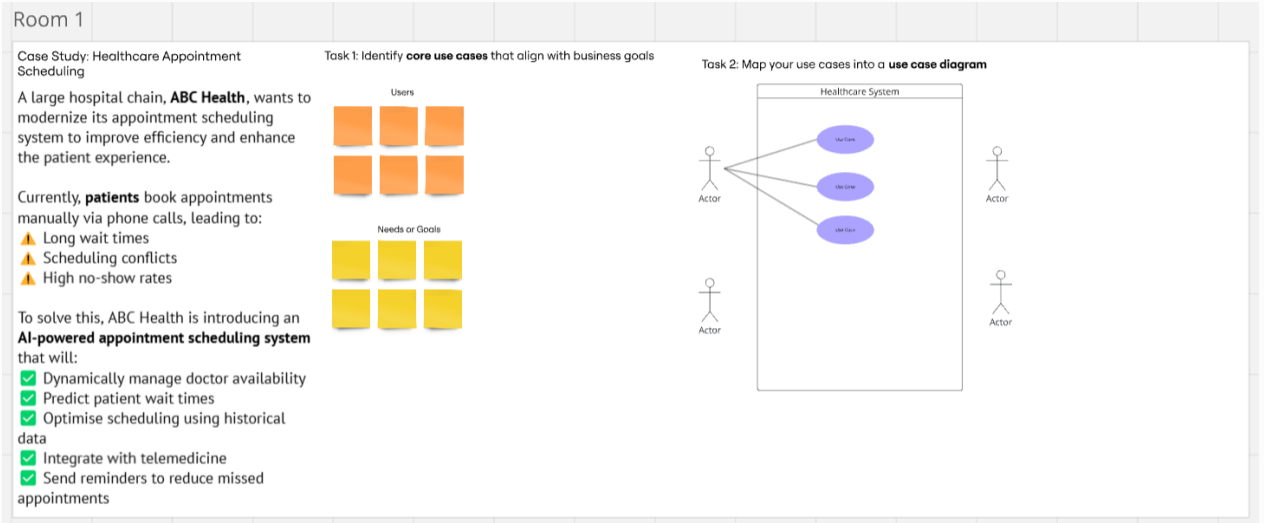
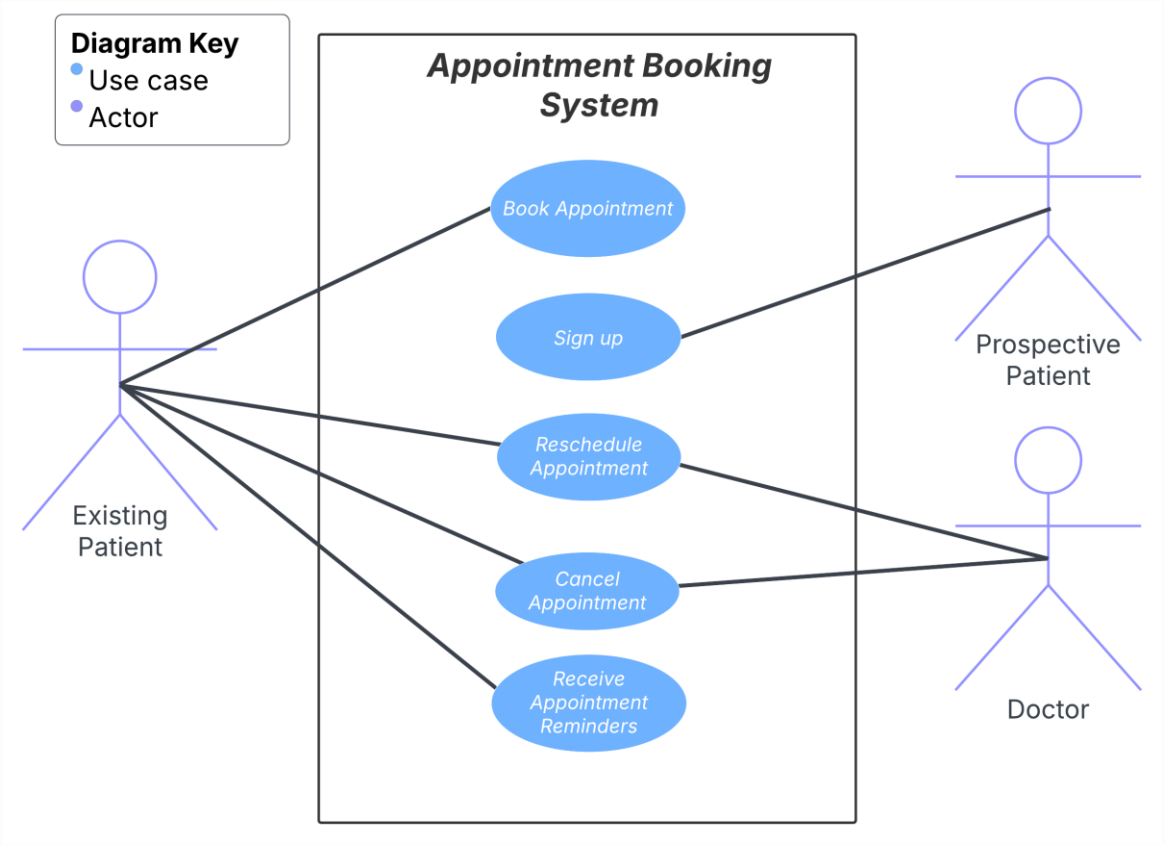
