

Case Study - Background

Jenny Jones runs *Office Supplies Ltd*, a small company that supplies office supplies to local businesses.

Jenny employs a small team, including some office, sales, and warehouse staff. A few times a year, Jenny attends trade shows and visits manufacturers to learn about new products. Jenny uses an outside delivery service to deliver orders to her clients.

Scenario

A retail store owner wants to order Point of Sale receipt paper. *Office Supplies Ltd* does not have all of the products in their warehouse to fill the client order, so an order must be placed with their supplier.

The Retail Store is already a client of *Office Supplies Ltd*, so does not need to go through a credit check and is already set up in Jenny's sales system. The client's information is all present and does not need to be changed.

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Question 1: Business Processes

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In the space below, 6 of the business processes and their corresponding actors that will enable *Office Supplies Ltd* to order product from their suppliers to fill their client order. Keep in mind that there must be a clear record of all transactions and that *Office Supplies Ltd* must pay for product before the supplier will send the order. You can consider the scenario starting from when the Retail Store sends a payment for their client order and ending when the new product is in *Office Supplies Ltd* warehouse.

Processes Performed:

- place order
- contact customer
- validate New customer
- collect customer information
- send products
- attend tradeshow

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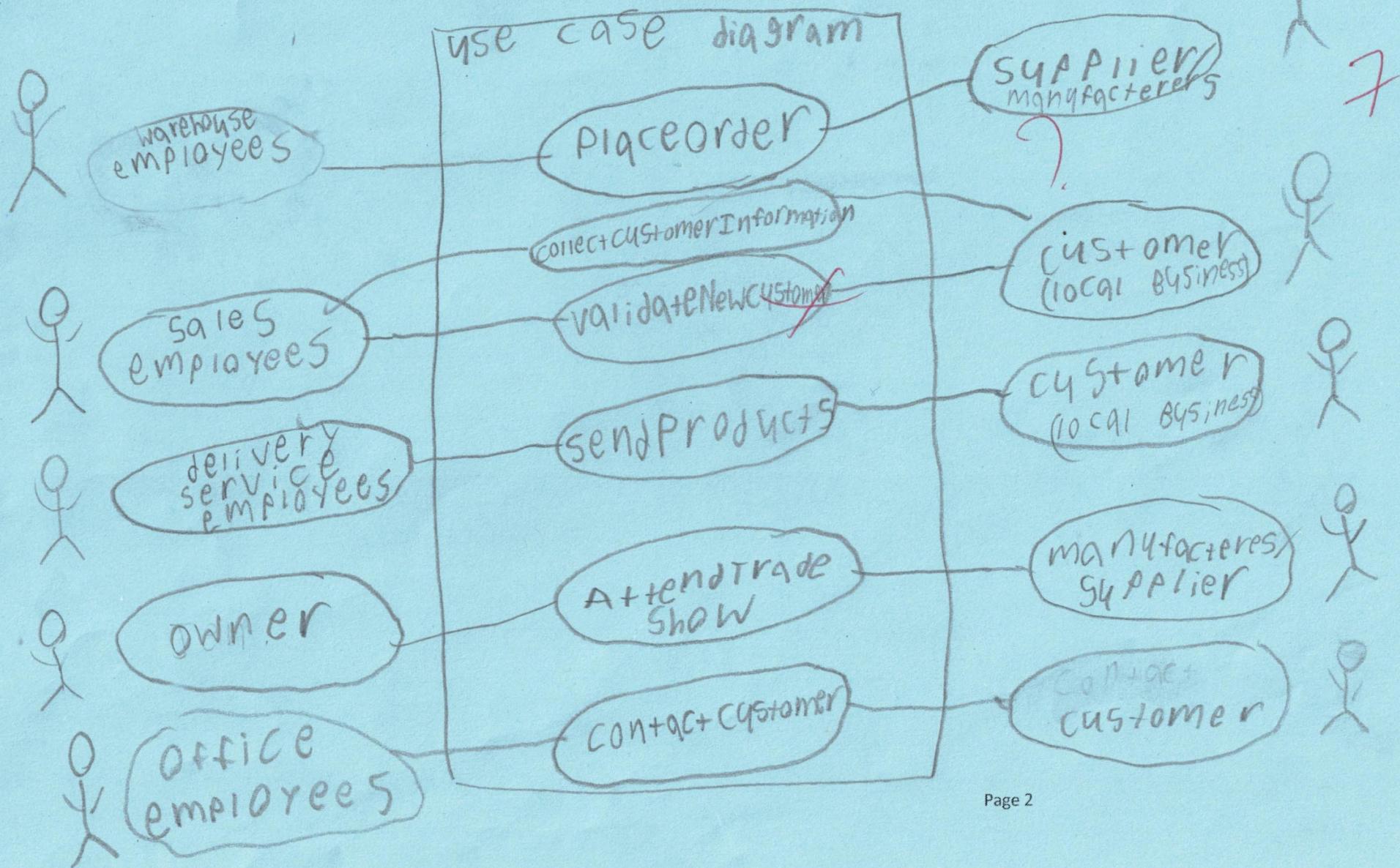
Actors:

owner
customers (other businesses)
employees (sales, warehouse, office)
suppliers

Question 2: Business Use Case Diagram

In the space below, complete the Business Use Case Diagram for the Scenario.

Be sure to include use cases covering all the processes indicated in Question 1.



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Question 3: Business Use Case Specifications

Create a business use case specification table for the processes defined above.

Name	Actors	Description	Trigger	Result	trigger	result
PlaceOrder	<u>ACTORS</u> - warehouse employees - supplier/manufacturers	employees in the warehouse department order supplies from manufacturer		office supplies L.t.d. requires more supplies to fill client's order	office supplies receives ordered items.	
ValidateNewCustomer	- sales employees - customer (local business)	the sales department must perform credit check on the customer		new customer creates account on company's website	new customer is added to sales system	
CollectCustomerInformation	- sales employees - customer (local business)	sales records transaction info the sales department must have contact information, date of birth, address of business etc.		customer orders products customer provides required information and sends it to the company	customer provides required information and sends it to the company about customers	
SendProducts	- delivery service employees - customer	delivery service employees deliver products ready to send to the customer, if sent to customer that ordered it		company has products ready to send to customer	products are delivered to the customer	
AttendTradeshow	- owner - supplier/manufacturers	owner attends trade shows to learn about new products		A new trade show is about to occur	owner learns new products	

Name

contact customer

Actors

- office employees
- customer

Description

customer is contacted to determine when the product should be delivered

trigger

order is ready to be delivered

result

delivery date is discussed and agreed upon.

Question 4: Stakeholder List**/10**

In the space below, list at least 10 stakeholders that would be related to *Office Supplies Ltd* and the scenario.

- Jenny (owner)
- { office employees service company
Sales employees sales marketing staff
warehouse employees
customers (local office businesses)
delivery service employees
customers (local business owners)
employees of supplier company
owner of supplier company
delivery service owner 6
employees of local business owners.