🔨 Business Change Support Inc.

adding value through aligning strategy, policy, process, systems and data

# **User Story vs Use Case**

# **User Story**

A User Story uses natural language to describe a user need.

### Example

A user needs to be able to search for a specific character and replace it with a different character in a word processing application.

# **Use Case**

A Use Case describes the detailed behavior required to meet the user need.

### Example

- Name: Search and Replace
- **Description**: within the application, the user searches for a specific character within the current document and replaces it with a different character
- Actors: business user
- Business rules/validation: not applicable
- · Main process flow:
  - 1. open the Search/Replace function
  - 2. enter the character to be searched for and replaced
  - 3. enter the new character that overwrites the old character
- · Alternate/exception process flow: not applicable
- Notes: none
- Screen mock-up: see figure 3.2