



# Applying Use Case Principles for Enterprise Product Documentation

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# Agenda

- **Use Cases**
- **Opportunity**
- **Approach**
- **Process**
- **Data Collection**



# Use Case - Definition

- **A use case is a description of the possible sequences of interactions between the system under discussion and its external actors, related to a particular goal.**
- **Each possible sequence of interactions is called a scenario. The use case collects together all the scenarios related to that goal, including both those in which the goal is achieved, and those in which the goal must be abandoned.**



# Benefits from the Use Case Approach

- **User-centric: user's terminology is applied**
- **Task-centric: reveals requirements to get work done**
- **Helps analysts understand the domain**
- **Avoids building unnecessary functionality**
- **Helps set implementation priorities on functional requirements**
- **Permits tracing requirements back to voice of the customer**



# Use Case Application

- **Use cases have been successfully used to capture the business process design of companies and organizations**
- **Use cases have been successfully used to document the behavior of software products**
- **Use cases have been successfully used to specify the requirements of software products**
- **Use cases have been successfully used to specify the requirements of combined hardware and software systems, from very large military complexes, to small, embedded real-time controllers**



# The Opportunity

- **To apply Use Case principles to define and segment the ways our customers/partners/field finds, obtains and uses the information needed**
- **Generally Use Cases are developed for products**
- **Generally for Information Developers, the document is the end product**
- **To figure out ways to see how the customers are using or not using our product (documents)**
- **To proactively understand customers' needs even if they don't articulate it**
- **Understand customers' pain points**



# Use Case Approach

## Products

- Revenue
- Customer base
- Stage of the product in the product life cycle

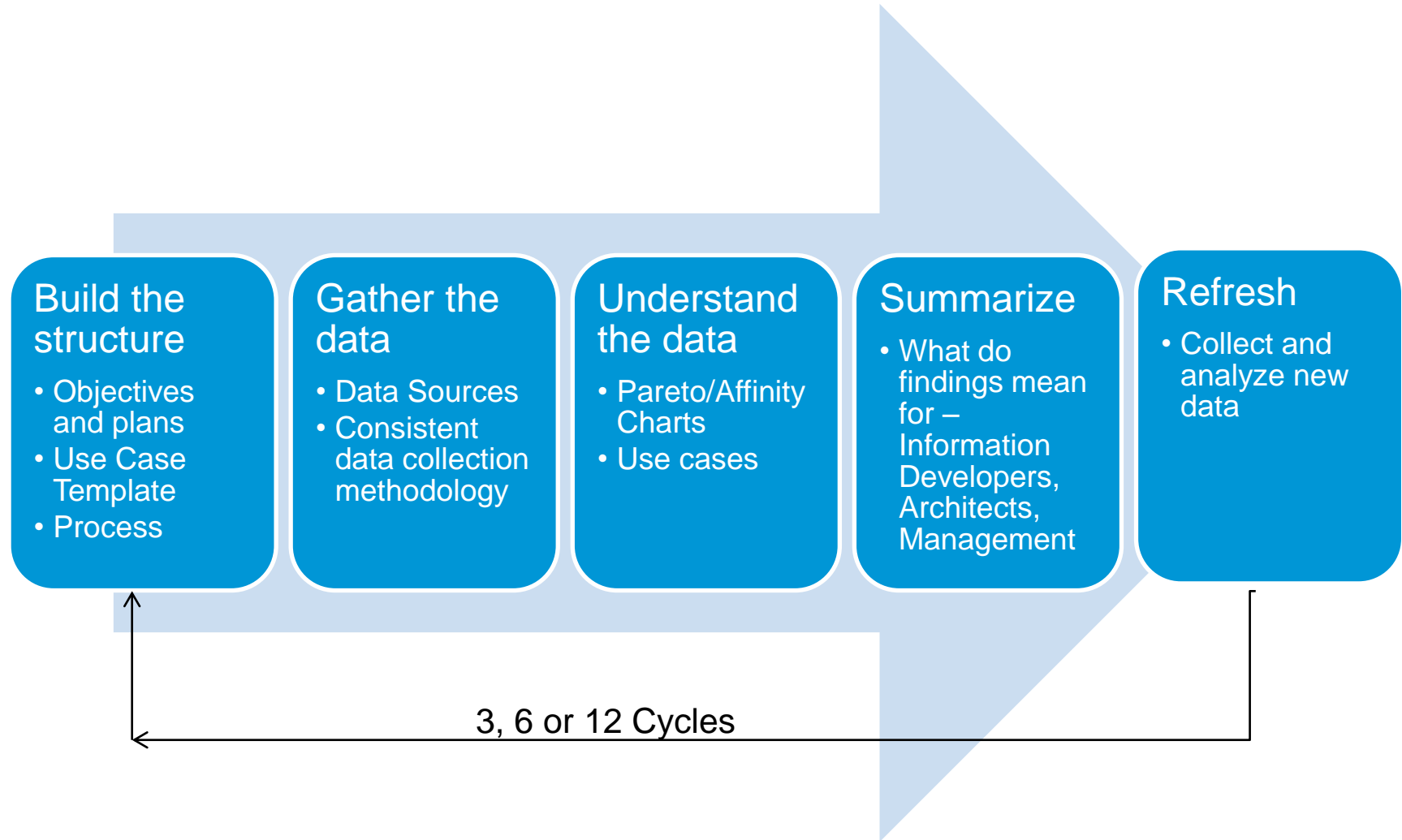
## Tasks

- Complexity of tasks
- Frequency at which a task is performed
- Tasks with frequent customer calls/escalations

