Lab Report 2 – Scenarios. Use Cases, Use Case Diagrams

**Actors**

At the beginning, we looked at the description and wrote down all kinds of roles found in the text. Afterwards we thought through the whole process of ordering food and noted down those actors. There is customer that orders food, people that take care of the food and then someone who is responsible for the delivery.

Initial Actors:

1. Shipping Customer
2. Bill Customer
3. Delivery
4. Manager
5. System Manager
6. Cook
7. Online-Shop
8. Product Manager
9. Administrator
10. Banking
11. Supplier
12. Selfies
13. