

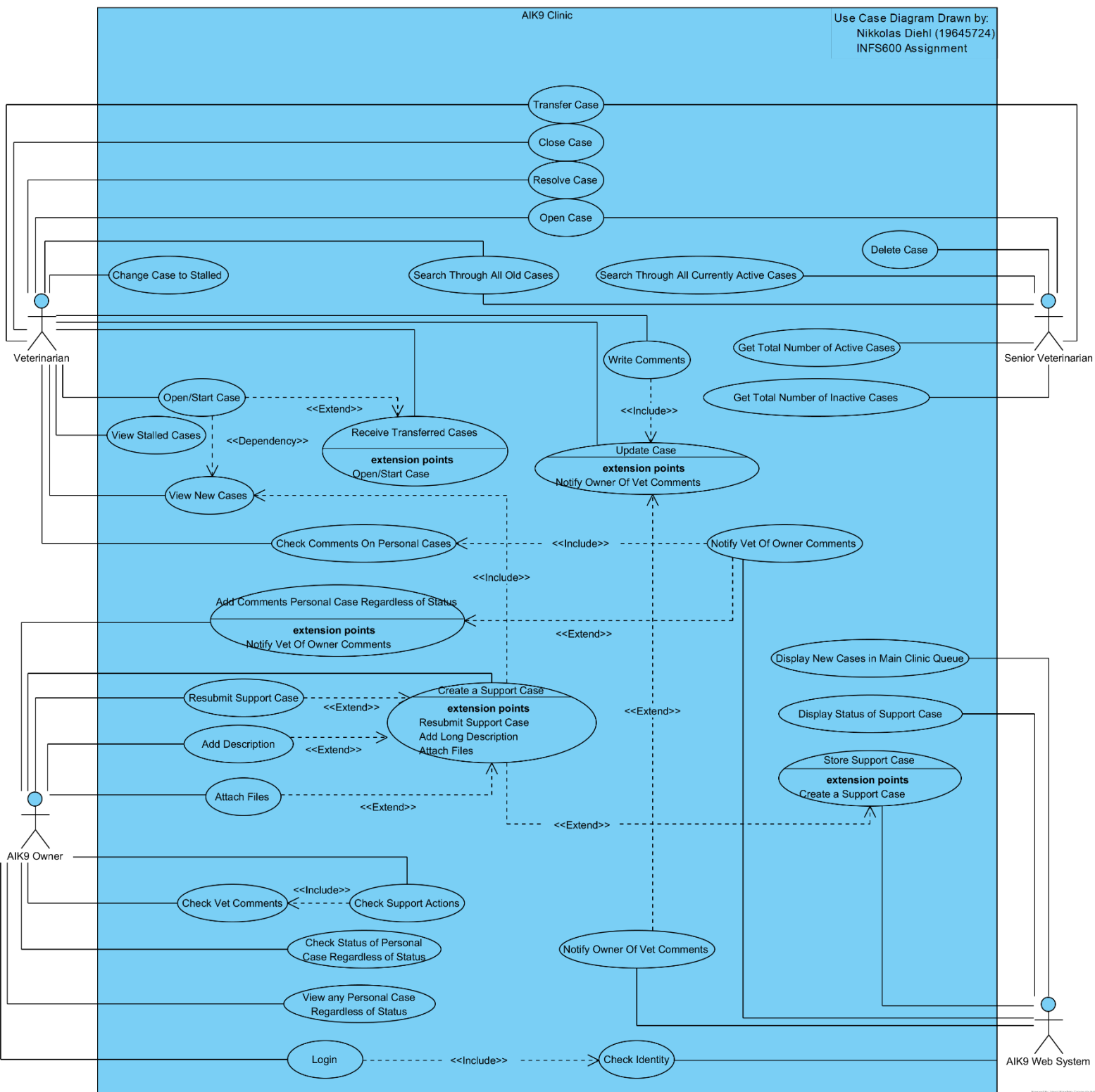
## INFS600 Assignment – Nikkolas Diehl 16945724

