**Business Use Case**

[AGENCY NAME]

[PROJECT NAME]

[Publish Date]

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# Using this Template

This template contains “suggested language” and assumes that the author of this document will make appropriate additions, deletions, and changes for their specific project needs.

To create a document from this template:

* Replace [bracketed text] on the cover page, in the header, and throughout the document with your project and agency information by filling in the [bracketed text] area in the document text. Filling in the information once, will propagate that field throughout the document.
* Complete the entire template making all necessary adjustments
* Each section contains abbreviated instructions (**Green Font**) and an example using (**Black Font**).
* Delete this “Using This Template” page.
* Update the Table of Contents by clicking on the “References” tab, selecting “Update Table”, then “Update Entire Table” and click “Ok”.
* Save.

To provide any suggested improvements or corrections, please email [TBSM.info@tn.gov](mailto:TBSM.info@tn.gov).

# Revisions

| Revision | Description of Change | Author | Effective Date |
| --- | --- | --- | --- |
| v1 | Initial document upload to TBSM intranet site | BSD Team | 09/28/12 |
|  |  |  |  |
|  |  |  |  |

# Introduction

Business Use Cases are developed to document business services and processes showing the relationship between any entity that interacts with the organization (actors) and a specific business function. Business use cases can be used during business process improvement efforts to help determine the impact on business processes and roles within an organization, and can be used to help develop system use cases for an IT solution.

In the initial stages of a solution, whether process improvement or IT, business use cases are developed along with the process of visually modeling the business. During high-level modeling, business use cases can be written in a brief format, eliminating some of the granular detail until the modeling matures to the lowest functional breakdown of a process. Additional tools and techniques such as business process modeling, functional decomposition, and activity diagramming may be used in conjunction with forming business use cases.

The following business use case template outline may be used to create a common template for individuals assisting with the process so that all sections and formatting are consistent. Different versions of a business use case template may be developed from the following to allow the documentation to become more detailed as functional breakdowns occur. Use cases are meant to be flexible and should be tailored to an organization’s needs. The following outline is a recommendation.

# Business Use Case Template Outline

1. Business Use Case Name:

Section1, Sub Section 1.1 and 1.2 will appear in all business use cases. For high-level descriptions of a functional area in the initial stage, these may be the only elements included for a “business use case brief”

Level:

* 1. Business Context
     1. Description
     2. Business Goals and Benefits
     3. Business (Organizational) Area
  2. Stakeholders
     1. Primary Actors
     2. Secondary Actors
     3. External Actors
  3. Triggers

When business use case briefs are complete and next level breakdowns are in process, elements in Section 1 and Section 2 may be included (“business use case outline”)

* 1. Preconditions
  2. Post Conditions
     1. Post Conditions On Success
     2. Guaranteed (or Minimal) Post-Conditions

1. Main Success Scenario
   1. Alternative Scenarios
   2. Extensions
2. Special Requirements

Sections 3 through 8 may be used for final granular detail or when the information is needed to fully vet a business process (“business use case description”). This information is beneficial to both process improvement and even more so for an IT solution.

* 1. Business Service Level (Non-Functional) Requirements
     1. Legal and Regulatory Requirements
  2. Constraints

1. Activity Diagram
2. Process Artifacts
3. Open Issues
4. Business Rules
5. Other Artifacts

The following page provides definitions for each section of a business use case. Some organizations may prefer to include the definitions in their customized template to assist in the training process for those who will develop the business use case package.

# Business Use Case Definitions

1. Business Use Case Name:

Business use case names reflect a goal that an actor needs to achieve, following a verb-noun approach with the verb being an action the actor needs to take and a noun to reflect what is being done or the target of a specific action.

Examples of a business use case name: Complete Sales Transaction.

Level:

The level of a business use case can be defined as high, mid, or low (or brief, outline, description). A high-level use case may discuss a complete end to end flow of a specific business process, a mid-level may be a more complex level that contains sub-processes, and a low-level that reflects a process that cannot be decomposed any further.

* 1. Business Context
     1. Description

Provide a brief description (one paragraph) about the business process

.

* + 1. Business Goals and Benefits

Provide a rationale for the existence of the business process as well as the goals the actor needs to achieve when the outcome is successful.

* + 1. Business (Organizational) Area

Name the area being described, for example, Sales (high-level).

* 1. Stakeholders
     1. Primary Actors

The primary actors are entities (person, system or event) that interact with the business use case.

Actors are not specific individuals but can be a specific job role, such as Sales Representative; actors may also be timed events such as “end-of-month”.

* + 1. Secondary Actors

The secondary actors are those who do not act directly with the use case but have a vested interest in a successful outcome.

An example of a secondary actor in the sales transaction would be the accounting director, and the purchasing department.

* + 1. External Actors

External actors include any system, authority, or entity where the actor is outside the business process but are taken into consideration because decisions made in the business process may have a downstream effect in another process or is used to help increase the overall perspective of the organization.

Examples in the sales transaction would be the sales and use tax authority, the marketing department and the warehousing and distribution department.

* 1. Triggers

Name all of the events that cause the use case to begin including temporal events.

Examples are: “Sales representative receives a customer call”, “End-of-Month”.