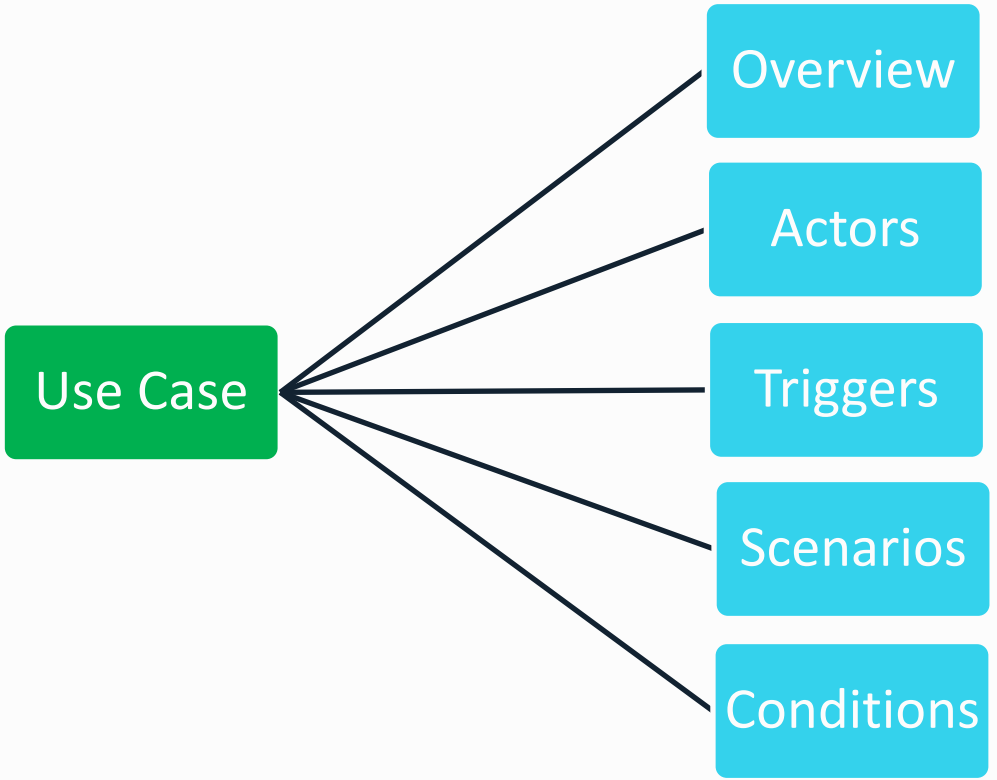


