Stakeholders:

- **Admin:**

  This actor is the owner of the Hilal KOÇ Inc.

  Roles:
  1. Buy/Sell coach
  2. Hire/Fire coach driver
  3. Hire/Fire coach host
  4. Hire/Fire branch office manager
  5. Open/Close branch office

- **Branch Office Personnel**

  This actor sells tickets at branch offices.

  Roles:
  1. Sell tickets

- **Coach Driver**

  This actor drives coaches.

  Roles:
  1. Drive coach

- **Coach Host**

  This actor manages seat occupation in coaches.

  Roles:
  1. Manage seat occupation in coaches

- **Branch Office Manager**

  This actor keeps the owner of the company informed about his/her branch office in a manner of weekly reports.
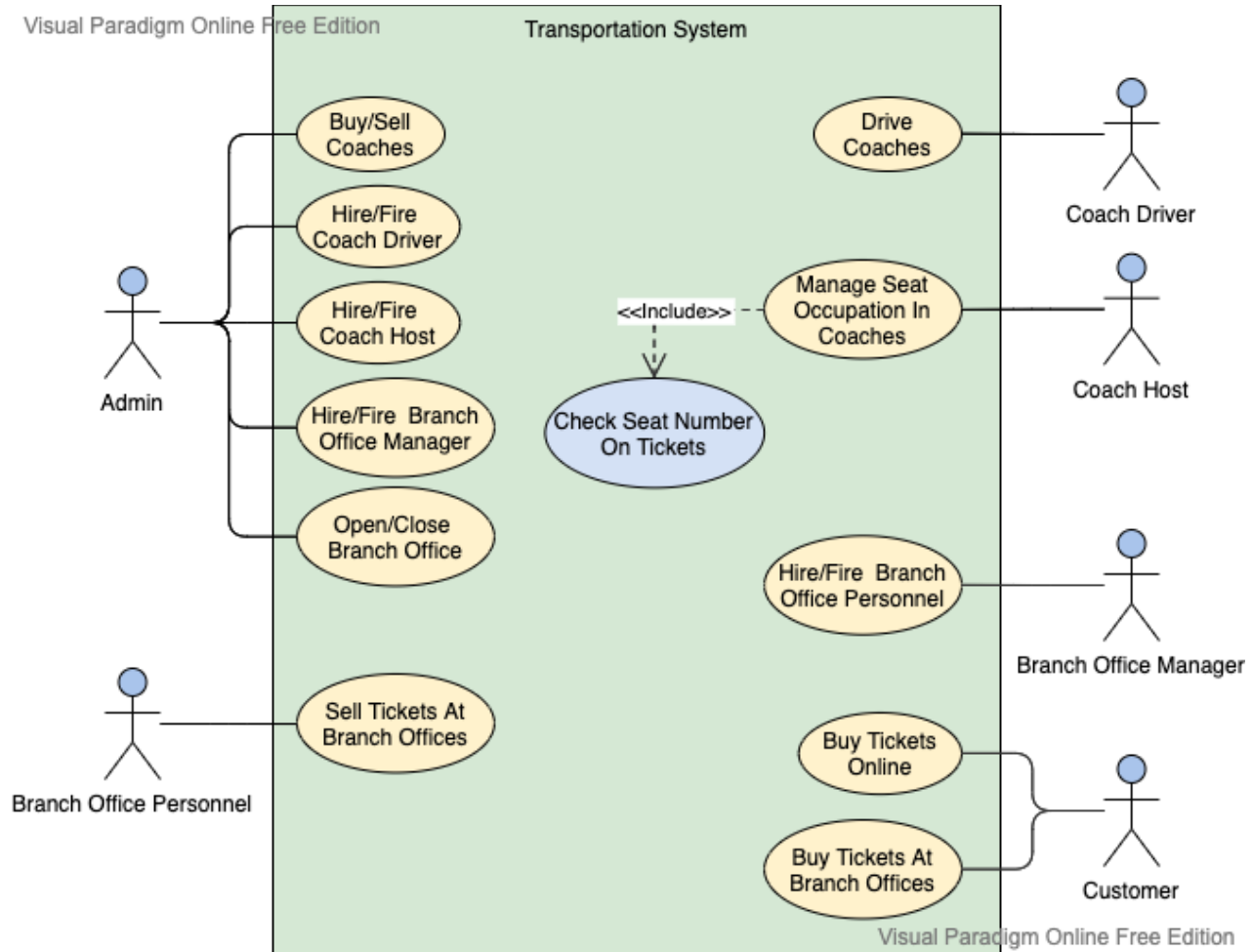
  Roles:
  1. Hire/Fire branch office personnel

- **Customer**

  This actor buys tickets online or at branch offices.

