Table of Contents

Preface 1

Audience 1
Organization 1
Heritage of the ideas in this book 2
The place of use cases in the Crystal book collection 3
The samples used 4
Acknowledgements 4

Chapter 1 Introduction to Use Cases 15

1.1 What is a Use Case (more or less)? 15
Use Case 1: Buy stocks over the web 17
Use Case 2: Get paid for car accident 18
Use Case 3: Register arrival of a box 19
1.2 Your use case is not my use case 20
Use Case 4: Buy something (Casual version) 22
Use Case 5: Buy Something (Fully dressed version) 22
Steve Adolph: "Discovering" Requirements in new Territory 25
1.3 Requirements and Use Cases 26
A Plausible Requirements File Outline 26
Use cases as a project linking structure 28
(Figure 1.: "Hub-and-spoke" model of requirements) 28
1.4 When Use Cases Add Value 28
1.5 Manage Your Energy 29
1.6 Warm up with a Usage Narrative 30
Usage Narrative: Getting "Fast Cash" 31

PART 1
The Use Case Body Parts

Chapter 2 The Use Case as a Contract for Behavior. 34

2.1 INTERACTIONS BETWEEN ACTORS WITH GOALS 34
Actors have goals. 34
(Figure 2.: An actor with a goal calls upon the responsibilities of another) 35
Goals can fail 36
Interactions are compound. 36
A use case collects scenarios 38
(Figure 3.: Striped trousers: scenarios succeed or fail). 38
(Figure 4.: The striped trousers showing subgoals.) 39

2.2 CONTRACT BETWEEN STAKEHOLDERS WITH INTERESTS 40
(Figure 5.: The SuD serves the primary actor, protecting off-stage stakeholders) . . . 40

2.3 THE GRAPHICAL MODEL 41
(Figure 6.: A stakeholder has interests) 42
(Figure 7.: Goal-oriented behavior made of responsibilities, goals and actions). . . . 43
(Figure 8.: The use case as responsibility invocation) 43
(Figure 9.: Interactions are composite) 43

Chapter 3 Scope 44

A Sample In/Out List 44

3.1 FUNCTIONAL SCOPE 45
The Actor-Goal List 45
A Sample Actor-Goal List: 45
The Use Case Briefs 46
A sample of use case briefs. 47

3.2 DESIGN SCOPE 47
(Figure 10.: Design scope can be any size) 48
Using graphical icons to highlight the design scope. 49
Examples of design scope 50
Use Case 6: Add New Service (Enterprise). 51
Use Case 7: Add new Service (Acura) 51
(Figure 11.: System scope diagram for Acura - BSSO.). 52
Use Case 8: Enter and Update Requests (Joint System) 52
Use Case 9: Add new Service (into Acura) 53
Use Case 10: Note new Service request (in BSSO) 53
Use Case 11: Update Service request (in BSSO) 53
Use Case 12: Note updated Request (in Acura) 53

(Figure 12.: Use case diagrams for Acura - BSSO) 54
(Figure 13.: A combined use case diagram for Acura-BSSO.) 54
Use Case 13: Serialize access to a resource 55
Use Case 14: Apply a Lock Conversion Policy 56
Use Case 15: Apply Access Compatibility Policy 56
Use Case 16: Apply Access Selection Policy 57
Use Case 17: Make Service Client Wait for Resource Access 57
3.3 The Outermost Use Cases 58
3.4 Using the Scope-Defining Work Products 60

Chapter 4 Stakeholders & Actors 61
4.1 Stakeholders 61
4.2 The primary actor of a use case 62
Why primary actors are unimportant (and important) 63
Characterizing the primary actors 66
A sample actor profile map: 66
4.3 Supporting actors 66
4.4 The system under discussion, itself 67
4.5 Internal actors and white-box use cases 67

Chapter 5 Three Named Goal Levels 69
(Figure 14.: The levels of use cases) 69
5.1 User-goals (blue, sea-level) 70
Two levels of blue. 71
5.2 Summary level (white, cloud / kite) 72
Use Case 18: Operate an Insurance Policy 72
The outermost use cases revisited. 73
5.3 Subfunctions (indigo/black, underwater/clam) 73
Summarizing goal levels 74
5.4 Using graphical icons to highlight goal levels 75
5.5 Finding the right goal level 75
Find the user's goal 75
Merge steps, keep asking "why" 76
(Figure 15.: Ask "why" to shift levels) 76
5.6 A longer writing sample: "Handle a Claim" at several levels 77
Use Case 19: Handle Claim (business) 78
Use Case 20: Evaluate Work Comp Claim 79