# Use Case Diagram Solution

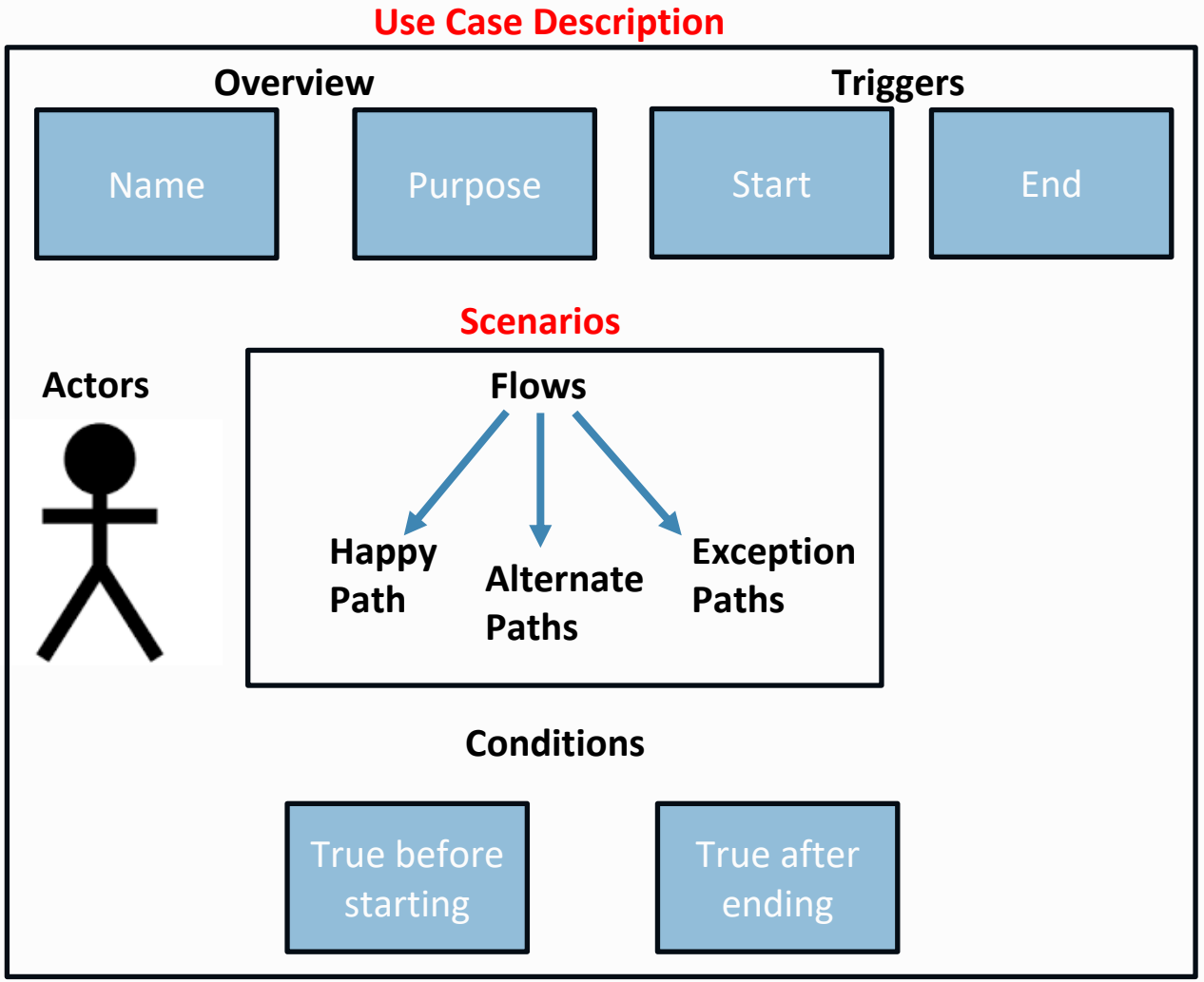


# Use Case Scenarios

Description of the **ways in which a user interacts with a system or solution**



# How to write use case scenarios?



# Example Use Case Description

| Use Case Name: Request Leave | |
|---|---|
| **Purpose** | Allows a company employee to **request different types of leave** |
| **Starts When** | Company Employee **selects to apply for leave** |
| **Ends When** | The Company Employee **views that the type of leave has been successfully requested** |
| **Actors** | • Company Employee **(User)**<br>• HR System **(System)** |
| **Pre-conditions (Before)** | • Company Employee **has logged into the HR System**<br>• Leave balance for the Company Employee **is available** |
| **Post conditions (After)** | • **Success**: The leave request has been successfully requested and an email has been sent to the Company Employee's Manager for approval<br>• **Failure**: The leave request is cancelled, the Company Employee has insufficient leave balance |
| **Happy Path (Main Flow)** | 1. The User selects to apply for leave<br>2. The System displays a list of leave types<br>3. The User selects the annual leave type<br>4. The System checks leave balance<br>5. The System displays an option to inputs leave details<br>6. The User inputs leave details<br>7. The System displays an option to request leave<br>8. The User selects to request leave<br>9. The System attempts to log the leave request<br>10. The System displays a success message to the User<br>11. The User views that the type of leave has been successfully requested |
| **Alternate Paths** | 3A: Chooses a jury duty leave type<br>• The System displays an option to upload jury service letter<br>• The User selects to upload jury service letter<br>• The User navigates to where the jury service letter is stored on their local computer<br>• The User selects the file to upload<br>• Continue with Happy Path Step 6 |
| **Exception Paths** | 4A: Insufficient leave balance<br>• The System displays an error message to the User informing them<br>• Use case ends |

# Use Case Description Activity

## Activity!

Goal: **Write a use case description – case study**

Link:
https://miro.com/app/board/uXjVLihseSI=/?share_link_id=933837102930

# Use Case Description Solution

| Use Case Name: Book Appointment | |
|---|---|
| **Purpose** | Allows an existing patient to **book different types of General Practitioner (GP) appointments** |
| **Starts When** | Existing Patient **selects to book an appointment** |
