

Assignment #1

Assignment Submission:

Submit your assignment as a SINGLE ZIP file document on Blackboard by the due date.

The Assignment name must comply with the naming convention:

LastName_FirstName_Assignment_1.zip

Your submitted ZIP file must have the following FILES:

1. The Visio (or drawio) file that has UML diagrams
2. The PDF document that has the deliverables and answers for the requirements provided including the UML diagrams

Assignment Deliverables:

1. Domain Dictionary
2. Actor Dictionary
3. USE-CASE Diagram

Important Notes:

All Visio/Drawio UML diagrams MUST BE submitted

Use 7Zip (<https://www.7-zip.org/>) to create your ZIP file; no rar format will be accepted for submission.

High-Level Requirements:



Consider the following high-level description for the WideCast cable provider:

- The intent is to build an application that will be used to enroll a customer in a plan and to allow customers to order online the different services and PPV events that Widecast offers to its customers, the following is a sample of services and events it offers currently:
 1. Mobile Movie Streaming
 1. Premium – 100 movies a month
 2. Ultimate – 500 movies a month
 2. High Definition Box (A box is needed for any TV plan)
 1. Basic High Definition
 2. Ultra High Definition
 3. TV plan
 1. Basic - 50 channels
 2. BasicPlus – 100 channels
 3. Ultimate - 200 channels
 4. Internet Plan
 1. SpeedLane – 20/5 MBPS
 2. LightLane – 50/10 MBPS
 5. Online Game Rental
 1. Hard-Code 10 Games
 6. PPV Live Sports Events (fixed date/time)
 1. Hard-Code 10 Events
 7. PPV Movies (Any date/time)
 1. Hard-Code 20 Movies

- WideCast has four different roles/logins/webpages :
 1. Managers
 2. Account Specialists (Customer Support)
 3. Technical Support Specialists (Technician)
 4. Customers
- A manager has all privileges and can cancel/update/delete any type of order
- Account Specialist can
 1. Create an account for a new customer
 2. Update customer account
 3. Create an incident ticket and assign it to a Technician
 4. Place an order of a PPV
- Customer that has an existing account can do the following online:
 1. Update Record (credit card, personal info, etc.)
 2. Pay Monthly Bill
 3. Rent online game
 4. Order a PPV event
 5. Cancel an ordered PPV event 24 hours before the PPV date
 6. Change/Cancel/Add TV or Internet plan
- Technical Support Specialist can
 1. Schedule incident ticket
 2. Close incident ticket
 3. Cancel incident ticket
- The sales team uses the customer transactions data to forecast sales revenue and perform service/event/product demand analysis across the different zip codes for its customers.
- Data scientists in the marketing department are interested to find the well-connected customers who are also influential reviewers in order to find events/services these super-connectors like and use those events/services for a cross-promotion campaign.
- The customer can rate or submit a review for any of the services/events ordered online.

- The customer can share the online link for a service, a movie or a PPV event with friends.
- The customer can schedule a service appointment (incident ticket). Appointments can be scheduled, re-scheduled or canceled.