

What is a Use Case?

A Practical Definition for Business, Technology & AI Decisions

Executive Definition

Outcome-Driven • Tool-Agnostic



A **use case** is a structured description of how a **specific user** achieves a **specific business outcome** by interacting with a system.

Strategy Alignment



Ensures initiatives support real business goals.

Better Decisions



Creates comparable inputs for prioritization.

Risk Reduction



Prevents automating low-value work.

An Effective **Use Case** Answers Seven Questions



Who uses it Desired outcome What starts it? Normal Path What can go wrong? What must exist Success looks like

Use Case Example: Approve Capital Project

- **Actor:** Executive Committee
- **Goal:** Fund only high-value projects
- **Trigger:** New Project request submitted



Value • Risk • Capacity



Not a Feature List



Not a Workflow Diagram



Not a Requirement Spec



If you **cannot clearly state** the **use case**, you **should not fund** the initiative.