

- [Analysis *Phase*]
- [Modelling]: Explain? Advantages
- [User-centred development]: Explain? Techniques
 - [User stories]: Explain?
 - [Use case]: Explain?
- [Identifying use cases]: Explain? Techniques
 - [User goal technique]: Explain? List of steps
 - [Looking for actors]: Explain
 - [Looking for use case/user goals]: Explain
 - [Elementary business process]: Explain
 - [Event decomposition technique]: Explain? Benefits? Type of events
 - [External event]: Explain? Steps
 - [Temporal event]: Explain? Steps
 - [State event]: Explain? Steps
- [Documenting use cases]: Techniques
 - [Use case descriptions]: Explain
 - [UML use case diagrams]: Explain
- **[How to Identify use cases using user goal technique]: Explain**
- **[How to identify brief use-case descriptions]: Explain**
- **[How to identify events in event decomposition technique]: Explain**

1. Identify use cases using User Goal Technique

First step: Identify user + find the functional requirements of the user

Second step: Validate if all the functional requirements are true

Third step: Convert functional requirement of user to verb noun

Fourth step: Look at how PowerPoint worded their use case

Important points

- Need to encapsulate/assume entering information in a use case is given. No split registering account → [Due to lecture 5 indicating]
 - Register account
 - Enter account details
- System is not a valid actor

Different formats for use case encapsulating entering information

- *Register* account (as referenced in the PowerPoint contains both entering information)
- *Create* job quote (contains entering information)
- *Look up/search* [Item] (contains entering information)

2. Identify brief use-case description

First step: Refer to PowerPoint for examples

Think of high level without specific details. Avoid low-level description

Different formats for brief use case descriptions:

- This use case describes the event of [actor] ...
 - The use case describes the event of a new caterer requesting to join the WPE system
- [Actor] enters [input] and System will display ...

- [task] by entering [input]
 - Customer request a catering job by entering caterer job request information through an online form

1. Event decomposition technique

First step: Identify events (normally temporal and state events if user goal technique has been used)

Second step: Look at PowerPoint for event examples

Third step: Identify how system responds to the identified event

Fourth step: Identify brief use case description

Important points:

- Use case: How the *system* responds to the *event* (**different compared to use case above**)
- External events: Usually initiated by actor/user and normally identified using user goal technique
- State event: may have actors

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Q: What is the difference between a state event and a temporal event?

A: Both are internal events, but a state event is triggered by a change in the “state” of the system (or data in the system, and a temporal event is trigger purely by the passage of time.

Different formats for events:

- Temporal event
 - Time to [event]
 - Time for [event]
- State event
 - [Event] is reached

Customer support system event table					
Event	Trigger	Source	Use case	Response	Destination
1. Customer wants to check item availability	Item inquiry	Customer	Look up item availability	Item availability details	Customer
2. Customer places an order	New order	Customer	Create new order	Real-time link Order confirmation Order details Transaction	Credit bureau Customer Shipping Bank
3. Customer changes or cancels order	Order change request	Customer	Update order	Change confirmation Order change details Transaction	Customer Shipping Bank
4. Time to produce order summary reports	"End of week, month, quarter, and year"		Produce order summary reports	Order summary reports	Management
5. Time to produce transaction summary reports	"End of day"		Produce transaction summary reports	Transaction summary reports	Accounting
6. Customer or management wants to check order status	Order status inquiry	Customer or management	Look up order status	Order status details	Customer or management
7. Shipping fulfills order	Order fulfillment notice	Shipping	Record order fulfillment		
8. Shipping identifies back order	Back-order notice	Shipping	Record back order	Back-order notification	Customer
9. Customer returns item	Order return notice	Customer	Create order return	Return confirmation Transaction	Customer Bank
10. Time to produce fulfillment summary reports	"End of week, month, quarter, and year"		Produce fulfillment summary reports	Fulfillment summary reports	Management
11. Prospective customer requests catalog	Catalog request	Prospective customer	Provide catalog info	Catalog	Prospective customer
12. Time to produce prospective customer activity reports	"End of month"		Produce prospective customer activity reports	Prospective customer activity reports	Marketing
13. Customer updates account information	Customer account update notice	Customer	Update customer account		
14. Marketing wants to send promotional materials to customers	Promotion package details	Marketing	Distribute promotional package	Promotional package	Customer and prospective customer
15. Management adjusts customer charges	Customer charge adjustment	Management	Create customer charge adjustment	Charge adjustment notification Transaction	Customer Bank

Figure 2.6

Customer support system event table, continued

Event	Trigger	Source	Use case	Response	Destination
16. Time to produce customer adjustment/ concession reports	"End of month"		Produce customer adjustment reports	Customer adjustment reports	Management
17. Merchandising updates catalog	Catalog update details	Merchandising	Update catalog		
18. Merchandising creates special product promotion	Special promotion details	Merchandising	Create special promotion		
19. Merchandising creates new catalog	New catalog details	Merchandising	Create new catalog	Catalog	Customer and prospective customer
20. Time to produce catalog activity reports	"End of month"		Produce catalog activity reports	Catalog activity reports	Merchandising