**INFS600 Assignment – Nikkolas Diehl 16945724**

DPM Case Study v1.1 – Actors and their requirements

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| Actors | Requirements |
| AIK9 Owners | 1. An owner shall be registered with the system 2. An owner shall be able to login once for constant access 3. An owner shall be able to create a support case 4. An owner shall be able to re-submit a case with newer information 5. An owner shall be able to add a short description to a support case 6. An owner shall be able to add a long description to a support case 7. An owner shall be able to attach images to a support case 8. An owner shall be able to attach any file type to a support case 9. Owners shall be able to view the status of their support cases 10. An owner shall be able to view all support actions taken on their case 11. An owner shall be able to view all personal vet notes on their case 12. An owner shall have full access to their support cases 13. An owner shall be notified by email of new comments 14. An owner shall be able to add comments to any type of case1 15. An owner shall be able to view their stalled cases 16. An owner shall be able to view any type of case they have ever made1 17. An owner shall be able to comment on any type of case they have ever made1   1*(where types of cases can be new, open, stalled, resolved, closed)* |
| Veterinarian | 1. A vet shall be able to view all types of cases in the main clinic queue1 2. A vet shall be able to view all types of cases in their personal queue1 3. A vet shall be able to select a specific case of their choice 4. A vet shall be able to open any type of case1 5. A vet shall be able to prioritise cases 6. A vet shall be able to give an open case to another vet 7. A vet shall be able to receive transferred cases. 8. A vet shall be able to review transferred cases 9. A vet shall be able to write comments on cases 10. A vet shall be able to add a short description to a support case 11. A vet shall be able to add a long description to a support case 12. A vet shall be able to attach images to a support case 13. A vet shall be able to attach any file type to a support case 14. A vet shall be able to keep written personal notes 15. A vet shall be able to communicate to an owner 16. A vet shall be able to expand on a case 17. A vet shall be able to comment on any type of case1 18. A vet shall be notified by email of new comments on any of their open cases 19. A vet shall be able to change an open case to ‘stalled’ 20. A vet shall be able to view stalled cases 21. Any vet shall be able to view any cases overall. 22. Any vet shall be able to view cases for specific models. 23. Any vet shall be able to view any cases for specific dogs. 24. Any vet shall be able to full text-search for any cases overall 25. Any vet shall be able to full text-search all cases for specific models. 26. Any vet shall be able to full text-search for all cases for specific dogs 27. A vet shall be able to use past cases to solve current cases 28. A vet shall be able to resolve a case 29. A vet shall be able to close a case 30. A vet shall be able to contextualise AIK9 behaviour as normal 31. A vet shall not be able to view resolved cases in their personal queue 32. A vet shall not be able to view closed cases in their personal queue   1*(where types of cases can be new, open, stalled, resolved, closed)* |
| Senior Veterinarian | 1. A senior vet shall be able to give a case of any type to another vet1 2. Senior vets shall be able to view all types of cases owned by a specific vet1 3. A senior vet shall be able to open any type of case from a specific vet1 4. Senior vets must be able to view all currently open cases 5. Senior vets must be able to view all currently stalled cases 6. A senior vet shall be able to put an opened case in the original vet’s queue 7. A senior vet shall be able to transfer a newly opened case to a new vet 8. A senior vet shall be able to permanently delete any new case from the system 9. A senior vet shall not be able to delete opened cases 10. A senior vet shall not be able to delete stalled cases 11. A senior vet shall be able to delete closed cases 12. A senior vet shall be able to delete resolved cases 13. Senior vets shall be able to view the number of resolved cases in total 14. Senior vets shall be able to view number of closed cases in total 15. Senior vets shall be able to view the number of cases of any type by each vet in the last calendar months 16. Senior vets shall be able to view the number of cases of any type by each vet in the current calendar months   1*(where types of cases can be new, open, stalled, resolved, closed)* |
| Web System | 1. The web system shall check the identity of an owner when logging in 2. The web system shall be able to check ID of AIK9 dog from owner identity 3. The web system shall be able to store images in a support case 4. The web system shall be able to store text in a support case 5. The web system shall be able to store any type of file in a support case 6. The web system shall display the status of new case as ‘new’ 7. The web system shall be able to move cases to a vet’s personal queue once a case becomes ‘open’ 8. The web system shall be able to display all vet personal case notes to an owner 9. The web system shall send notifications to the owner about vet updates 10. The web system shall notify a vet when any type of case has been updated with new comments1 11. The web system shall change a stalled case to open when new updates are available 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 13. The web system shall be able to display the owner case status to the owner   1*(where types of cases can be new, open, stalled, resolved, closed)* |

