

ID2207 HT23 Modern Methods in Software Engineering (50928)

Homework 2 - Group 8

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Requirement Elicitation Document

Glossary

This glossary provides definitions for key terms and concepts relevant to the SEP and USS business case, making it possible to keep track of important terms and their definitions which ensures consistency in the specification and ensures that developers use the language of the client.

Swedish Events Planners (SEP)	Events planning company based in Stockholm that organizes various types of business events, including workshops, conferences, and summer schools.
United Swedish Solutions (USS)	Software solutions company that got accepted for designing the internal system for SEP.
Business Analysts	Members of the USS team responsible for understanding and modeling the new system by working closely with SEP's representatives.
Mila	SEP's representative who provides information about SEP's organization hierarchy and business processes to USS.
Departments	The four main divisions within SEP, which include Financial, Administration, Production, and Services, each responsible for specific aspects of event planning and management.
HR Team	Comprised of Simon and Maria, responsible for managing staff recruitment and outsourcing when necessary.

Customer Service Team	Manages client requests for event planning and maintains client records.
Administration Manager (Mike)	Head of the Administration Department with 30 years of experience, responsible for overseeing event requests and cooperating with the marketing officer.
Marketing Officer (David)	Responsible for promoting SEP's services, attending conferences, and preparing presentations and demos.
Financial Department	Responsible for managing budgets, negotiating with clients, and handling employee salaries and financial matters.
Production Department	Responsible for the various aspects of event production, including filming, audio, graphics, decorations, and computer-related tasks.
Services Department	Handles food and beverage services during events, led by a team of top chefs and waiters.
Vice President	Responsible for generating reports about employee utilization and work progress, among other tasks.
Client Records	Records containing details of all clients, including events managed by SEP and any discounts offered to frequent clients.
Staff Members	Employees who can work on multiple projects, with scheduling managed by department managers.
Event History	Records of all events organized by SEP, including past and current events.
Job Advertisements	Postings created by the HR team to recruit new employees.
Budget Adjustment	The process of modifying event budgets based on client preferences and resource availability.
Task	Assignments initiated by production and service managers to sub-teams within their respective departments for event planning.
Archive	The process of finalizing an event and storing its records for future reference.

Identified actors

- Client
- Customer Service Team
- Janet (Senior Customer Service Officer)
- Senior Customer Service
- Financial Manager
- Administration Department Manager
- Administration Team
- Production Manager
- Services Department Manager
- HR Team
- Marketing Team
- Sub-Teams
- Vice President

Scenario descriptions:

Name: rejectedChristmasEvent
Participating actor(s): Customer Service Team: Sam Senior Customer Service Manager Janet Client: Joe, Manager of Brunnsvikens Kanotklubb
Event Flow: 1. Joe, the Manager of Brunnsvikens Kanotklubb is responsible for organising a Christmas party for the kanotclubb. As he is a busy person he sends a request to SEP via the provided Software System to organise the event. 2. Sam from the customer service team checks incoming requests and finds the request from Joe. He goes through the provided information of Joe and fills in the data into the provided form of the system. He can quickly see that the estimated budget by the client is above average. However, he sends it then to the Senior Customer Service Manager Janet 3. Janet can quickly see that it's not feasible, especially because of the estimated budget by Joe. Accordingly, she rejects the request and informs Sam about it. 4. Janet contacts the client, Joe, informs him about the decision and explains the reasons for rejecting his application.

Name: budgetAdjustment

Participating actor(s):

Production Manager: Jack

Financial Manager: Alice

Event Flow:

1. Jack reviews the gala event application and identifies budget constraints. He notices that the allocated budget for entertainment and decorations is significantly lower than what is required for the grand gala event.

2. Jack initiates a budget adjustment, requesting additional funds for entertainment and decorations.

3. The system notifies the Financial Manager about the budget adjustment request. Jack communicates with Alice to discuss the proposed changes.

4. Jack and Alice engage in a discussion about the proposed budget changes. They evaluate the potential impact on the company's financials and the gala's overall success.

