**Course**: MIS 342

**Task #1**: User Case Analysis

**Due Date:** April 26, 2015 (by 6 PM)

**Project:**The Con Notification System

**Project sponsors**

Jason Watt(CTO)

Gil Cnann(CEO)

**Group 4 members** **Professor Name**

Fidele Donadje DR. Samir Shah, PMP, CSM

Calvin Speight

Feng Lin

Daniel Adams

Ashiya Patel

Table of Contents

I-User Case 1 : Report a Problem…………………………………………..2

II-User Case 2 :Problem Acknowledgement……………………………….3

III-Use Case 3 :Problem Tracking…………………………………………...4

IV-Use Case 4 : Problem Resolution……………………………………..…6

V-Use Case 5 :User Notification……………………………………………..8

**I-User Case 1 : Report a Problem**

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case Name : Report a Problem | | ID: UC-1 | Priority: High |
| Actor: Operation’s team member | | | |
| Trigger: Patron report an incident, staff member report an incident or operation’s team member report incident  Type : External | | | |
| Preconditions:   1. An incident must have occurred. 2. A patron reported an incident 3. An operation’s team member witnessed an incident | | | |
| Normal Course:   1. The operation’s team member report the incident to the operator. 2. The operation’s team member provide the location, the nature of the incident, the priority and the people affected 3. The operator create a ticket and enter all the information. 4. The operator assigns the incident to a team’s member. 5. The operator notifies the affected people of the incident. 6. The operator tracks the incident progress | | | Information for Steps:  Log into the system and send information  System sends notifications |
| Alternative Courses:   1. The operation’s team member handles the issues directly. 2. The operation’s team member notifies the users using the system. 3. The operation’s team member quickly solves the incident quickly. 4. The operation’s team member notifies the users using the system. 5. The operation’s team member notifies the operator about the incident so he can create a report | | | Log in and send notifications  Send the information to the operator |
| Postconditions: The incident is being resolved/ resolved | | | |
| Exceptions: The incident cannot be solved | | | |
| Summary Inputs | Source | Outputs | Destination |
| Incident description  Incident location | The operation’s team member.  Patrons. | Incident reported and logged in the System  Notification sent to the users | System  Operator  users |

**II-User Case 2 :Problem Acknowledgement**

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case Name:  Problem Acknowledgement | | ID: UC-2 | Priority: High |
| Actor: Operator | | | |
| Trigger: Incident is logged in the system.  Type:External | | | |
| Preconditions: The Operations Team receives the incident and acknowledge the problem. | | | |
| Normal Course:   1. Operator receives all the information about the incident. 2. Operator documents the problem in the system including the people affected, problem area, etc. 3. Operator determines the priority of the incident. 4. Operator to assign a staff to the problem area. | | | Information for Steps:  Operators need to be fully trained in order to ethically determine the priorities of the incidents and assigning staff members to the problem areas. |
| Alternative Courses:   1. Operator will send notification to the customers immediately in case of an emergency and ask them to avoid the area/guidance to safety. 2. Operator will provide location of the problem area via location services. 3. Staff members will be able to addresses the problem area. | | | Information for Steps:  In case of an emergency the operator will be able to send a notification directly to all the customers on board. Location services will allow the event staff to locate the problem area easily. |
| Postconditions: The operator will gather all the information associated with the incident, determines the priority and assign staff members to the problem area. | | | |
| Exceptions: In case of an emergency, the operator will be able to send a notification directly to all the customers on board with information to guide them to a safety location or areas to avoid. | | | |
| Summary Inputs | Source | Outputs | Destination |
| Problem acknowledgement and urgency of the incident | System | Push notifications to customers and staff members assigned to the problem area. | The operator and event staff |

