EXPLORE PHASE / Joint Activity

Use Case Definition

A short and concrete description of a use case idea for future implementation.

Why to create a
Use Case Definition

This short exercise helps to formulate use case ideas more concretely by indicating the department or business unit which would benefit from the use case, the solution idea to be implemented, the target users for the solution and the business challenge being addressed.

A concrete definition for a use case helps a team more easily evaluate ideas.

The exercise is particularly helpful after analyzing business challenges and collecting and discussing solution ideas.

Explore

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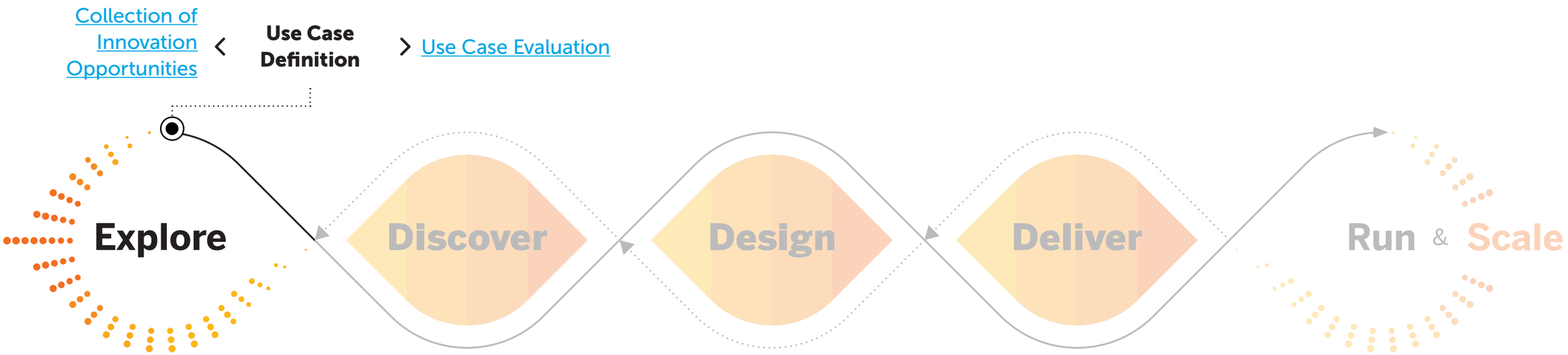
When to create a
Use Case Definition

This activity takes place before starting with an innovation project, during the Explore Phase of the Human Centered Approach to Innovation (HCAI).

It is preferable to do this activity after collecting business challenges and generating and discussing different solution ideas.



Explore innovation opportunities and tie them to strategic business goals.

Discover and gain deep understanding of customers' and their end-users' needs.

Design and create a prototype of the solution and define the enterprise architecture components.

Deliver the business and technical solutions for productive use in the enterprise architecture landscape.

Run and Scale the solution and deploy across the company.

Lear more about SAP's Human-Centered Approach to Innovation: https://experience.sap.com/designservices/approach

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How to create a
Use Case Definition

Duration
10 - 20 Minutes

Participation
3 - 4 People

Roles
Department leads from business and IT, project sponsors, strategic decision makers

Use input from
- **Business Challenges Questionnaire**
- **Collection of Innovation Opportunities**

Steps

0 Generate use case ideas with the method Collection of Innovation Opportunities.

1 Write a description for every use case idea generated. Start defining the department or business unit who would benefit from the implementation of the use case.

2 Write the solution idea the use case is referring to. This should be a concrete tangible solution such as a new application, a specific change in a current process or approach.

3 Indicate the target users for the mentioned solution idea. Which role in your company will use the solution?

4 Indicate the challenge the solution is helping to solve or the added value it would provide.

5 Indicate the business value for the formulated use case on a scale from 1 - 5.

Expert Tips

When describing the solution idea, avoid too generic formulations such as “increase efficiency” or “improve quality”. Indicate rather the application or service that could help to reach such result.

To learn how your use case ideas can be implemented with SAP technologies carry out a Use Case exploration workshop or continue with the Use Case Evaluation.

