Author: IAG Consultants

Version: 0.1

Last Updated: April 15, 2021

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|  |
| Your Company Slogan Here |
| [Company Name]  [Project/Initiative Name]  [UC# -Use Case name] |

<To begin, enter the Use Case Name, Company Name, Version] and Last Updated Date in the appropriate fields on the Cover Page. This information will be automatically carried in the appropriate sections of the document body, header, footer, etc. These fields are all contained in the Document Properties. If you want to include the content of any of these fields at additional places in the document, they can be inserted and kept automatically updated (Insert, Quick Parts, Document Property, select item).>

Template Revision History (to be removed when finalized)

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| --- | --- | --- | --- |
| Version | Date | Summary of Changes | Author |
| 7.0.3 | 4/15/2021 | Changed header to Use Case name from Project Name  Moved DFD to Complementary Models (and fixed spelling mistake in Complimentary and other typos  Updated boilerplate  Simplified display of sub-steps (underlying levels remain)  Updated styles of table text, headings and steps | RL |
| 7.0.2 | 08/29/2019 | Initial creation: matching up with changes made to base template dated 08/28/2019 | DN |
| 7.0.1 | 05/16.2019 | * List styles from red to blue * Spacing and alignment of UCs and UC bullets styles adjusted to match 7.0.5 while retaining auto-tab functionality   + Adjusted UC/bullet styles to fit text when numbers go to double digits * CC attribution info and IAG logo added to page 2 * Outline levels adjusted * UC bullet colors altered * New cover title style   Placement of logo placeholder in table | DN |

Document Location

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| File Name | Location |
|  | [e.g., link to Team Site] |
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Revision History

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# Introduction

### Purpose of this Document

<This section should describe the purpose of the BRD, the intended audience for the document, and a summary of the potential value of the document’s components.>

The [UC# -Use Case name] Use Case Document represents the documented results of a series of requirements discovery sessions with Subject Matter Experts (SMEs), accompanied by results from associated out-of-session analysis and SME reviews. Sessions were conducted using an iterative method to ensure all in-scope content has been identified and addressed to a sufficient level of detail. All document components, in turn, are derived from the elicited business process to provide a comprehensive business description of how to meet the previously mentioned business goals.

### Methodology

The template for this document is based on industry best practices for requirements definition and management and developed by our Business Analysis advisors at [IAG Consulting](http://www.iag.biz).

### How to Use this Document

<Notice to Author(s): Throughout this document there is instruction text such as this which should be removed prior to publishing. To permanently remove comments, right-click Instructions style from the Quick Style Gallery on the Toolbar; Click ‘Select all instances’, and delete (Ctrl-X). To hide the instructions, right-click Instructions style, select ‘Modify’, ‘Format’, ‘Font’, and ‘Hidden’.>

<To enter specifications for a new use case or entity, copy and paste an existing, blank use case or entity section, then update with your details. This document template contains several such blank sections for your use, add additional ones as required.>

<Wherever possible, insert references (e.g., use case step in a business requirement) as linked cross-references; Click ‘Insert’ tab, ‘References’, ‘Cross-reference’, ‘Numbered Item’, ‘Paragraph Number’ or ‘Text’, and select item. Subsequently, when editing the document, care should be taken to ensure these cross-reference links are not broken. When editing is complete, the document fields must be refreshed – see below.>

<In each section of this document, there is a subsection for NOTES. This is a placeholder for information gathered that cannot be attributed to a specific subsection during a facilitation session. During document editing, most of this information should be placed into one of the existing subsections such as “Summary Use Case Narrative”, “Considerations”, “Business Rules”, etc.>

Before final publication, ensure Version [Status] and Document Date [Publication Date] fields have been updated and that all fields, cross-references and table of content entries have been refreshed (Ctrl+A, F9, Update Entire Table). Use MS Word’s ‘Find’ function to search for the term “Error!” to ensure no links are broken.

### About IAG Consulting

IAG helps you build better systems, run better organizations, execute better strategies, and achieve better results by using lean-agile requirements-driven PPM, business analysis and business architecture best practices.