  Roles:
  1. Buy tickets online
  2. Buy tickets at branch offices

Transportation System

Buy/Sell Coaches

Hire/Fire Coach Driver

Hire/Fire Coach Host

Hire/Fire Branch Office Manager

Open/Close Branch Office

Admin

Sell Tickets At Branch Offices

Branch Office Personnel

<<Include>>

Check Seat Number On Tickets

Drive Coaches

Coach Driver

Manage Seat Occupation In Coaches

Coach Host

Hire/Fire Branch Office Personnel

Branch Office Manager

Buy Tickets Online

Buy Tickets At Branch Offices

Customer

System	Transportation System
Use Case	Buy/Sell Coaches
Actors	Admin
Data	Admin either buys new coaches or sells some of the current ones
Stimulus	Inadequate or surplus number of coaches for the current number of passengers
Response	Change in number of coaches
Comments	Admin buys new coaches if there are too many passengers to transport with current ones or sells some of the current ones if there are too few passengers for current number of coaches and cost for maintenance of coaches are high.

System	Transportation System
Use Case	Hire/Fire Coach Driver
Actors	Admin
Data	Admin either hires new coach drivers or fires some of the current ones
Stimulus	Inadequate or surplus number of coach drivers for current number of coaches
Response	Change in number of coach drivers
Comments	If admin buys a new coach, he hires a new driver to drive the coach and if admin sells a coach, he fires the driver of that coach.

System	Transportation System
Use Case	Hire/Fire Coach Host
Actors	Admin
Data	Admin either hires new coach hosts or fires some of the current ones
Stimulus	Inadequate or surplus number of coach hosts
Response	Change in number of coach hosts
Comments	If admin buys a new coach, he hires a new host to manage the seat occupation of the coach and if admin sells a coach, he fires the host of that coach.

System	Transportation System
Use Case	Hire/Fire Branch Office Manager
Actors	Admin
Data	Admin either hires new branch office managers or fires some of the current ones
Stimulus	Inadequate or surplus number of branch office managers
Response	Change in number of branch office manager
Comments	If admin opens a new branch, he hires a new manager to manage that branch and if admin closes a branch, he fires the manager of that branch

System	Transportation System
Use Case	Open/Close Branch Office
Actors	Admin
Data	Admin either opens new branch offices or closes some of the current ones
Stimulus	Inadequate or surplus number of branch offices
Response	Change in number of branch offices
Comments	If admin opens new branch offices, he also needs to hire new branch office managers, and if he closes branch offices, he also needs to fire the manager of those branches.

System	Transportation System
Use Case	Sell Tickets At Branch Offices
Actors	Branch Office Personnel
Data	Branch office personnel sells ticket at branch offices
Stimulus	Customer wanting to buy tickets offline
Response	Increase in company's income
Comments	This may stimulate the admin to buy new coaches if ticket sales exceed the expected amount.

System	Transportation System
Use Case	Drive Coaches
Actors	Coach Driver
Data	Coach driver drives the coaches
Stimulus	Arrival of the departure time of the coach
Response	Transportation is done
Comments	This costs fuel and impact the financial situation of the company in negative direction.

System	Transportation System
Use Case	Manage Seat Occupation In Coaches
Actors	Coach Host
Data	Coach host manages the seat occupation in coaches
Stimulus	Passengers wanting to sit on their seats
Response	Change in passengers' location in coaches
Comments	In order this to completed, coach host must check the seat number on the passengers' tickets.

System	Transportation System
Use Case	Check Seat Number On Tickets
Actors	Coach Host
Data	Coach host checks the seat number on passengers' tickets.
Stimulus	Passengers boarding the coach
Response	Correct placement of passengers
Comments	Coach host checks the seat number and directs passengers to correct seats.

System	Transportation System
Use Case	Hire/Fire Branch Office Personnel
Actors	Branch Office Manager
Data	Branch office manager hires new personnel or fires some of the current ones
Stimulus	Inadequate or surplus number of branch office personnel
Response	Change in branch office personnel
Comments	If admin opens new branch or if there are not enough personnel, manager hires new personnel and if admin closes a branch or if there too much personnel, manager fires all/some of the personnel.

System	Transportation System
Use Case	Buy Tickets Online
Actors	Customer
Data	Customer buys tickets online
Stimulus	Customer not willing to go the branch office to buy tickets
Response	Increase in number of tickets that customer has
Comments	This impacts the company's financials in a positive way

System	Transportation System
Use Case	Buy Tickets At Branch Offices
Actors	Customer
Data	Customer buys tickets at branch offices
Stimulus	Customer wanting to buy tickets offline
Response	Increase in number of tickets that customer has
Comments	This impacts the company's financials in a positive way.

Preparing the use case diagram without going into details was challenging for me because I like to see the details. Also, determination of the actors was a bit difficult because I kept asking this question all the time: do I really need this actor, is he/she essential for the system to work correctly?

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Burak Yıldırım
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