

Business Service Fundamentals

Objectives <ul style="list-style-type: none"> Understand and apply business use case modeling approach <ul style="list-style-type: none"> Represent business services Capture detailed business requirements Relate business services to business motivation How to identify business actors and business services How to model business interaction with use case diagrams How to organize the business service model How to incrementally refine business use cases How to define scope of enterprise with business use cases 		Description <i>Business Service Fundamentals</i> teaches how to capture detailed business requirements using the business use case technique. Beginning with a discussion of common challenges and best practices, the course continues with an overview of the business service modeling process and how business use cases evolve throughout the iterative lifecycle. Then the course describes the concepts of business actors and business use cases, how to identify and name them, and guidelines for avoiding functional decomposition. How to represent the interaction between business actors and business services using UML use case diagrams is discussed. Then strategies for organizing the business service model and producing the business service survey are described. The course also introduces how to apply UML activity diagrams for workflow modeling. The basic and alternate flows for a business use case are discussed when outlining use cases. The course finishes with an overview of how to complete a detailed business use case specification including business rules and special requirements.	
		Course Outline (Modules and Topics) <ul style="list-style-type: none"> Introduction to Business Services <ul style="list-style-type: none"> Review business architecture traceability and work products Common challenges, root causes, and best practices Business use case development workflow Evolution of use case model in iterative lifecycle Identify Business Actors and Use Cases <ul style="list-style-type: none"> Unified Modeling Language (UML) background Business actor and use case concepts Characteristics of "good" use cases Identification and naming guidelines Avoiding functional decomposition Model System Usage <ul style="list-style-type: none"> Business actor /service interaction UML use case diagrams Organize Business Service Model <ul style="list-style-type: none"> Model organization strategies Actor/role relationships Workflow modeling with activity diagrams Business service survey Outline Business Services <ul style="list-style-type: none"> Business use case specification overview Basic flow Alternate/exceptional flows Test cases/scenarios Service workflow modeling with activity diagrams Detail Business Services <ul style="list-style-type: none"> Detailing event flows Pre- and post-conditions Special requirements Business rules 	
Duration 1 day	Course # 01-0304	Prerequisites <ul style="list-style-type: none"> Business development and operations experience Experience with traditional elicitation techniques – or – Requirements Gathering Fundamentals course 	In partnership with
Audience <ul style="list-style-type: none"> Business architect Business process modeler Business analyst Enterprise architect Solution architect System analyst 		Continuing education <ul style="list-style-type: none"> Business Motivation Modeling Capturing Business Rules Business Analysis Modeling TOGAF Certification Training Classroom requirements <ul style="list-style-type: none"> No computers required 	

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