IAG provides consulting expertise, methodologies, standards and resources to the IT and business community in medium to large corporations and governments worldwide. IAG’s primary focus is in Lean-Agile Business Analysis, Requirements Definition & Management, Lean-Portfolio Management, Business Architecture, and Application Portfolio Optimization.

Specific Business Analysis and Requirements Definition and Management services include project scoping, requirements elicitation, setting up a Business Analysis Center of Excellence (or Requirements Management Office), improving requirements processes, integrating requirements authoring and management software, and coaching & training Business Analysts.

Since 1997, IAG's team of senior consultants has led and supported projects with most of the world's F1000 organizations to build better systems, run better organizations, execute better strategies, and achieve better results.

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### Instructions to Authors

Please refer to our organization’s writing style guide and business case submission documentation to ensure you follow our most current guidelines.

# Use Case

<This section should provide a background summary of the initiative/project, and business motivations that will provide the context for the requirements of this product or system/solution>

### Use Case Diagram

<This is an optional diagram based on deliverables required by the Requirements Management Plan. Make sure to add a descriptive sentence under the heading to lead off the diagram>



Figure 1: Use Case Diagram

1. Use Case Name 1

<Set the UC number above to get it used in the UC steps>

Use Case Description

Summary Use Case Narrative

<This section should provide a brief description of the use case. This summary narrative description may be placed before or after the diagram.>

This use case describes the activity of…

Actors

Triggering Event(s)

Pre-conditions

Outcome(s)

Post-conditions

List of Use Case Variations

<This table describes an alternate way of listing the variations in this use case and how (and where) they are addressed (as scenarios/flow, business rules, sub-step detail, related use case, solution architecture, manual (out-of-scope) workflow, etc.>

|  |  |
| --- | --- |
| Variation | Variation Location |
| [Variation Name] | Primary Scenario |
| [Variation Name] | Alternate Scenario: [Variation Name] |
| [Variation Name] | [Reference ID for UC, Business Rule, etc.] |

Summary of Use Case Scenarios

<This section describes the sequence of events for the primary and alternate scenarios at a summary level of detail in single line descriptions for each step.>

Primary Scenario

Alternate Scenario A: [Name]

Alternate Scenario B: [Name]

Use Case STEP DETAIL

Primary Scenario

* 1. <Actor> <Action Verb> <Object>
* <Actor> <Action> <Object> Somebody does something with something according to some conditions/rules
  1. <Actor> <Action Verb> <Object>
* <Actor> <Action> <Object> Somebody does something with something according to some conditions/rules.
  1. <Actor> <Action Verb> <Object>
     1. <Actor> <Action Verb> <Object>
     2. <Actor> <Action Verb> <Object>
  2. <Actor> <Action Verb> <Object>
  3. <Actor> <Action Verb> <Object>
* Lorem ipsum dolor sit amet, consectetuer
* Adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet

Alternate Scenario A: [Name]

Pre-condition(s):

* 1. <Actor> <Action Verb> <Object>
* Somebody does something with something according to some conditions/rules.
  1. <Actor> <Action Verb> <Object>
* Somebody does something with something according to some conditions/rules.

Post-condition(s):

Alternate Scenario B: [Name]

Pre-condition(s):

* 1. <Actor> <Action Verb> <Object>
* Somebody does something with something according to some conditions/rules.
  1. <Actor> <Action Verb> <Object>
* Somebody does something with something according to some conditions/rules.

Post-condition(s):

Considerations

Notes

# Complementary Models

### Process Map

<Optional: High-level overview of entire process (and where this UC fits in). Make sure to add a descriptive sentence under the heading to lead off the diagram>



Figure 3: Overall Process Map

### Data Flow Diagram



Figure 2: Data Flow Diagram - Use Case Name 1

### Process Diagram

<Flow for this UC (in client-required format). Make sure to add a descriptive sentence under the heading to lead off the diagram>



Figure 4: Process Diagram – Process/Activity Level

# Appendices

#### Appendix A – Additional Notes, References, Supporting Docs

<Optional catch-all for any relevant information captured during session>