**III-Use Case 3 :Problem Tracking**

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case Name : Problem Tracking | | ID: UC-3 | Priority: Medium |
| Actor: Operator, Operations team staff member | | | |
| Trigger: An incident is assigned to an operation’s team member  Type: Temporal | | | |
| Preconditions:An incident has been reported | | | |
| Normal Course:  1.The operator checks periodically for updates on the incident  2.The incident is handled by a staff member with no additional help  3. The staff member who handles the incident reports back to the operator with details regarding how the incident was resolved.  4.. A detailed log of the incident and how it was handled is prepared by the operator to be submitted to the database of incidents for later analysis. | | | Information for Steps:  The staff member may report to the operator via the system, or in person depending on the setting and circumstances |
| Alternative Courses:  2.1 The staff member requests additional aid from the operator be dispatched to their location  3.a The operator dispatches the additional resources to the staff member’s location if they are available  3.b If the resources are not available, the operator notifies the staff member  4.b The staff member stays in contact with the operator until the resources become available  5.b Once the resources become available the operator informs the staff member and dispatches the resources  5.c If the resources do not seem likely to become available the operator and staff member will figure out an alternative solution to resolve the incident  6. Once the incident is resolved or worked around, a detailed log is prepared by the operator and submitted to the database of incidents for later analysis. | | | Use the system to see who is free  Assign the incident to available staff |
| Postconditions: The incident is resolved and a log of the incident is stored for future analysis | | | |
| Exceptions:In an emergency situation the staff member may not be able to communicate with the operator until after the problem is resolved. | | | |
| Summary Inputs | Source | Outputs | Destination |
| Initial incident report  Request for additional resources  Summary of Incident | System  Operator  Staff Member  Staff Member | Problem Tracking by Operator  Dispatchment of resources by operator  Log of incident | Operator Log  Staff Member  Incident log database |

**IV-Use Case 4 : Problem Resolution**

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case Name : Problem Resolution | | ID: UC-4 | Priority: High |
| Actor: Operator | | | |
| Trigger: An incident is solved  Type: External | | | |
| Preconditions:  1. An Incident has been reported and the operations team has acknowledged the problem.  2. The team has dispatched staff to handle the issue and the incident has been handled. | | | |
| Normal Course:   1. User connects with the operation teams private channel 2. User sends a report once the incident has been completed 3. Operations confirms that their incident report has been completed | | | Information for Steps:   1. Connect to private channel 2. Submit report through private channel 3. Submit confirmation through a private channel |
| Alternative Courses:   1. User could complete a response form, but the incident could still be ongoing 2. An incident was never taken care of and no report was filed 3. User is unable to submit a report 4. Operations is unable to see report | | | 1. Reopen incident report via private channel 2. Contact user to submit report 3. Request user to submit report |
| Postconditions:   1. The incident has been taken care of 2. Operations is able to record the time in which the incident took place 3. Operations has a detailed log of the incident that has occurred | | | |
| Exceptions:   1. No notification is sent to users 2. No update is sent to the operator about the resolved issue 3. No report is created | | | |
| Summary Inputs | Source | Outputs | Destination |
| Message from the operation’s team member | Operation’s team member | Ticket closed  Users notified  Report created | Users  System  Operator |

**V-Use Case 5 :User Notification**

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case Name : User Notification | | ID: UC-5 | Priority:Medium |
| Actor:Operator, operation’s team member | | | |
| Trigger: Information need to be sent to the user | | | |
| Preconditions:  1. Need to update the user about an incident progress  2. Need to notify the user about a resolved incident  3. Need to notify the user about a reported incident | | | |
| Normal Course:  1.The operator get updates from the person handling the incident.  2.The operator updates the incident status in the system.  3. The operator notifies the users using the system. | | | Information for Steps:  Look up in the system the name of the person handling the incident.  Update the incident record |
| Alternative Courses:  1.The operation’s team member notifies the users using the system | | |  |
| Postconditions: User get a notification from the systems | | | |
| Exceptions: | | | |
| Summary Inputs | Source | Outputs | Destination |
| Incident information | System | Notifications to the users | Patrons  Operation’s team member |