1. Identify the system actors and goals. (1 mark)

Admin Staff - Update system

Managers - Generate Weekly Report

Customer - Rent car

QBEI Insurances - Provide insurance.

Card Payment System - Process payment.

3.

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| Use Case: Customer Renting a Car |
| Brief Description:  Initiating Actor: Customer  Actor’s goal: To rent a car  Participating actors: QBEI Insurances, Card Payment System.  Flow of events:  -> 1. Customer inputs their search requirements for a car.  <- 2. System tells customer which cars are available.  -> 3. Customer chooses, adds additional details, books  <- 4. QBEI Insurance provides insurance.  <- 5. System tells customer net price of rental and pays for a car.  -> 6. Customer pays for booking.  <- 7. External payment system handles payment.  <- 8. Confirmation email is sent to customer. |