Use Case 21: Handle a Claim (systems) 80
Use Case 22: Register Loss 83
Use Case 23: Find a Whatever (problem statement) 86

Chapter 6 Preconditions, Triggers, Guarantees 87

6.1 PRECONDITIONS 87
6.2 MINIMAL GUARANTEES 89
6.3 SUCCESS GUARANTEE 90
6.4 TRIGGERS 91

Chapter 7 Scenarios and Steps 92

7.1 THE MAIN SUCCESS SCENARIO, SCENARIOS 92
Main success scenario as the simple case 92
Common surrounding structure 92
The scenario body 93
7.2 ACTION STEPS 94
Guidelines for an action step 94
Guideline 1: It uses simple grammar 94
Guideline 2: It shows clearly, "Who has the ball" 95
Guideline 3: It is written from a bird's eye point of view 95
Guideline 4: It shows the process moving distinctly forward 95
Guideline 5: It shows the actor's intent, not movements 96
Guideline 6: It contain a 'reasonable' set of actions 98
(Figure 16.: A transaction has four parts) 98
Guideline 7: It doesn't "check whether", it "validates" 99
Guideline 8: It optionally mentions the timing 100
Guideline 9: Idiom: "User has System A kick System B" 100
Guideline 10: Idiom: "Do steps x-y until condition" 100
To number or not to number 101

Chapter 8 Extensions 103

8.1 THE EXTENSION CONDITIONS 104
Brainstorm all conceivable failures and alternative courses 105
Guideline 11: The condition says what was detected 106
Rationalize the extensions list 108
Roll up failures 108
8.2 EXTENSION HANDLING 109
Guideline 12: Condition handling is indented 111
Failures within failures 111

Creating a new use case from an extension 112

Chapter 9 Technology & Data Variations 114

(Figure 17.: Technology variations using specialization) 115

Chapter 10 Linking Use Cases 116

10.1 SUB USE CASES 116

10.2 EXTENSION USE CASES 116

(Figure 18.: UML diagram of extension use cases) 117

When to use extension use cases 118

Chapter 11 Use Case Formats 120

11.1 FORMATS TO CHOOSE FROM 120

Fully dressed form 120

Use Case 24: Fully Dressed Use Case Template <name> 120

Casual form 121

Use Case 25: Actually Login (casual version) 121

One-column table 122

Two-column table 123

RUP style 124

Use Case 26: Register for Courses 125

If-statement style 127

OCCAM style 128

Diagram style 129

The UML use case diagram 129

11.2 FORCES AFFECTING USE CASE WRITING STYLES 130

11.3 STANDARDS FOR FIVE PROJECT TYPES 134

For requirements elicitation 135

Use Case 27: Elicitation Template - Oble a new biscum 135

For business process modeling 136

Use Case 28: Business Process Template - Symp a carstromming 136

For sizing the requirements 137

Use Case 29: Sizing Template: Burble the tramling 137

For a short, high-pressure project 138

Use Case 30: High-pressure template: Kree a ranfath 138

For detailed functional requirements 139

Use Case 31: Use Case Name: Nathorize a permion 139

11.4 CONCLUSION ABOUT FORMATS 139

PART 2
Frequently Asked Questions

Chapter 12 When are we done? 142

Chapter 13 Scaling up to Many Use Cases 144

Chapter 14 Two Special Use Cases 146

14.1 CRUD USE CASES 146

Use Case 32: Manage Reports 146

Use Case 33: Save Report 148

14.2 PARAMETERIZED USE CASES 150

Chapter 15 Business Process Modeling 153

Modeling versus designing 153

(Figure 19.: Core business black box) 154

(Figure 20.: New business design in white box) 154

(Figure 21.: New business design in white box (again)) 155

(Figure 22.: New business process in black-box system use cases) 156

Linking business- and system use cases 157

Rusty Walters: Business Modeling and System Requirements 158

Chapter 16 The Missing Requirements 160

Precision in data requirements 161

Cross-linking from use cases to other requirements 163

(Figure 23.: Recap of Figure 1.“"Hub-and-spoke" model of requirements”) 163

Chapter 17 Use Cases in the Overall Process 164

17.1 USE CASES IN PROJECT ORGANIZATION 164

Organize by use case titles 164

(Figure 24.: Sample planning framework.) 164

Use cases cross releases 166

Deliver complete scenarios 167

17.2 USE CASES TO TASK OR FEATURE LISTS 167

Use Case 34: Capture Trade-in 169

Feature list for Capture Trade-in 170

17.3 USE CASES TO DESIGN 171

A special note to Object-Oriented Designers 172

17.4 USE CASES TO UI DESIGN 174

17.5 USE CASES TO TEST CASES 174

Use Case 35: Order goods, generate invoice (testing example) *175*
Acceptance test cases *175*
17.6 THE ACTUAL WRITING 176
A branch-and-join process 176
Time required per use case.. 180
Collecting use cases from large groups 180
Andy Kraus: Collecting use cases from a large, diverse lay group *180*