## Customers and Partners

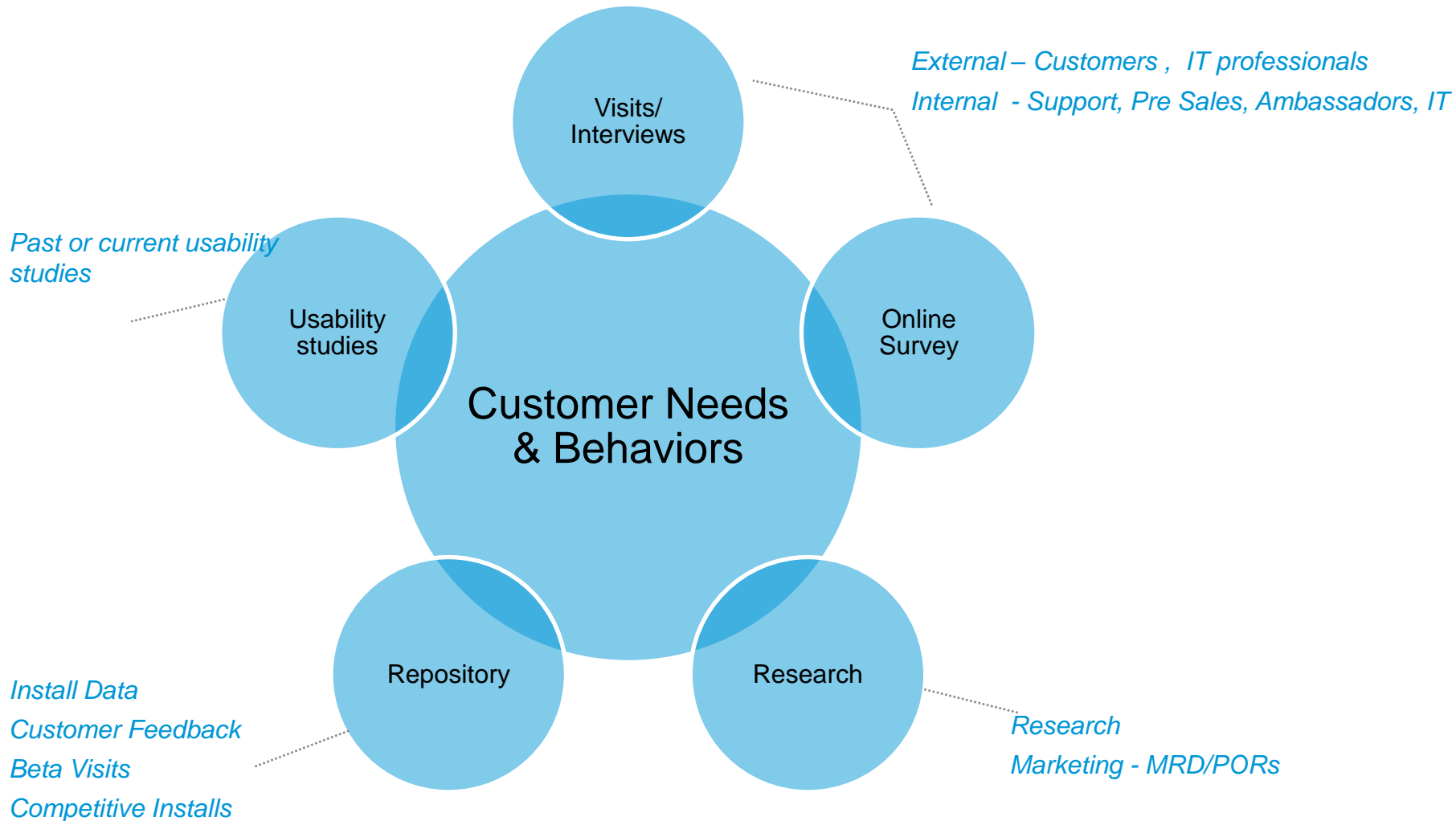
- Business requirement
- Revenue
- Internal and external

# Use Case Process





# Data Sources



# Interview Guide

- **Disciplined approach**
  - All the members are asking the same questions
  - Easy to collate data
  - Easy to spot patterns
  - Hazards of deviation from the main task is minimum
- **Frame detailed and probing questions**
- **Focus on what can solve a customer's problem (solutions)**
- **Run the questions with a usability expert if available**
- **Two or three interviewers ideal**



# Online Survey Questions

- Meeting customers not always possible
- Limit to 15 questions
- Group related questions together
- At the beginning of the survey, clearly state the objective and the time it is going to take to complete the survey
- Have a raffles or some kind of gift for finishing the survey
- Can include internal customers



# Anatomy of a Use Case

**Uniquely identify each use case**

**Name the components of a use case**

**Record use case pre-conditions and post-conditions**

**Distinguish use cases**

- Normal
- Alternative
- Exception or Error

**Document use cases at various levels of detail**



# Use-Case Template

Use Case ID:			
Use Case Name:			
Created By:		Last Updated By:	
Date Created:		Date Last Updated:	

Actors:	
Description:	
Preconditions:	
Postconditions:	
Normal Flow:	
Alternative Flows:	
Exceptions:	
Includes:	
Priority:	
Frequency of Use:	
Business Rules:	
Special Requirements:	
Assumptions:	
Notes and Issues:	



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