### Question 1 - DPM Case Study v1.1 – Actors and their requirements

Actors	Requirements
AIK9 Owners	<ol style="list-style-type: none"><li>1. An owner shall be registered with the system</li><li>2. An owner shall be able to login once for constant access</li><li>3. An owner shall be able to create a support case</li><li>4. An owner shall be able to re-submit a case with newer information</li><li>5. An owner shall be able to add a short description to a support case</li><li>6. An owner shall be able to add a long description to a support case</li><li>7. An owner shall be able to attach images to a support case</li><li>8. An owner shall be able to attach any file type to a support case</li><li>9. Owners shall be able to view the status of their support cases</li><li>10. An owner shall be able to view all support actions taken on their case</li><li>11. An owner shall be able to view all personal vet notes on their case</li><li>12. An owner shall have full access to their support cases</li><li>13. An owner shall be notified by email of new comments</li><li>14. An owner shall be able to add comments to any type of case<sup>1</sup></li><li>15. An owner shall be able to view their stalled cases</li><li>16. An owner shall be able to view any type of case they have ever made<sup>1</sup></li><li>17. An owner shall be able to comment on any type of case they have ever made<sup>1</sup></li></ol> <p><sup>1</sup>(where types of cases can be new, open, stalled, resolved, closed)</p>
Veterinarian	<ol style="list-style-type: none"><li>1. A vet shall be able to view all types of cases in the main clinic queue<sup>1</sup></li><li>2. A vet shall be able to view all types of cases in their personal queue<sup>1</sup></li><li>3. A vet shall be able to select a specific case of their choice</li><li>4. A vet shall be able to open any type of case<sup>1</sup></li><li>5. A vet shall be able to prioritise cases</li><li>6. A vet shall be able to give an open case to another vet</li><li>7. A vet shall be able to receive transferred cases.</li><li>8. A vet shall be able to review transferred cases</li><li>9. A vet shall be able to write comments on cases</li><li>10. A vet shall be able to add a short description to a support case</li><li>11. A vet shall be able to add a long description to a support case</li><li>12. A vet shall be able to attach images to a support case</li><li>13. A vet shall be able to attach any file type to a support case</li><li>14. A vet shall be able to keep written personal notes</li><li>15. A vet shall be able to communicate to an owner</li><li>16. A vet shall be able to expand on a case</li><li>17. A vet shall be able to comment on any type of case<sup>1</sup></li><li>18. A vet shall be notified by email of new comments on any of their open cases</li><li>19. A vet shall be able to change an open case to 'stalled'</li><li>20. A vet shall be able to view stalled cases</li><li>21. Any vet shall be able to view any cases overall.</li><li>22. Any vet shall be able to view cases for specific models.</li><li>23. Any vet shall be able to view any cases for specific dogs.</li><li>24. Any vet shall be able to full text-search for any cases overall</li><li>25. Any vet shall be able to full text-search all cases for specific models.</li><li>26. Any vet shall be able to full text-search for all cases for specific dogs</li><li>27. A vet shall be able to use past cases to solve current cases</li><li>28. A vet shall be able to resolve a case</li><li>29. A vet shall be able to close a case</li><li>30. A vet shall be able to contextualise AIK9 behaviour as normal</li><li>31. A vet shall not be able to view resolved cases in their personal queue</li><li>32. A vet shall not be able to view closed cases in their personal queue</li></ol> <p><sup>1</sup>(where types of cases can be new, open, stalled, resolved, closed)</p>

Senior Veterinarian	<ol style="list-style-type: none"> <li>1. A senior vet shall be able to give a case of any type to another vet<sup>1</sup></li> <li>2. Senior vets shall be able to view all types of cases owned by a specific vet<sup>1</sup></li> <li>3. A senior vet shall be able to open any type of case from a specific vet<sup>1</sup></li> <li>4. Senior vets must be able to view all currently open cases</li> <li>5. Senior vets must be able to view all currently stalled cases</li> <li>6. A senior vet shall be able to put an opened case in the original vet's queue</li> <li>7. A senior vet shall be able to transfer a newly opened case to a new vet</li> <li>8. A senior vet shall be able to permanently delete any new case from the system</li> <li>9. A senior vet shall not be able to delete opened cases</li> <li>10. A senior vet shall not be able to delete stalled cases</li> <li>11. A senior vet shall be able to delete closed cases</li> <li>12. A senior vet shall be able to delete resolved cases</li> <li>13. Senior vets shall be able to view the number of resolved cases in total</li> <li>14. Senior vets shall be able to view number of closed cases in total</li> <li>15. Senior vets shall be able to view the number of cases of any type by each vet in the last calendar months</li> <li>16. Senior vets shall be able to view the number of cases of any type by each vet in the current calendar months</li> </ol> <p><sup>1</sup>(where types of cases can be new, open, stalled, resolved, closed)</p>
Web System	<ol style="list-style-type: none"> <li>1. The web system shall check the identity of an owner when logging in</li> <li>2. The web system shall be able to check ID of AIK9 dog from owner identity</li> <li>3. The web system shall be able to store images in a support case</li> <li>4. The web system shall be able to store text in a support case</li> <li>5. The web system shall be able to store any type of file in a support case</li> <li>6. The web system shall display the status of new case as 'new'</li> <li>7. The web system shall be able to move cases to a vet's personal queue once a case becomes 'open'</li> <li>8. The web system shall be able to display all vet personal case notes to an owner</li> <li>9. The web system shall send notifications to the owner about vet updates</li> <li>10. The web system shall notify a vet when any type of case has been updated with new comments<sup>1</sup></li> <li>11. The web system shall change a stalled case to open when new updates are available</li> <li>12. The web system shall be able to move a resolved case into the main clinic queue as a new case when dedicated vet is no longer employed</li> <li>13. The web system shall be able to display the owner case status to the owner</li> </ol> <p><sup>1</sup>(where types of cases can be new, open, stalled, resolved, closed)</p>