Chapter 18 Use Cases Briefs and eXtremeProgramming 184

Chapter 19 Mistakes Fixed. 185

19.1 NO SYSTEM. 185
19.2 NO PRIMARY ACTOR 186
19.3 TOO MANY USER INTERFACE DETAILS 187
19.4 VERY LOW GOAL LEVELS 188
19.5 PURPOSE AND CONTENT NOT ALIGNED 189
19.6 ADVANCED EXAMPLE OF TOO MUCH UI. 189
Use Case 36: Research a solution - Before *190*
Use Case 37: Research possible solutions - After *195*

PART 3
Reminders for the Busy

Chapter 20 Each Use Case 200

Reminder 1. A use case is a prose essay 200
Reminder 2. Make the use case easy to read. 200
Reminder 3. Just one sentence form 201
Reminder 4. Include sub use cases 201
Reminder 5. Who has the ball? 202
Reminder 6. Get the goal level right 202
Reminder 7. Keep the GUI out 203
Reminder 8. Two endings 204
Reminder 9. Stakeholders need guarantees 204
Reminder 10. Preconditions 205
Reminder 11. Pass/Fail tests for one use case 206

Chapter 21 The Use Case Set 208

Reminder 12. An ever-unfolding story 208
Reminder 13. Corporate scope and system scope 208
Reminder 14. Core values & variations 209
Reminder 15. Quality questions across the use case set 212

Chapter 22 Working on the Use Cases. 213

Reminder 16. It's just chapter 3 (where's chapter 4?) 213
Reminder 17. Work breadth first 213
(Figure 25.: Work expands with precision). 214
Reminder 18. The 12-step recipe 215
Reminder 19. Know the cost of mistakes 215
Reminder 20. Blue jeans preferred 216
Reminder 21. Handle failures 216
Reminder 22. Job titles sooner and later 217
Reminder 23. Actors play roles 217
Reminder 24. The Great Drawing Hoax 218
(Figure 26.: "Mommy, I want to go home") 219
(Figure 27.: Context diagram in ellipse figure form.) 219
(Figure 28.: Context diagram in actor-goal format.) 220
Reminder 25. The great tool debate. 220
Reminder 26. Project planning using titles and briefs 222

PART 4
End Notes

Appendix A: Use Cases in UML 224

23.1 Ellipses and Stick Figures 224

23.2 UML's Includes Relation 225

Guideline 13: Draw higher goals higher. 225

(Figure 29.: Drawing Includes.) 225

23.3 UML's Extends Relation 226

(Figure 30.: Drawing Extends). 226

Guideline 14: Draw extending use cases lower 227

Guideline 15: Use different arrow shapes 227

Correct use of extends 227

(Figure 31.: Three interrupting use cases extending a base use case). 228

Extension points 228

23.4 UML's Generalizes Relations 229

Correct use of generalizes 229

Guideline 16: Draw generalized goals higher 230

(Figure 32.: Drawing Generalizes.) 230

Hazards of generalizes. 230

(Figure 33.: Hazardous generalization, closing a big deal). 231

(Figure 34.: Correctly closing a big deal) 231

23.5 Subordinate vs. Sub Use Cases. 232

23.6 Drawing Use Case Diagrams 232

Guideline 17: User goals in a context diagram. 233

Guideline 18: Supporting actors on the right 233

23.7 Write Text-Based Use Cases Instead 233

Appendix B: Answers to (some) Exercises 234

Exercise 6 on page 58 234

Exercise 7 on page 58 234

(Figure 35.: Design scopes for the ATM) 234

Exercise 13 on page 68 235

Exercise 14 on page 68 235

Exercise 16 on page 77 236

Exercise 17 on page 77 236

Exercise 20 on page 89 237

Exercise 23 on page 90 237

Exercise 26 on page 102 237
Exercise 27 on page 102 238
Exercise 29“Fix faulty ’Login’” 238
Use Case 38: Use the order processing system 239
Exercise 30 on page 109 239
Exercise 34 on page 113 240
Use Case 39: Buy stocks over the web 240
Exercise 37 on page 128: 241
Use Case 40: Perform clean spark plugs service 241

Chapter 25 Appendix C: Glossary. 242
Main terms 242
Types of use cases 243
Diagrams 245

Chapter 26 Appendix D: Reading 246
Books referenced in the text. 246
Articles referenced in the text. 246
Online resources useful to your quest.. 246