* 1. Preconditions

List all of the conditions that must be true (excluding trigger information) before the use case can begin.

In a sales transaction, “inventory figures are up to date”, “the customer’s account has been approved” are conditions that exist before this process begins.

* 1. Post Conditions

List all of the conditions that must be true upon completion of the use case. In the following two bullets, the post conditions will be divided into a successful versus non-successful completion.

* + 1. Post Conditions On Success

List all of the conditions that will be true when the use case completes successfully.

In the sales example: “The customer’s order is recorded” and “The payment is received” are outcomes of a successful completion.

* + 1. Guaranteed (or Minimal) Post-Conditions

List the conditions that will be true when the use case does not complete normally.

“The payment is not accepted”, “Inventory levels are not adjusted”, and “The order is not recorded” are examples of conditions that must be true for a sales transaction that does not complete normally.

1. Main Success Scenario

The main success scenario of a use case is to describe the most common path to successfully achieve the goal of the use case. Describe the scenario in easy to understand language so that all stakeholders understand the nature of the process and the way to achieve business goals. While eliciting a success scenario, stakeholders may mention additional ways to achieving success or more commonly, bring up paths that describe when things go wrong and how to resolve issues that arise. The additional paths (or flows) will be described in the following two sections. The steps in a main success scenario should be numbered in order to tie a step in the main success to alternative scenarios and extensions.

Continuing the sales transaction:

1. Customer browses the catalog.
2. Customer chooses an item for purchase.
3. Customer indicates their order is complete.
4. Service representative checks the customer’s account status and finds a regular customer.
5. Service representative sums the order and notifies the customer.
6. Customer provides payment.
7. Service representative accepts the payment.
   1. Alternative Scenarios

Alternative scenarios describe situations in the main success scenario where a failure causes the flow to take a different branch. Every possible failure needs to be considered to fully realize the scope and complexity of a business scenario. When outlining (referencing) the main success scenario, it is helpful to use an outline format in order to detail the complexity. For example, if the main success scenario has ten steps and the failure point happens at step 4, then the alternate may be labeled 4.1, with the next possible failure for step 4 being 4.2, etc. The steps to resolve failure 4.1 may be outlined 4.1.1, 4.1.2, etc. until the alternate path is completed with either “the use case ends” or “return to MSS (main success scenario) step 6 (or wherever the failure point returns to the successful path).”

Example:

4.1 Sales representative checks the customer’s account status and the customer has reached their credit limit.

4.1.1 Sales representative notifies the customer and informs them they cannot proceed with the order until they speak with the accounting department.

4.1.2 Sales representative places the order on hold.

4.1.3 The use case ends.

2.2 Extensions

Extensions are documented for alternate paths the main success scenario may take when it is not a failure point.

An example follows:

4.1 Service representative checks the customer’s account status and finds a preferred customer.

4.1.1 Service representative applies a ten percent discount.

4.1.2 Return to MSS 5.

1. Special Requirements

The special requirements section identifies all areas of a business that must be considered but are not part of a particular business use case. This section will contain a number of additional entries when creating system use cases to outline items such as Usability Requirements, Reliability Requirements, and Security Requirements. Non-functional requirements can also be documented under a separate cover when they become extensive or global to a specific project. In a business use case, there may only be few non-functional requirements that pertain to a specific scenario.

Example:

* 1. Business Service Level (Non-Functional) Requirements
     1. Legal and Regulatory Requirements

Legal and regulatory requirements may include information on sales taxes, or regulation requirements.

* 1. Constraints

Constraints are usually considered more for system use cases; however, business constraints should also be considered.

Example: The sales staff has been reduced by 10% and there aren’t any plans to increase staffing.

1. Activity Diagram

Activity Diagrams are a type of UML notation that express workflows for activities that are highly complex or difficult to articulate. The symbols for Activity Diagrams allow for the ability to have parallel processes, as well as, merging or forking activities in a way not expressed by traditional flowcharts. This section of the use case is optional when the business process does not need this type of granular notation. If UML is not available to the agency, then traditional flowcharting techniques may be used to express complexity.

1. Process Artifacts

Include descriptions/prototypes/work forms or sample layouts to describe the business use case. Artifacts help to communicate the process and can be replaced with hyperlinks to requirements documentation further into an IT solution.

1. Open Issues

List any assumptions, notes or problems that need to be addressed regarding this business process. When requirements are complete, this section should be blank.

1. Business Rules

Business rules can be referenced by a policy number, hyperlink to a business rules document or listed in the business use case when a repository does not currently exist.

Business rules include items such as, “Sales representatives are required to check inventory as each product is ordered by the customer.”

1. Other Artifacts

If additional artifacts exist that help to describe the business process, reference them in this section.

# Acceptance

(This section should be modified for best application to specific projects. Include all project team members that should have some level of authority regarding document review and approval.)

Approved by:

Date:

<Approvers Name>

[PROJECT NAME] Executive Sponsor

Date:

<Approvers Name>

[PROJECT NAME] Business Sponsor

Date:

<Approvers Name>

[PROJECT NAME] Project Director/Manager

Date:

<Approvers Name>

[PROJECT NAME] Stakeholder