



A Guide to Use Cases

What is a Use Case?

For Credential Engine's partners, use cases answer the question "once we have data about credentials published, what can we do with it? What problems can we solve?" Use cases describe how students, employers, educators, policy makers, and other stakeholders can use the data in the Registry to address specific questions or challenges. Use cases are high-level, describing what the process does but not how it is accomplished and tend to not have specific details like a business process would. Developing use cases helps those involved prioritize and ask questions about how to apply or expand your organization's technologies to meet these goals. You can see examples of Registry use cases [here](#).

How Do I Develop Use Cases?

Use cases for your project are best generated through a combination of input from people who have experience with the challenges of expanding the use of credentials and people who are familiar with what is included in the Credential Transparency Description Language. This combination allows the use case to clearly identify a specific need along with how terms and descriptors in the CTDL will be able to address that need. Though additional ideas for use cases will likely unfold as your project progresses, having a clear set of use cases early on in a project helps ensure that you are connecting with the right stakeholders and collecting the right data. For example, if your use case is to help students discover credentials and competencies that are related to specific occupations, one priority for your project would be to work with credentialing organizations to make sure they indicate which occupations correspond to their credentials they are publishing.

Early in the project planning process, we recommend sitting down with the project team and other stakeholders to brainstorm use cases. Identify things like:

- What your agency/organization's goals and priorities are;
- What will users of credential information want to be able to do with better data;
- How you are collecting and using credential data now;
- What data do you wish you had in your current processes;
- What informational gaps you currently have that the CTDL can help fill;
- What additional data will be published through this partnership; and
- How this additional data will be incorporated into current workflows and used.

Once you have a list of ideas, you can write a list of use cases to focus your project on. Use cases generally have the following parts:

Name - A word or phrase that gets to the meat of the use case

Brief description - A few sentences that highlight the goals of the use case



Actor(s) - The group(s) of people this use case is aimed at

When developing use cases, you might also note the priority or timeline for implementing them.

Got Questions? Contact Us!

If your organization needs additional assistance organizing or developing use cases, please contact info@credentialengine.org to connect with a Credential Engine staff member.



To learn more, please visit www.credentialengine.org or contact info@credentialengine.org

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