**Pennsylvania Department of HUMAN SERVICES**

**<System Name>**

**System Use Cases**

**<System Name>**

**System Use Cases**

**<Version #>**

**Revision History**

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Version** | **Description** | **Author** |
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# Introduction

*[The introduction of the UCD should provide an overview of the System Use Cases document and contains a brief narrative describing this initiative and purpose.]*

# System Use Cases

## <System Use Case ID 1> Use Case Name 1

*[The Header 2 for each use case will contain the concatenated Use Case ID followed by the Use Case Name.]*

|  |  |
| --- | --- |
| **System Use Case ID:** |  |
| **System Use Case Name:** |  |
| **Subsystem:** |  |
| **Description:** | *[The description should be action oriented and written like an executive summary describing the business process being addressed. The reader should be able to read this Description and understand the purpose of the use case.]* |
| **Primary Actors:** | *[Initial draft of identifying people or systems that participate in the steps of a use case. To the extent known, the use case should identify the Primary (initiating) actors and Secondary (participating) actors. Every use case will have at least one actor, generally more than one.]* |
| **Secondary Actors:** |  |
| **Entry Criteria /Preconditions:** | *[Initial draft of the expected conditions of the system before the use case is initiated, including constraints specified. Include any known validation rules and possible exceptions as applicable.* |
| **Inputs:** | *Completed in GSD* |
| **Exit Criteria /Post Conditions:** | *[Initial draft of the expected conditions that must be true for the use case to end. Post-Conditions must be specific and testable, and should describe only what has changed in the system.]* |
| **Outputs:** | *Completed in GSD* |

### Main Flow

*[This sub section provides an initial, high-level graphical representation of the main flow through the use case, assuming no errors or alternate paths based on different use case conditions or inputs. This information is an initial draft and all information may not be known at this time and will be further discovered as part of General System Design.*

* *Step 1 will indicate the triggering event that kicks off the process. This should be clearly defined so that a business person, system designer, or developer can tell when the process begins. If the use case is triggered from another use case, that should be reflected in the text.*
* *Only a single user action or system response should be documented in each step.*
* *Identify any known branches to Alternate/Exception flows.*
* *For decision steps, the decision question should be outlined and the normal path should be selected based on what occurs most often during the process. If both options have an equal probability of occurring, document the simpler option in the normal flow and place the other alternatives in an alternate flow.*
* *If another use case is called, that use case must be referenced by its exact name per the established use case naming conventions.*
* *The last step should contain a final sentence indicating that the use case ends.]*

### Alternate Flows

#### <Name of Alternate Flow 1>

*[The initial draft of alternate flows should include, where known, steps resulting from decisions but also scenarios when a user quits, backs up to make a correction, or exits the process with the intention to come back later. This could also include situations where the user changes data that has already been entered, causing a change to the flow. This information may not all be known at this time and will be further elaborated as part of general system design.*

*Create as many alternate flow subsections as required to describe the use case and/or as necessary to address the required alternate paths through the process.]*

#### <Name of Alternate Flow 2>

#### <Name of Alternate Flow 3>

### Business Rules

*[Include a complete list of business rules referred to in this use case including the Main and all Alternate paths. A business rule defines a particular criterion to which an element of the use case must adhere or the use case must enforce.*

*For each rule set there must be a sufficient description, although it is not expected to include detailed requirements for the rules. For example, a business rule may state that “A valid SSN must be provided for the claimant.” – it does not have to describe what a valid SSN format is, unless there is an exception to the rule for a particular use case. The detailed rules will be elaborated as part of GSD.]*

|  |  |  |
| --- | --- | --- |
| **Id** | **Title** | **Description** |
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