Business Use Case

1. Use Case Identification

1.1. Use Case Name

State a concise, results-oriented name for the use case.

1.2. Agency

Record the agency sponsoring this use case.

1.3. Model Matrix

Identify which intersections of the service/deployment matrix the use case addresses.

<table>
<thead>
<tr>
<th>Cloud Deployment Models</th>
<th>Cloud Service Models</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Software as a Service (SaaS)</td>
</tr>
<tr>
<td></td>
<td>Platform as a Service (PaaS)</td>
</tr>
<tr>
<td></td>
<td>Infrastructure as a Service (IaaS)</td>
</tr>
<tr>
<td>Private</td>
<td></td>
</tr>
<tr>
<td>Community</td>
<td></td>
</tr>
<tr>
<td>Public</td>
<td></td>
</tr>
<tr>
<td>Hybrid</td>
<td></td>
</tr>
</tbody>
</table>

1.4. Created By

Supply the name of the person who initially documented this use case.

1.5. Date Created

Enter the date on which the use case was initially documented.

1.6. Last Updated By

Supply the name of the person who performed the most recent update to the use case description.

1.7. Date Last Updated

Enter the date on which the use case was most recently updated.

<table>
<thead>
<tr>
<th>Created By:</th>
<th>Last Updated By:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Date Created:</td>
<td>Date Last Updated:</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Version</td>
<td>Changes</td>
</tr>
</tbody>
</table>

2. Background

An abstract describing the purpose of the business use case.

3. Definitions

Definitions of terms used in the business use case that require explanation.
4. Concept of Operations

4.1. Current System

Describe at a high level how the current system works. Does the system integrate with other systems, what are security requirements, do network considerations vary among users (local versus remote, for example), etc.

4.2. Desired Cloud Implementation

Describe how a cloud implementation of the system should work, whether or not capabilities currently exist.

5. Primary Actors

Provide a concise description of the primary roles in the use or delivery of the system or service.

6. Business Goal

Describe what should be expected from the implemented system or service, and how the actors identified above would use or benefit. What benefits does the cloud solution bring that a traditional implementation would not?

7. Service model

Why were the particular service models (SaaS, PaaS, IaaS) selected for this implementation? What benefits are expected for the particular chosen service models, and what are some of the shortcomings of the service models not selected?

8. Deployment model

What drove the selection of the particular deployment model (Private Cloud, Community Cloud, Hybrid Cloud, Public Cloud)? What are the benefits of the selected model, and drawbacks of the models not selected?

9. Necessary Conditions

Identify the conditions that must be met for the system or service to be implemented successfully.

9.1. Security

What security requirements must be met for successful implementation, and how do they address business needs?

9.2. Interoperability

Describe any interoperability requirements (public APIs, data exchange formats, standard file formats, etc). What are the business needs that drive these requirements?

9.3. Portability

Explain any portability requirements (for example, the ability to seamlessly and transparently change email providers in the future) and the business need driving the requirements.

9.4. Other

Categorize and describe any other business needs not addressed above.

10. Priorities and Risks

Describe the priority of this project in your organization. What risks are there in using cloud computing for this solution?
11. Essential Characteristics

Describe how the system meets the five essential characteristics of a cloud computing system along with the benefits provided by each of these characteristics.

- On-demand self service
- Broad network access
- Resource pooling
- Rapid elasticity
- Measured service

12. Normal Flow

Provide a description of the primary user actions and system responses that will take place during execution of the use case under normal, expected conditions. How is the task in the use case name accomplished?

13. Frequency of Use

Estimate the number of times this use case will be performed by the actors per some appropriate unit of time.

14. Special Requirements

Identify any additional requirements for the use case that need to be addressed. Examples include performance or availability requirements.

15. Notes and Issues

List any additional comments about this use case or any remaining open issues.

16. Risk Register

This section is optional, or can be a separate appendix. A list of known risks, their likelihood, impact, and status. An excel spreadsheet can be used to track this.

16.1. Date

Record the date that a risk is identified or modified.

16.2. Description of the Risk

A phrase that describes the risk.

16.3. Likelihood of Occurrence

Provides an assessment on how likely it is that this risk will occur.

- L-Low (<30%)
- M-Medium (31-70%)
- H-High (>70%)

16.4. Severity of Effect

An assessment of the impact that the occurrence of this risk would have on the project.

- L-Low (<30%)
- M-Medium (31-70%)
• H-High (>70%)

16.5. Countermeasures

Actions that can be taken to prevent, reduce, or transfer the risk.

16.6. Status

Indicates whether this is a current risk or if risk has been resolved.

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
<th>Likelihood</th>
<th>Severity</th>
<th>Countermeasures</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>