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Business Use-Case Specification: <Business Use-Case Name>

1. Introduction
   [The introduction of the Business Use-Case Specification should provide an overview of the entire document. It should include the purpose, scope, definitions, acronyms, abbreviations, references, and overview of this Business Use-Case Specification.]

1.1 Purpose
   [Specify the purpose of this Business Use-Case Specification]

1.2 Scope
   [A brief description of the scope of this Business Use-Case Specification; what Use Case model(s) it is associated with, and anything else that is affected or influenced by this document.]

1.3 Definitions, Acronyms and Abbreviations
   [This subsection should provide the definitions of all terms, acronyms, and abbreviations required to properly interpret the Business Use-Case Specification. This information may be provided by reference to the project Glossary.]

1.4 References
   [This subsection should provide a complete list of all documents referenced elsewhere in the Business Use-Case Specification. Each document should be identified by title, report number (if applicable), date, and publishing organization. Specify the sources from which the references can be obtained. This information may be provided by reference to an appendix or to another document.]

1.5 Overview
   [This subsection should describe what the rest of the Business Use-Case Specification contains and explain how the document is organized.]

2. Business Use Case Name

2.1 Brief Description
   [The description should briefly convey the role and purpose of the business use case. A single paragraph should suffice for this description.]

3. Goals
   [A specification of the measurable goals or objectives of the business use case.]

4. Performance Goals
   [A specification of the metrics relevant to the business use case and a definition of the goals of using those metrics.]

4.1 <name of performance goal>
   [A brief description of the performance goal.]

5. Workflow
   [A textual description of the workflow the business use case represents. The workflow should describe what
the business does to deliver value to a business actor, not how the business solves its problems.

Only one level of workflow steps is indicated in the subsections below, but you may add more levels if necessary.

5.1 Basic Workflow

5.1.1 <name of workflow step>
[A brief description of the workflow step.]

5.2 Alternative Workflows

5.2.1 <name of workflow step>
[A brief description of the workflow step.]

6. Category
[Whether the business use case is of the category ‘core’, ‘supporting’, or ‘management’.]

7. Risk
[A specification of the risks of executing and/or implementing the business use case.]

8. Possibilities
[A description of the estimated improvement potential of the business use case.]

9. Process Owner
[A definition of who the owner of the business process is, the person who manages the changes and plans for changes.]

10. Special Requirements
[The special requirements of the business use case are included here. These are requirements not covered by the workflow as it has been described in the sections above.]

10.1 <name of special requirement>
[A brief description of the special requirement.]

11. Extension Points
[Extension points of the business use case.]

11.1 <name of extension point>
[Definition of the location of the extension point in the flow of events.]