5. After a thorough discussion, Jack and Alice reach an agreement on the budget adjustments.

6. Jack updates the budget details in the event application to reflect the agreed adjustments. This includes allocating additional funds for entertainment, decorations, and any other necessary expenses.

7. Jack communicates the budget adjustment approval to the gala planning team, vendors, and other relevant stakeholders. He ensures everyone is informed about the changes.

8. The budget adjustment process for the Annual Company Gala concludes successfully, with the event now adequately funded.

Name: assignTaskToDecorationTeam
Participating actor(s): Production Manager: Jack SubTeams: Decoration
Event Flow: 1. The staffing problems for an event that needs to be planned for a Swedish hockey club at the end of the season got solved. Accordingly the production manager Jack uses the Software System to fill in a form with the details about the needs from the hockey club for the decoration of the event. 2. Accordingly, Jack moves to the “Decorations” tab where he can assign a task to member(s) of the decorations team. He specifies the project reference number which is e12345 and provides a description of the task. There it’s explained that classical style is required. The hockey club also wants special lightnings and pictures of the team and specific players. 3. Jack then can choose to assign the task to one or several members of the Decorations team. He assigns it to Magy from the decorations team. 4. After that Jack sets the priority to high because the project deadline is pretty soon. 5. Finally Jack sends the task which accordingly appears in Magy’s task list overview.

Name: requestForEventPlanning
Participating actor(s): Customer Service: Sarah Financial Manager: Alice Marketing Team Venue Manager
Event Flow: 1. Sarah from Customer Service is assigned to plan the Annual Sales Conference. Initial discussions with Alice, the Financial Manager, begin. 2. Sarah works with the Marketing Team to gather branding requirements and marketing objectives. 3. The objectives of the conference, such as team building and sales strategy, are discussed by Sarah and Alice. 4. Sarah goes to the chosen venue to learn about its needs and restrictions. 5. Sarah and Alice go over the budget to make sure it fits the needs of the event. 6. Sarah documents conference details such as its goals, schedule, location, participants, and preferences. 7. Sarah shares the requirements with stakeholders for review and feedback. 8. Alice, the Marketing Team, and the Venue Manager all give their approval after adjustments to the specifications. 9. Event planning choices are guided by the accepted requirements. 10. The scenario concludes with approved requirements, allowing for precise event planning.

Use case descriptions:

Name: RequestReview
Participating actor(s): Client Customer Service Team Janet (Manager) Financial Manager Administration Department Manager
Entry Conditions: 1. Client contacts the customer service team This use case extends FeasabilityConflict and BudgetConflict use cases. They are initiated when the request is not feasible based on the estimation of Janet, or when the Administration Department Manager rejects the application based on the Financial Managers feedback which is based on the estimated budget by the client.
Exit Condition: Department Manager has decided whether to approve or reject the client's request
Quality Conditions: The system should be available and functioning without unexpected interruptions.
Event Flow: 1. System receives data from client and displays it to customer service team. 2. customer service team chooses to enter the client's request in the requested form. 3. System displays the requested form. 4. Customer service team fills the form with the client's request. 5. Customer Service Team chooses to send application to their manager Janet. 6. System displays the new request to Janet. 7. Janet checks the request and reviews it and chooses to approve or decline it. 8. In case Janet approves it she chooses to send the application to the financial manager. 9. System displays the request to Financial Manager. 10. Financial Manager reviews the estimated budget by the client. 11. Financial Manager writes his feedback according to the request into the system. 12. Financial Manager redirects the feedback to the administration department manager. 13. System displays the Financial Managers feedback to the Administration Department Manager. 14. Administration Department Manager reviews the feedback and chooses to approve or reject the application. 15. System displays the result of the request to Janet. 16. Janet contacts the client and in case of approval, she organizes a meeting with the client to discuss their preferences and planned budget.