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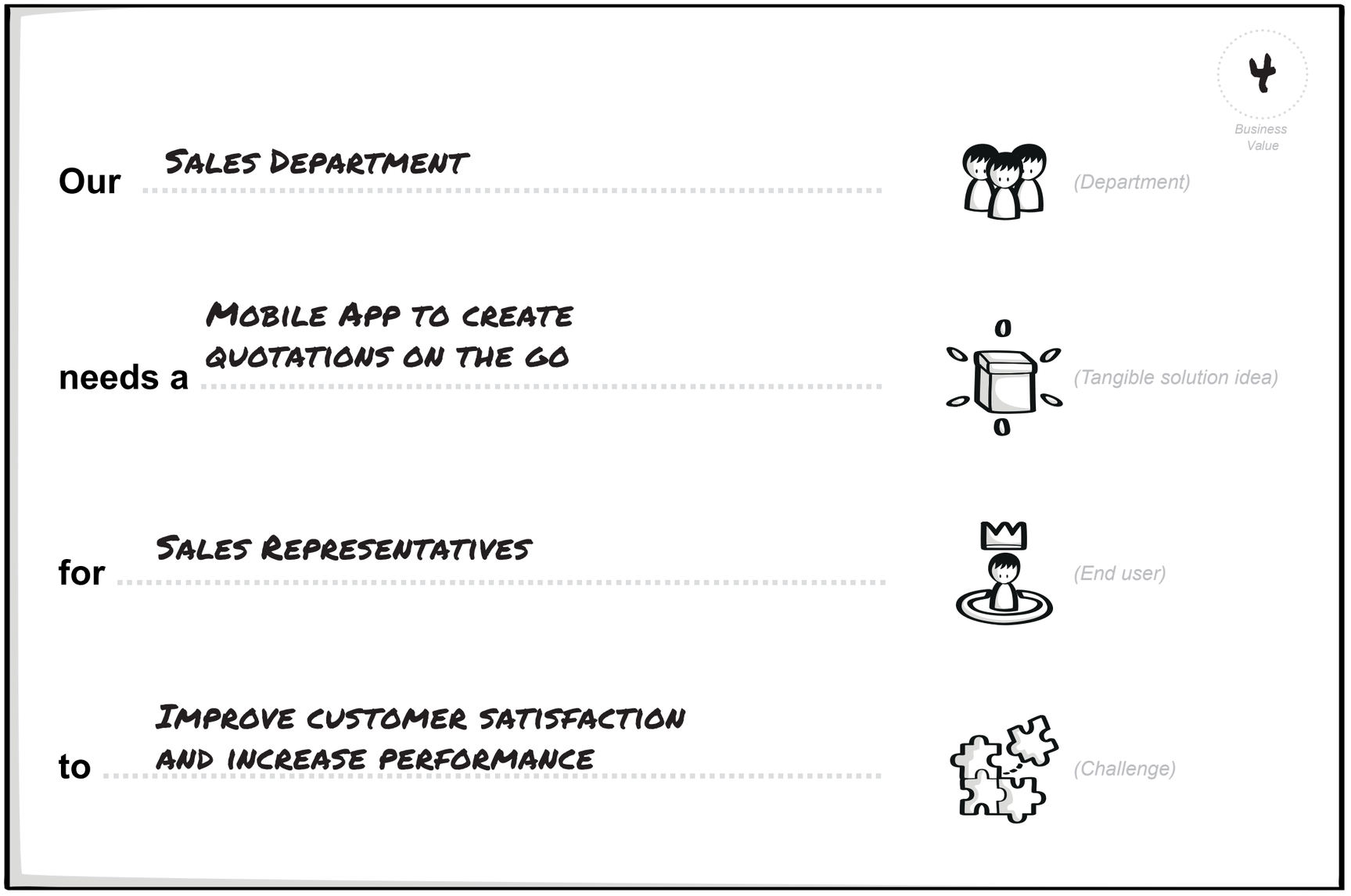
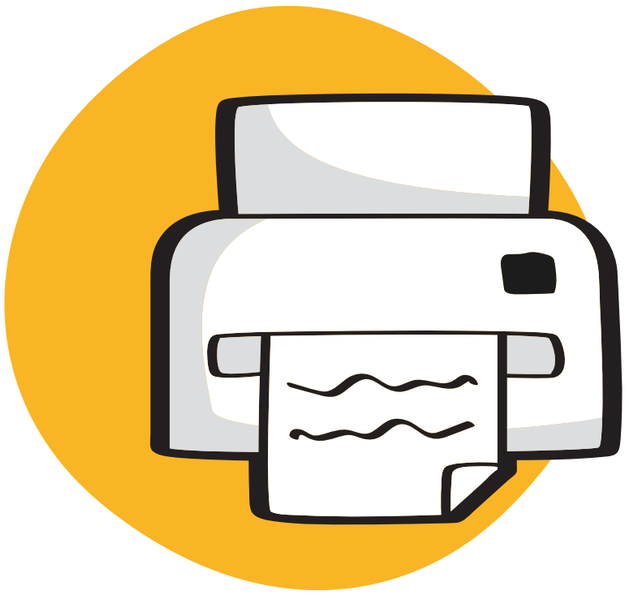
Example
Use Case Definition





Template for Print

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Use Case Definition

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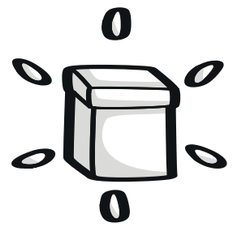
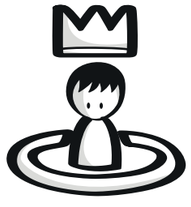
Business Value

Our ..... *(Department)*

needs a .....  *(Tangible solution idea)*

for .....  *(End user)*

to ..... *(Challenge)*