

Blackblot® PMTK

Use Cases



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Product Name: <Enter product name>

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Date	Revision	Revised By	Approved By
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1. Introduction

1.1. Document Objective

This document describes how different personas put a solution to use and in which events.

<Comment: There are several scenarios to writing use cases:

- The Market Requirements Document (MRD) exists but there is no product concept and no Product Requirements Document (PRD). In this scenario no use cases are written by anyone.*
- The Market Requirements Document (MRD) exists and there is a general product concept, but no Product Requirements Document (PRD) exists so actual features are not documented. In this scenario the owner/writer of the Use Cases document is the product planner who may prepare (with the product architect as a contributor) high-level and descriptive use cases which describe how possible future features in the product would be possibly employed by different personas. These descriptive use cases are included with the Market Requirements Document (MRD).*
- The Market Requirements Document (MRD) and the Product Requirements Document (PRD) exist, and consequently there is a definitive product concept and documented actual features. In this scenario the owner/writer of the Use Cases document is the product architect who prepares (with the product planner as a contributor) detailed use cases which describe how actual features in the product would be employed by different personas. These detailed use cases are included with the Product Requirements Document (PRD).>*

2. The Product

2.1. Section Objective

This section describes the product.

2.2. Product Overview

<Provide a general description of the product relating to its purpose and functionality.>

2.3. Product Technology Overview

<Provide a general description of the technology and innovation found in the product itself.>

3. Personas Overview

3.1. Section Objective

This section describes the personas that will use the product.

<Comment: Throughout this section you may reference or copy relevant information from the "Users and Personas" section in the PMTK "PRM Market Requirements Document" (MRD).>

3.2. Primary Persona Description

<Define and describe the primary persona that uses the product.>

3.2.1. Primary Persona Needs

<Outline the primary persona's needs and explain how those needs will be met by the product. Describe what the persona is presently doing to satisfy those needs. In addition, complete the table below and rank the needs in order of importance.>

Rank	Need	Need Description	Present Method of Satisfying the Need

3.3. Secondary Persona(s) Description

<Define and describe the secondary personas of the product.>

3.3.1. Secondary Persona(s) Needs

<Outline the secondary personas' needs and explain how those needs will be met by the product. Describe what the personas are presently doing to satisfy those needs. In addition, complete the table below and rank the needs in order of importance.>

Rank	Need	Need Description	Present Method of Satisfying the Need

3.4. Personas' Goals

<List and describe the goals of the various personas.>

<Comment: Personas are distinguished by their goals. Goals are what the persona wishes to accomplish. Goals are not tasks.>

Persona	Goal

4. Use Cases

4.1. Section Objective

This section describes the various use cases relative to the personas that use the product.

<Comment: Use cases describe how different personas put a solution to use and for which events. Use cases define events (specific instances of usage) and describe who (persona) does what (interaction) with the product and for what purpose (goal). In more precise terms, a Use Case is a specific way of using the system by performing some part of the functionality. Each use case constitutes a complete course of action initiated by a persona, and it specifies the interaction that takes place between a persona and the system. The collected use cases specify all the existing ways of using the system. Use cases focus on single instances of use. Combining several use cases forms a "Scenario". A scenario is a succession of use cases, and is sometimes presented using a "Storyboard". In several published books covering the topic of use cases; the "Persona" may be referred to as the "Actor", and the "Product" may be referred to as the "System". These terms are and can be used alternately.>

4.2. Use Case Specification

Use cases define events (specific instances of usage) and describe who (persona) does what (interaction) with the solution and for what purpose (goal).

<Comment: Prepare use cases for the primary and secondary personas. The following is a general tabular structure that can be used in describing each use case.>

Item	Description
Use Case Name	<Title given to the specific use case.>
Use Case Statement	<Summary description of the use case that encompasses and defines the event (specific instance of usage) and describes who (persona) does what (interaction) with the solution and for what purpose (goal).>
Priority	<Level of priority for implementing the specific functionality needed to realize this use case.>
Persona	<Entity that interacts with the product and uses it.>
Persona's Capabilities	<Framework of the persona's knowledge and abilities. The competence level that can be expected from the persona.>
Responsibility	<Scope of responsibility the persona has relative to the product.>
Persona Goal	<Purpose for using the product. What the persona wishes to achieve by using the product.>
Pre-conditions	<State of things before the persona begins using the product.>
Trigger	<Event that causes the persona to use the product in the specific way.>
Interaction and Primary Flow	<Most common and primary use for the product as used by the persona.>
Alternative Flow #n	<Variation of the main flow or different use for the product.>
Post-conditions	<State of things after the persona has completed using the product.>
Frequency	<Number of times the use case will be executed by the persona in a given time period.>
Assumptions	<Assumptions or stipulations made in support of the use case.>
Miscellaneous	<Additional comments and notes about the use case.>

<Example: The following are proper examples of use case statements. Note that it is clear to recognize from each statement "Who" does "What" with the product for which "Event(s)" and for what "Purpose".>

- "Professional Hikers use light signals to signal rescue airplanes in case of emergency so that their lives can be saved".*
- "Homeowners use alternate light sources to navigate their home during power blackouts so they do not fall and injure themselves".*
- "Mechanics use light sources to peer into vehicle nooks and crannies so they can easily search for and retrieve lost parts".>*

5. Supporting Data

5.1. Section Objective

This section provides data in support of claims, assertions, assumptions, and statements made throughout this document.

- 5.2. Assumptions
<Describe any assumptions made when writing this document.>
- 5.3. Research Information
<If relevant, describe and list the type and scope of research conducted in the course of writing this document.>
- 5.4. Product Diagram/Architecture
<If relevant, describe the product's architecture and modules accompanied by a schematic diagram.>