

Developing and prioritizing use cases

Use Cases

Insert name, role, and institutional affiliation of the facilitator here

Insert facilitator's headshot here

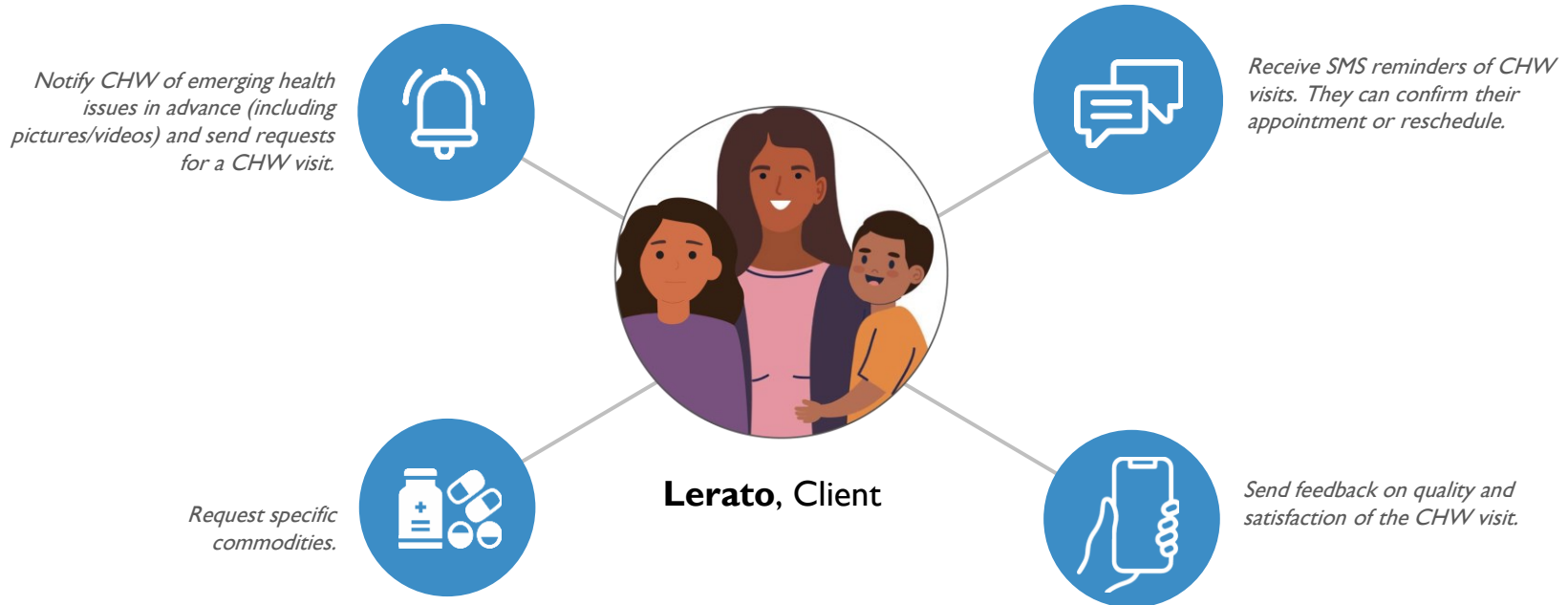


Use case - definition

- The term use case is used as a broad catch-all, so it is important to always ensure you understand the definition of use case being used in any setting.
- For the purposes of this workshop a use case is seen as **an interaction between a user and a system to achieve an outcome.**

Put another way, a use case should involve a user and what they need to do in the system, or what the system needs to do for them

Examples of use cases

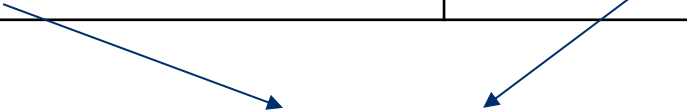


Examples of use cases



Common health and social welfare use cases

Health	Social welfare
<p>Disease program areas</p> <ul style="list-style-type: none">• Malaria• HIV/AIDS• TB/Leprosy• Maternal Child Health• Others	<p>Social welfare services</p> <ul style="list-style-type: none">• Education empowerment• Economic empowerment• Psychological & psychosocial support• Gender based violence



