# Define Your Use Case

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

# Why To
# Define Your Use Case

This brief exercise helps clarify use case ideas by identifying the benefiting department or business unit, the proposed solution, target users, and the business challenges addressed.
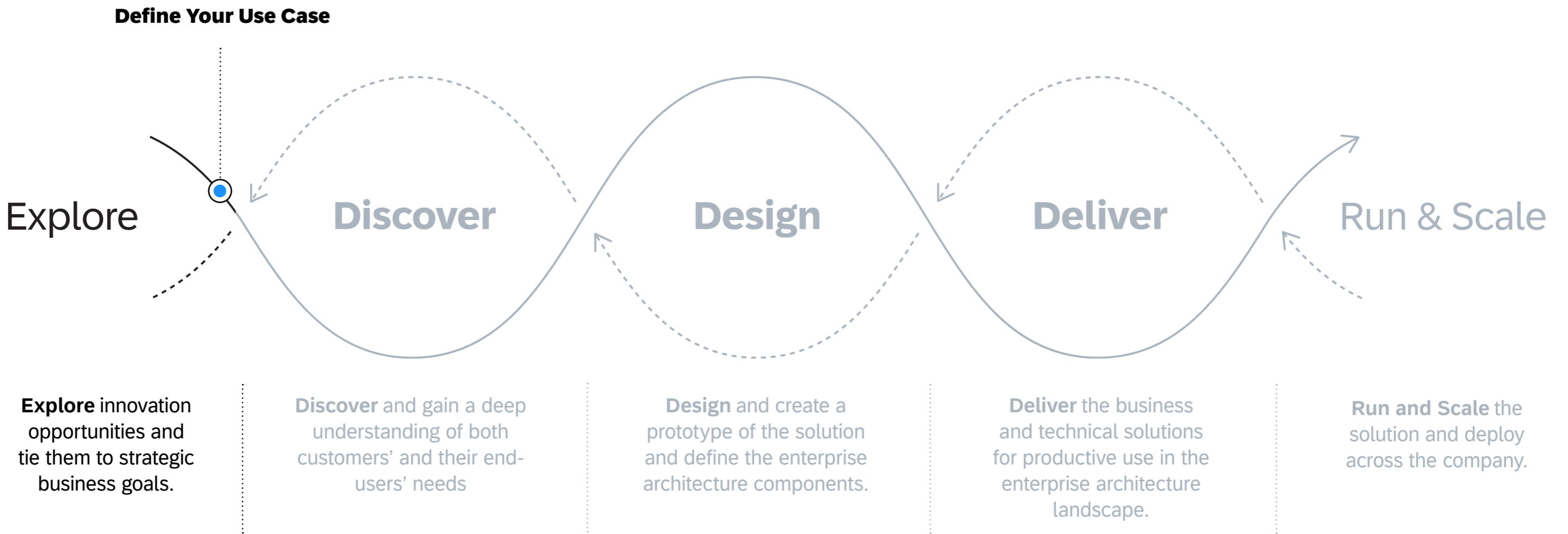
A well-defined use case helps the team evaluate ideas more effectively.

The "Use Case Definition" is especially useful after analyzing business challenges and gathering and discussing solution ideas.

Discover

Design

Deliver

Run & Scale

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# When To
# Define Your Use Case

This activity takes place during the Explore phase, before starting with an innovation project. It's best to conduct this activity after gathering business challenges and generating and discussing various solution ideas.

**Define Your Use Case**

Explore

**Discover**

**Design**

**Deliver**

Run & Scale

**Explore** innovation opportunities and tie them to strategic business goals.

**Discover** and gain a deep understanding of both 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.

Learn more about SAP's Human-Centered Approach to Innovation: **https://apphaus.sap.com/approach**

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# How To
# Define Your Use Case

Duration
**10 - 20 Minutes**

Participation
**3 - 4 People**

Roles
**Department Leads From Business and IT, Project Sponsors, Strategic Decision Makers**

Use Input From
- **Identify Business Challenges**
- **Collect Innovation Opportunities**

## Steps

**0** Generate use case ideas with the method **Collect 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, or a specific change in a current process or an 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

**Our** — Sales Department .......................................... *(Department)*

**needs a** — Mobile App to create quotations on the go .......................................... *(Tangible solution idea)*

**for** — Sales Representatives .......................................... *(End user)*

**to** — Improve customer satisfaction and increase performance .......................................... *(Challenge)*

4

*Business Value*