

# Course Overview

## AMS1070: All About Use Cases

14 Professional Development Units and Education Hours from the Project Management Institute (PMI®)  
 14 Continuing Development Units or PD Hours from the International Institute of Business Analysis (IIBA®)

**Duration:** See customizable options in the table listed below

**Overview:**

Use cases have become the de facto standard for capturing and communicating detailed, functional requirements from the business community to the information technology group. What should be in a use case, however, is not necessarily clearly defined. This 2-day course presents techniques for discovering and communicating business, solution, system, and detail-level use cases. It is designed around effective exercises that allow the participants to apply the concepts in a realistic setting.





The content focuses on helping real people in the real world find and document use cases at varying, audience-focused levels of detail. From the high level perspective of the business use case to the nitty-gritty details of a detailed use case, the transformation of the use case will be made clear.

**Content Learning Themes:**

- Write use case descriptions
- Detail the sequence of interaction steps for the most common situation
- Differentiate between different levels of use cases
- Determine how to handle alternate and exception situations
- Draw use case diagrams
- Document proposed user interaction in use cases and use case diagrams
- Run a use case workshop
- Write "good quality" use cases

**Customize Your Learning Experience:**

AMS offers a complete Blended Learning Solution (BLS) designed to provide content topics in support of instructor led programs. The objectives of this Blended Learning Solution are to provide participants with industry and organization specific knowledge, current best practices, and competency-based learning utilizing multiple delivery models in the most cost effective way.

 Instructor Led Onsite Delivery	 Instructor Led Virtual Delivery	 Self-Paced Delivery (eLearning)	 Supportive Learning Artifacts
<ul style="list-style-type: none"> <li>• All About Use Cases – delivered in 2 days</li> <li>• Maximum 25 participants</li> </ul>	<ul style="list-style-type: none"> <li>• All About Use Cases – delivered in four 3-hour sessions</li> <li>• Maximum 25 participants</li> </ul>	<ul style="list-style-type: none"> <li>• Use Case Modeling – 1 hour</li> <li>• Documenting Use Cases – 1 hour</li> <li>• Use Case Quality Assurance Tips – 1 hour</li> <li>• Conducting Use Case Workshops – 2 hours</li> </ul>	<ul style="list-style-type: none"> <li>• Articles</li> <li>• Podcasts</li> <li>• Suggested Reading/HBR Case Studies</li> <li>• Video Vignettes</li> </ul>

\*PDUUs and CDUs are aligned to contact hours in non-instructor led deliveries.

**Who Should Attend**

Business Analysts, Business System Analysts, Requirements Engineers, System Analysts, Solutions Designers, or anyone interested in creating use cases for IT projects would benefit from attending this program.



# Course Overview

## Outline

### Introduction

- Course Overview
- Create the Current Issues List

### Module 1: What Is a Use Case and Who Needs It

- General Introduction
- Course Objectives
- Discussion: Your Priorities
- Shopping at an Online Store
- The Automated Teller Machine
- Exercise: Case Study Introduction

### Module 2: Use Cases Defined

- What is a Use Case
- Use Case Models
- An Actor is a Role Representing
- Primary and Secondary Actors
- Paths
- A Use Case Specification is...
- List of Actors
- Pre-Conditions and Post-Conditions
- Paths (aka: Flow of Events)
- Discussion: Process or Use Case?
- Roadmap

### Module 3: Business Analysis and Use Cases

- Using Use Cases
- Premise of Business Analysis
- The Usefulness of Use Cases
- Business Analysis Includes...
- To Align Solutions with Business Needs
- Different Use Cases for Different Purposes
- Exercise: The Great Debate

### Module 4: Working with Use Cases

- Levels of Detail in Use Cases
- Perspective
- Business Use Cases
- Solution Use Case
- System Use Case
- Detailed System Use Case

© Advanced Management Services, Inc. (AMS)



PMI®, PMP®, PMBOK® and the PMI® Registered Education Provider logo are registered trademarks of the Project Management Institute, Inc. registered in the United States and other nations.



IIBA®, the IIBA® logo, BABOK® and Business Analysis Body of Knowledge® are registered trademarks owned by International Institute of Business Analysis. CBAP® is a registered certification mark owned by International Institute of Business Analysis. EEP and the EEP logo are trademarks owned by International Institute of Business Analysis.

# Course Overview

## Module 5: Other Paths and Flows

- Dealing with Ifs in Use Cases
- Identify Other Paths
- Paths and Flows
- Exception Flow
- Alternate Flow
- Exercise: Identify and Write Other Paths

## Module 6: Documentation Guidelines

- Documentation Guidelines
- Use Case Brief
- Stakeholders, Actors and Users
- Exercise: Identifying Actors
- Use Case Template
- Where do the Details Go?

## Module 7: Advanced Use Case Modeling

- Advanced Use Case Modeling
- The «include» Relationship
- The «extend» Relationship
- Exercise: Using «include» and «extend»

## Module 8: Running a Use Case Workshop

- Getting Use Cases in a Hurry
- A Social Activity
- Communication 101
- The Psychology of Communication
- Visual Feedback
- Roles
- Keys to Success
- Exercise: Eliciting a Standard Path

## Module 9: Quality Assurance

- The Need for Quality
- Quality Assurance Techniques
- Efficient Reviews
- Exercise: Use Case Walkthrough

## Closing

- Review and Close the Current Issues List
- Course Evaluation



## Advanced Management Services, Inc. (AMS) Consulting • Training

Developing People • Enhancing Process • Enabling Technology  
United States • Canada • Italy • Singapore  
Hong Kong • United Kingdom • India • Brazil

Email: [info@amsconsulting.com](mailto:info@amsconsulting.com) • Web: [www.amsconsulting.com](http://www.amsconsulting.com)

© Advanced Management Services, Inc. (AMS)



PMI®, PMP®, PMBOK® and the PMI® Registered Education Provider logo are registered trademarks of the Project Management Institute, Inc. registered in the United States and other nations.



IIBA®, the IIBA® logo, BABOK® and Business Analysis Body of Knowledge® are registered trademarks owned by International Institute of Business Analysis. CBAP® is a registered certification mark owned by International Institute of Business Analysis. EEP and the EEP logo are trademarks owned by International Institute of Business Analysis.