

Exercise (Use Cases) Solution:

I. Handle a Claim (system)

Scope: "System" means all computer systems combined

Primary Actor: Customer

Preconditions: none

Trigger: Customer reports a claim

Main Success Scenario:

1. Customer reports a claim (paper, phone or fax) to Clerk
2. Clerk finds the policy, captures loss in System, and assigns an Adjuster.
3. Adjuster investigates the claim and updates claim with additional information.
4. Adjuster enters progress notes over time.
5. Adjuster corrects entries and sets monies aside over time.
6. Adjuster receives documentation including bills throughout the life of the claim and enters bills.
7. Adjuster evaluates damages for claim and documents the negotiation process in System.
8. Adjuster settles and closes claim in System.
9. System purges claim 6 months after close.
10. System archives claim after time period.

Extensions:

*a. At any time, System goes down:

*a1. System group repairs system.

1a. Submitted data is incomplete:

1a1. Insurance Company requests missing information

1a2. Claimant supplies missing information

1a2a: Claimant does not supply information within time period:

1a2a1. Adjuster closes claim in System.

2a. Claimant does not own a valid policy:

2a1. Insurance company declines claim, notifies claimant, updates claim, closes claim.

3a. No agents are available at this time

3a1. (What do we do here?)

8a. Claimant notifies adjuster of new claim activity:

8a1. Clerk reopens claim. Reverts to step 3.

Technology Variations:

8. Settlement payment is

- a. by check
- b. by interbank transfer
- c. by automatic prepayment of next installment
- d. by creation and payment of another policy

Frequency of occurrence: to be documented

Success End Condition: Claim is closed

Failed End Protection: Claim must be reopened

Stakeholders & interests:

The company - make smallest accurate settlement.

Customer - get largest settlement.

Depart of Insurance - ensure correct procedures

Business Rules:/

Data descriptions: Will be defined in other use cases

Open Issues: What are the time periods for archiving claims?

II. Buy Goods: a business use case

Name:

Primary Actor: Buyer, any agent (or computer) acting for the customer

Goals:

Preconditions: We know Buyer, their address, etc.

Summary:

Success End Condition: Buyer has goods, we have money for the goods.

Failed End Condition: We have not sent the goods, Buyer has not spent the money.

Trigger: purchase request comes in.

Main Success Scenario

1. Buyer calls in with a purchase request.
2. Company captures buyer's name, address, requested goods, etc.
3. Company gives buyer information on goods, prices, delivery dates, etc.
4. Buyer signs for order.
5. Company creates order.
6. Company ships ordered goods to buyer.
7. Company ships invoice to buyer.
8. Buyers pays invoice.

Extensions

3a. Company is out of one of the ordered items:

3a1. Renegotiate order.

4a. Buyer pays directly with credit card:

4a1. Take payment by credit card (use case 44)

8a. Buyer returns goods:

8a. Handle returned goods (use case 105)

Technology Variations

1. Buyer may use

phone in,

fax in,

use web order form,

electronic interchange

8. Buyer may pay by

cash or money order

check

credit card

Related Use Cases:

Create order (use case 15)

Take payment by credit card (use case 44)

Handle returned goods (use case 105)

Secondary Actors: credit card company, bank, shipping service

Open issues

What happens if we have part of the order?

What happens if credit card is stolen?