Name: ManageApplicationStatus
Participating actor(s): Production Manager HR Team Financial Manager
Entry Conditions: 1. The Production Manager is logged in to the SEP system. 2. The Production Manager has access to an application in the system that facilitates event planning.
Exit Condition: The Production Manager's choice has successfully resulted in an update of the event planning application's status.
Quality Conditions: - The system should accurately record and log all status changes and updates for audit purposes. - If necessary, communication with the HR team or the financial manager should be smooth and effective.
Event Flow: 1. The Production Manager logs into the SEP internal system. 2. The Production Manager accesses the work items list or application dashboard. 3. The Production Manager chooses an application for event planning that needs status management. 4. The system displays the application details and current status. 5. The Production Manager decides to update the status of the application based on its progress. 6. The Production Manager chooses a new application status from the list of possibilities such as open, in progress, closed, or archived. 7. If the new status is set to "open," the Production Manager may, if necessary, send requests to the Financial Manager for budget modifications or to the HR team for more resources. 8. The Production Manager updates the application with the new status as well as any additional information or comments related to the change in status. 9. The system records the changes made by the Production Manager and updates the application status. 10. The event planning application's status has been successfully updated according to the Production Manager's decision.

Name: NegotiateBudget
Participating actor(s): Production Manager Financial Manager Client
Entry Conditions: 1. Production manager reviews the comments sent by each sub-team and accordingly requests budget negotiation This use case extends BudgetConflict use case. It's initiated when the Financial Manager rejects the application which is the case when the client and the financial department do not agree on all the budget issues.
Exit Condition: Client and Financial Manager have either agreed or not agreed on all the budget issues and accordingly to process or not process with the application
Quality Conditions: The system should be available and functioning without unexpected interruptions.
Event Flow: 1. Production Manager sends budget negotiation request to the financial Manager. 2. System displays the request from the production manager to the financial Manager. 3. Financial Manager reviews the request from the production manager. 4. Financial Manager negotiate budget issues with the client. 5. Same process repeats with service manager.

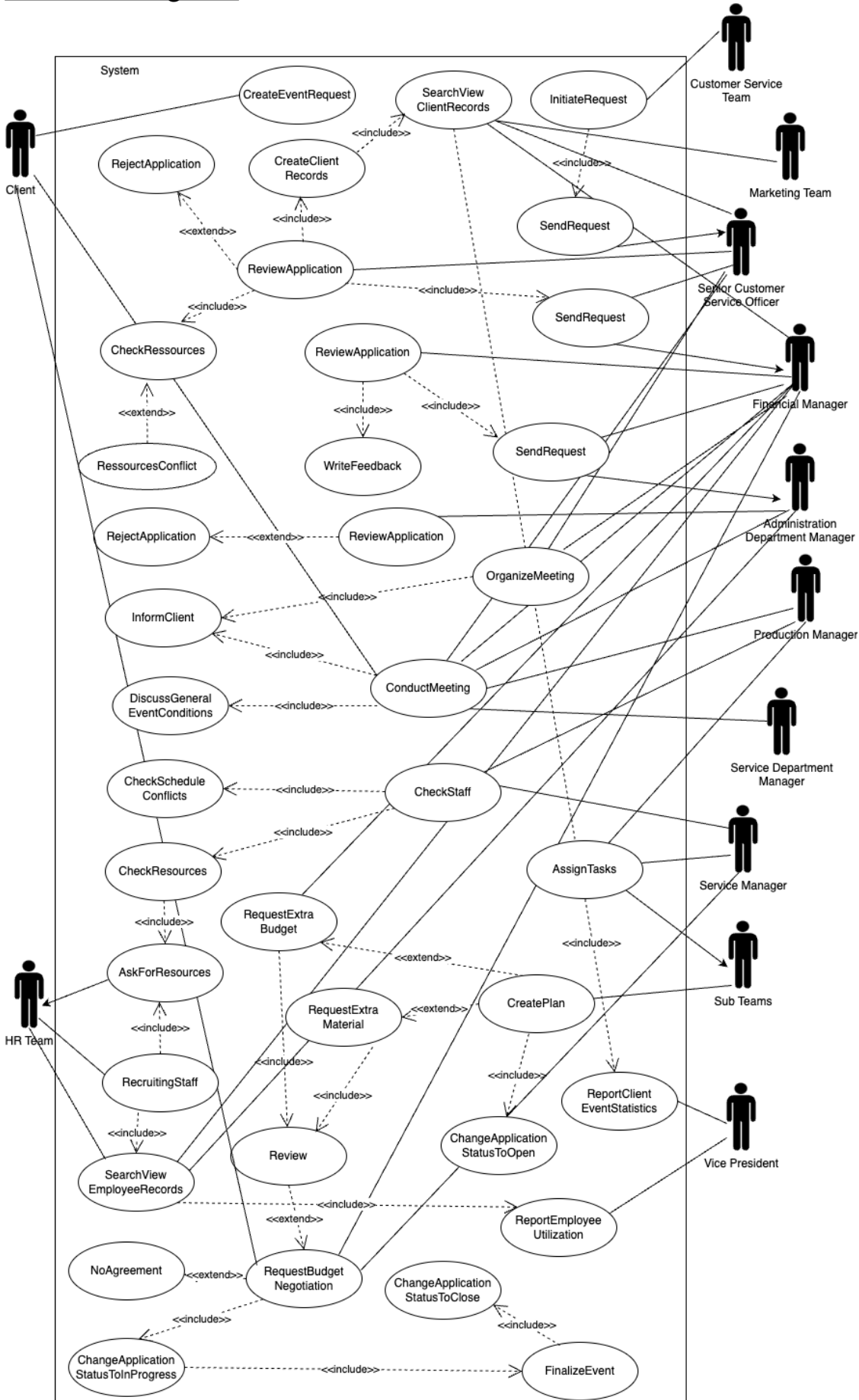
Name: PlanSchedule
Participating actor(s): Department Manager (Production Manager or Service Manager) HR Team, Staff Members
Entry Conditions: 1. The Department Manager is logged into the SEP internal system. 2. The Department Manager has chosen an event planning application from the system for scheduling.
Exit Condition: The event planning application's schedule has been successfully updated and arranged.