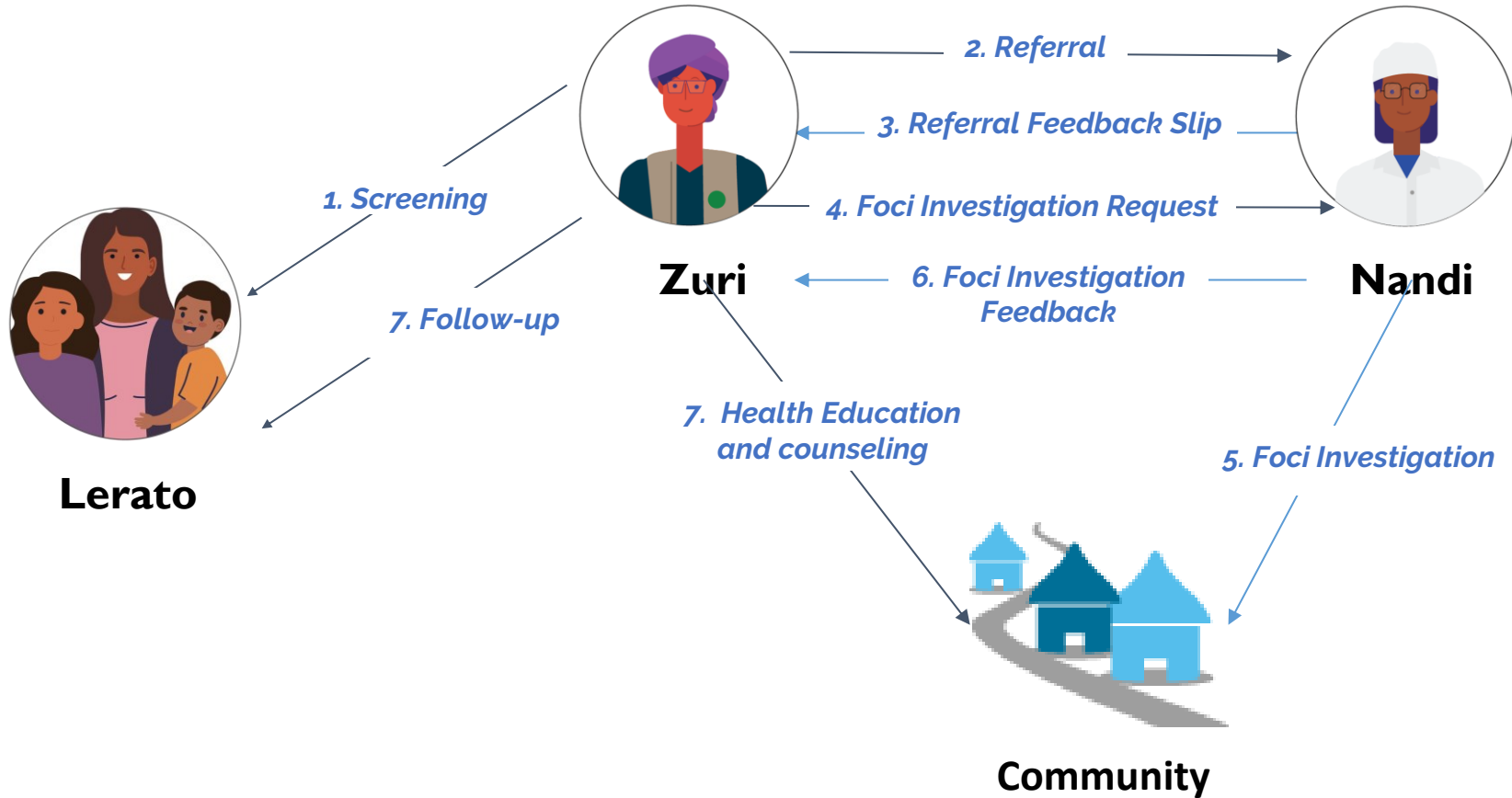
Common use cases
<p>Use cases of community system</p> <ul style="list-style-type: none">• Community worker conducts awareness and demand generation• Community worker refers a client to a clinic• Community worker manages her cases• Community worker issues commodities to the client• Community worker registers and tracks client status

How to develop use cases from your personas & journeys

Taking specific user personas and journeys associated with the services described, you can ask the following questions to establish use cases:

- Who are the people affected by events in this user journey?
 - What do they need to get done in a typical day/interaction?
 - What are the primary workflows in their role? How can service delivery be optimized?
 - Consider digitization, digitalization, and digital transformation

Community malaria services



Malaria use cases

- Zuri conducts malaria screening
- Zuri refers Lerato to the health center for malaria testing
- Nandi conducts malaria testing
- Nandi sends referral feedback to Zuri
- Zuri conducts follow-up services
- Zuri sends foci investigation notification to Nandi
- Nandi conducts foci investigation at community site
- Nandi sends foci investigation feedback to Zuri
- Zuri conducts health education services and counseling at the community

Group activity: Developing use cases

Break into country groups and develop use cases for ~3-4 user personas: participants will identify as many of the actions that the user needs to be able to do using a digital community system

Remember:

- **A use case is an interaction between a user and a system to achieve an outcome.**
- **There should only be one persona in a use case**


WALL TIME

LUNCH BREAK

Priority 'plunge'

Insert name, role, and institutional affiliation of the facilitator here

Insert facilitator's headshot here



What do priority use cases for community services look like in your country?

