

User Goal Technique

The **user goal technique** for identifying use cases includes these 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. Interview each type of user to determine the specific goals they will have when using the new system. Start with goals they currently have and then get them to imagine innovative functions they think would add value. Encourage them to state each goal in the imperative verb-noun form, such as *Add customer*, *Update order*, and *Produce month-end report*.
 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.
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Event Decomposition Technique

Steps in the **Event Decomposition Technique** to identify use cases includes:

1. Consider the external events in the system environment that require a response from the system by using the following checklist.
External events to look for include:
 - i. External agent wants something resulting in a transaction
 - ii. External agent wants some information
 - iii. Data changed and needs to be updated
 - iv. Management wants some information
2. For each external event, identify and name the use case that the system requires.
3. Consider the temporal events that require a response from the system by using the following checklist.
Temporal events to look for include:
 - i. Internal outputs needed
 - Management reports (summary or exception)
 - Operational reports (detailed transactions)
 - Internal statements and documents (including payroll)
 - ii. External outputs needed
 - Statements, status reports, bills, reminders
4. For each temporal event, identify and name the use case that the system requires and then establish the point of time that will trigger the use case.
5. Consider the state events that the system might respond to, particularly if it is a real-time system in which devices or internal state changes trigger use cases.
6. For each state event, identify and name the use case that the system requires and then define the state change.
7. When events and use cases are defined, check to see if they are required as part of analysis by using the perfect technology assumption. Do not include events that involve such system controls as login, logout, change password, and backup or restore the database, as these are put in as system controls.