

What is a Use Case?

A Practical Definition for Business, Technology & AI Decisions

Executive Definition

Outcome-Driven • Tool-Agnostic



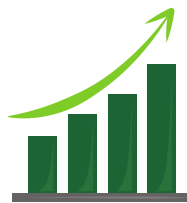
A **use case** is a structured description of how a **specific user** achieves a **specific business outcome** by interacting with a system.

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



Actor



Goal



Trigger



Main Flow



Exceptions



Preconditions



Postconditions

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



Request → Evaluate → Rank → Approve

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.