- Building on your identified user personas, user journeys and all possible use cases, what are the priority use cases for digitization for your country?
- Please think through:
 - Your knowledge of national strategies, policies, and guidelines for community services to inform this prioritization
 - Opportunities for optimization and pain points for your user personas
- You can use dot stickies to help with prioritization

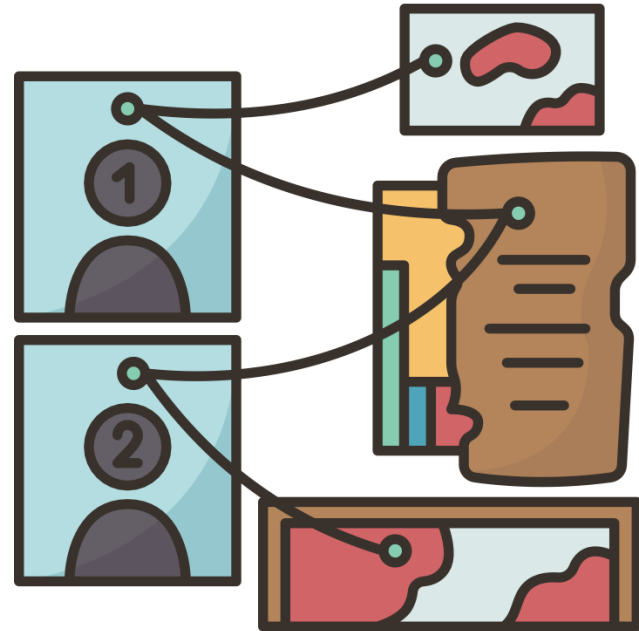
WALL TIME

TEA BREAK

Sharing country prioritized use cases

A representative from each country will share their country's top 3-4 priority use cases for digitization

- What are they?
- Why are these priorities?
- What common use cases were there between users?



Breaking use cases into functionalities

Insert name, role, and institutional affiliation of the facilitator here

Insert facilitator's headshot here





What is the difference between a use case and functionality?

A **use case** is an interaction between a user and the system to achieve an outcome



Functionality is how the digital system supports the use case



Examples of translating use cases to functionalities

Persona	Example Use Cases	Example Functionalities
 Lerato (client)	<p><i>Receive SMS reminders of CHW visits. They can confirm their appointment or reschedule.</i></p> <p><i>Request specific commodities</i></p>	<p>The system must allow the client to receive and confirm/reschedule appointments using SMS messaging</p> <p>The system must allow the user to request specific commodities using SMS messages</p>
 Zuri (CHW)	<p><i>Send requests for commodities to facility</i></p> <p><i>Automated listing of visits, tasks, and activities for follow-up</i></p>	<ul style="list-style-type: none">• The system must allow the user to automatically list visits• The system must allow the user to automatically create tasks• The system must allow the user to automatically create activities for follow up

Examples of translating use cases to functionalities

Persona	Example Use Cases	Example Functionalities
 <p>Nandi (Facility Nurse)</p>	<p><i>Monitor health status of clients receiving community care (e.g., ANC visits)</i></p>	<ul style="list-style-type: none">• System must allow users to access client-level data for monitoring of health status based on unique identifier• System must allow users to summarize client information according to program area• System must allow users to aggregate information and present it in the form of dashboard• System must allow users creating dashboards with filters based on client, date and program area
 <p>Tendayi (Social Worker)</p>	<p><i>Direct referral and feedback on linkage to inform client's care plan and future counselling</i></p>	<ul style="list-style-type: none">• System must allow the user to refer a client and receive feedback using SMS alert• System must allow the user to search for a facility based on availability of service• System must allow the user to notify the facility about the referred client and the package of service required• System must allow the client to receive confirmation of booked appointment by SMS

Looking at your country's list of priority use cases

- One person share a use case from your country's priority list
- All participants: what functionalities are required for this use case?

Think about where functionalities might support multiple use cases

Day-2 Wrap Up

Insert name, role, and institutional affiliation of the facilitator here

Insert facilitator's headshot here



Participant feedback

Drop the QR Code for the feedback form here



End of day 2