## Question 2.a – Use Case Diagram



## Question 2.b – Fully Dressed Use Case

Use Case Identification and History			
<b>Use Case ID &amp; Name:</b>	UC1: Owner Creates Support Case	<b>Version:</b>	2
<b>Objective:</b>	Creates a support case to send to the veterinarian clinic system		
<b>Created by:</b>	Nikkolas Diehl (16945724)	<b>Date:</b>	12/04/2018
<b>Actors &amp; Goals:</b>	Owner – Create a support case Web System – Sends notifications and stores support cases Veterinarian – Receive support case to review and answer case		
<b>Stakeholders:</b>	Senior Veterinarian – Act as a control for all veterinarians.		
<b>Trigger:</b>	Owner enters system to select action		

Preconditions
Owner is registered with the system as an owner of an AIK9-C dog

Main Success Flow	
User Actions	System Actions
1 – Owner logs into system  4 – Owner selects ‘Create support case’ through the web system  6 – Owner fills in a support case title 7 – Owner fills in a support case short description 8 – Owner attaches a file of some description 9 – Owner selects save  11 – Owner selects submit  14 – Veterinarian selects support case  16 – Veterinarian reviews support case 17 – Veterinarian comments on support case with simple answer  19 – Owner finds comment satisfactory and closes case  21 – Veterinarian closes case due to support case being a common and easy to solve problem	2 – System checks owner identity 3 – System confirms owner identity  5 – System displays form for owner to fill out  10 – System saves and stores support case into the web system  12 – System sends support case to main clinic queue for veterinarian to review and answer 13 – System displays new support case in main clinic queue through the web system  15 – System changes status of support case from new to open through web system  18 – System uses web system to notify owner of new veterinarian comment  20 – System notifies veterinarian of owner update  22 – System changes status of support case from open to closed

Alternate Flow	
User Actions	System Actions
	2a – System is restarting or updating. 2a – System denies entry
3a – Owner logs into system	3a – System rejects identity 3a – System requests owner to re-identify
	3b – System cannot find user 3b – System reroutes user to resignation system
4a – Owner does not select ‘Create support case’	4a – Different use case is run
	5a – System fails to display support case form 5a – System attempts to display support case form again
10a – Owner fills out support case	10a – System fails to save support case 10a – Asks user if everything is correct 10a – Asks user to re-input support case
11a – Owner deletes support case	
	12a – System cannot find main clinic queue 12a – System attempts to send support case to another nearby clinic queue
14a – Veterinarian does not select support case immediately 14a – Owner attempts to create another support case due to being held up.	14a – System displays new duplicate support case to main clinic queue.
17a – Veterinarian cannot answer the support case 17a – Veterinarian transfers case to another more knowledgeable vet	17a – System moves support case to another veterinarian personal queue
17b – Veterinarian cannot answer the support case 17b – Veterinarian searches through previous support cases	17b – System displays searched support cases by specified time through web system
17c – Veterinarian cannot immediately answer the support case 17c – Veterinarian changes support case to stalled	17c – System changes support case status from open to stalled through web system 17c – System uses web system to notify owner of support case update
17d – Veterinarian requests more information on support case  17d.1 – Owner replies with more information	17d – System uses web system to notify owner of support case update
19a – Owner does not find answer to support case satisfactory 19a – Owner replies with new comment	19a – System uses web system to notify veterinarian of support case update

Alternate Flow	
User Actions	System Actions
19b – Owner replies with more information  19b.1 – Veterinarian reviews new information 19b.2 – Veterinarian still cannot answer question 19b.2 – Veterinarian requests new information	19b – System uses web system to notify veterinarian of support case update
19c – Owner replies with more questions  19c.1 – Veterinarian answers new questions 19c.2 – Veterinarian cannot not answer new questions 19c.3 – Veterinarian requests more information	19c - System uses web system to notify veterinarian of support case update
19d – Owner does not reply 19d – Veterinarian eventually changes support case status to stalled	19d – System changes support case status from open to stalled using web system
19e – Owner replies  19e – Veterinarian does not reply	19e – System uses web system to notify veterinarian of support case update  19e – System eventually changes support case status to stalled 19e – System displays support case status to owner using web system
21a – Veterinarian realizes case is not actually completed 21a – Veterinarian comments on support case	21a – System uses web system to notify owner of support case updates
21b – Veterinarian changes support case to wrong type; resolved	21b – System changes support case status to resolved using web system 21b – System uses web system to notify owner of support case update
21c – Veterinarian changes difficult support case to resolved for later search	21c – System changes support case status to resolved using web system 21c – System uses web system to notify owner of support case update

Post conditions
Support case has been solved and status has been changed to closed or resolved
Other Notes (Assumptions, Issues,)
Assumptions: <ul style="list-style-type: none"> <li>- Owner was registered with system</li> <li>- Owner selected ‘create support case’</li> <li>- Veterinarian was able to answer support case</li> <li>- Veterinarian was able to resolve or close the support case</li> </ul>