Quality Conditions:

- Staff members should be efficiently assigned to assignments and activities during the scheduling process.
- If extra resources are required, communication with the HR Team should be prompt and efficient.
- The schedules of employees should be appropriately updated to reflect their assignments.

Event Flow:

1. The Department Manager logs into the SEP internal system
2. The Department Manager accesses the application for event planning that needs scheduling.
3. The system shows information about the application, including a list of the tasks and activities connected to the event.
4. The department manager evaluates the duties and activities and determines the staff members' availability.
5. If the Department Manager identifies a need for additional staff resources due to scheduling conflicts or resource shortages, they send a request to the HR Team to hire new employees or outsourcing.
6. The Department Manager assigns staff members to jobs and activities inside the event to start the scheduling process.
7. The Department Manager may send requests to the Financial Manager for budget adjustments if the assigned tasks require additional financial resources.
8. The department manager changes the work schedules of the employees, detailing their responsibilities, deadlines, and any unique demands.
9. The system keeps track of the staff members' schedules, task assignments, and, if necessary, budget changes.
10. The event planning application's schedule has successfully been updated and scheduled.



Description of non-functional requirements:

An essential non-functional requirement is that the Software System can be smoothly integrated into the already existing internal system of the event company, so it should be compatible with it.

Furthermore, the system should be developed in a way, so that it's easily adjustable to new situations or requirements. Besides adaptability it should also be easily maintainable and portable. Accordingly, that means, that the system should provide supportability, which is about making sure the system can adapt to changes, be kept in good condition, and work in different places or situations without too much difficulties.

Another important non-functional requirement for the development of the new system is usability which means that the system should be developed in a way so that's easy to use for users. This can be achieved by good documentation, user trainings, an intuitive and user-friendly user interface and proper error handling.

Besides that, an essential non-functional requirement is traceability which means that the system should keep track of past events or of processed client requests.

Furthermore, the system should be available and functioning without unexpected interruptions, so it should have a high performance rate to make the work flow with the system for the users more efficient. It should also be reliable, which means it should have a short mean time, therefore the average time that the system can run without that something goes wrong should be as low as possible. This can be achieved by making the system robust, so that it can handle unexpected situations without breaking.