| **Ends When** | The Existing Patient **receives a booking confirmation** |
| **Actors** | • Existing Patient **(User)**<br>• GP Appointment System **(System)** |
| **Pre-conditions (Before)** | • Existing Patient has logged into the GP Appointment System |
| **Post conditions (After)** | • **Success**: Appointment is confirmed and a notification is sent to the Existing Patient<br>• **Failure**: No dates and time slots are available for an appointment type |
| **Happy Path (Main Flow)** | 1. The User selects to book an appointment<br>2. The System displays a list of appointment types<br>3. The User selects the general consultation appointment type<br>4. The System displays an option to select a date<br>5. The User selects a date<br>6. The System checks available time slots for the selected date<br>7. The User displays available time slots<br>8. The User selects a time slot<br>9. The User selects to book the appointment<br>10. The System attempts to book the appointment<br>11. The System displays a success message<br>12. The System sends a notification with the booking confirmation<br>13. The User receives the booking confirmation |
| **Alternate Paths** | 5A: Chooses a different date slot<br>• The System checks available time slots for the selected date<br>• The System displays available time slots<br>• Continue with Main Flow Step 8 |
| **Exception Paths** | 7A: No time slots available<br>• The System displays an error message informing them no time slots are available and displays a list of alternative GP practices<br>• Use case ends |

# Benefits of Use Cases & Scenarios

1. Defines **scope**
2. Identifies system **users**
3. Supports **incremental development**
4. Focuses on **real user goals (needs)**
5. Provides a **big-picture view** of users and their needs
6. Aids **planning**
7. Works with **user stories** and **wireframes**
8. Models the **process flow**

# Key Takeaways

**Use Cases**

1. Focus on **verb + noun** when defining **actions**
2. Consider **how users interact** with the **system** or **solution**
3. Identify **different user types** and their specific **needs (goals)**
4. Separate **wants** and **needs**

**Use Case Scenarios**

1. Focus on **one user**, one **system**, and one **use case**
2. Ensure **"starts when"** matches the first step in the happy path
3. Avoid **repeating pre-conditions** in the first step of the happy path
4. Don’t assume the happy path - **think about what can go wrong**
4. **Post-conditions** cover **success** (happy & alternate paths) and **failure** (exception paths)

# Q&A