

15.566
**Information Technology as an Integrating
Force in Manufacturing**

Session 2 of 25

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(*) Some of the transparencies used in these sessions are based on slides used by the IT group in previous years

USE CASES

- Contract between stakeholders about system behavior
- Captures:
 - Request from primary actor
 - System response
 - Implications for other stakeholders
- To be agreed by non-technical users
- Usually in text form (also business processes, flow charts, programming languages)
- Used for different purposes
 - To be the functional requirements for a system
 - To describe business processes
 - To form the basis for user documentation
 - To document the design of a system
- One size doesn't fit all
 - Executives need business oriented use cases
 - Mission critical apps require unambiguous, thorough descriptions

USE CASE 5	Buy Goods	
Goal in Context	Buyer issues request directly to our company, expects goods shipped and to be billed.	
Scope & Level	Company, Summary	
Preconditions	We know Buyer, their address, etc.	
Success End Condition	Buyer has goods, we have money for the goods.	
Failed End Condition	We have not sent the goods, Buyer has not spent the money.	
1a, 2a Actors	Buyer, any agent (or computer) acting for customer. Credit card company, bank, shipping service	
Trigger	purchase request comes in.	
DESCRIPTION	Step	Action
	1	Buyer calls in with a purchase request
	2	Company captures buyer's name, address, requested goods, etc.
	3	Company gives buyer information on goods, prices, delivery dates, etc.
	4	Buyer signs for order.
	5	Company creates order, ships order to buyer.
	6	Company ships invoice to buyer.
	7	Buyers pays invoice.
EXTENSIONS	Step	Branching Action
	3a	Company is out of one of the ordered items: 3a1. Renegotiate order.
	4a	Buyer pays directly with credit card: 4a1. Take payment by credit card (use case 44)
	7a	Buyer returns goods: 7a. Handle returned goods (use case 105)
SUB-VARIATIONS		Branching Action
	1	Buyer may use phone in, fax in, use web order form, electronic interchange
	7	Buyer may pay by cash or money order, check, credit card

THE MIT VIEW OF THE FIRM

