

Identifying User Stories and Use Cases



UNIVERSITY
OF WOLLONGONG
AUSTRALIA



Use Cases

- **Use case** — *an activity that the system performs, usually in response to a request by a user*
 - More formal than user stories
- Specified as a Verb-Noun phrase
 - e.g. look up supplier, enter/update product information, and look up product information
- Two techniques for identifying use cases:
 - **User goal technique**
 - **Event decomposition technique**



User Goal Techniques

- A technique to identify use cases by determining what specific goals or objectives must be completed by the system for the user.
 - Simple, effective
 - Identify all of the potential categories of users of the system
 - Interview and ask them to describe the tasks the computer can help them with
 - Probe further to refine the tasks into specific user goals



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• Example:



User	User goal and resulting use case
Potential customer	Search for item Fill shopping cart View product rating and comments
Marketing manager	Add/update product information Add/update promotion Produce sales history report
Shipping personnel	Ship items Track shipment Create item return



User Goal Technique: Specific Steps

1. Identify all the potential users for the new system
2. Classify the potential users in terms of their functional role (e.g., shipping, marketing, sales)
3. Further classify potential users by organisational level (e.g., operational, management, executive)
4. For each type of user, interview them to find a list of specific goals they will have when using the new system
 - Including, current goals and innovative functions to add value



User Goal Technique: Specific Steps

5. Create a list of preliminary use cases organised by type of user
6. Look for duplicates with similar use case names and resolve inconsistencies
7. Identify where different types of users need the same use cases
8. Review the completed list with each type of user and then with interested stakeholders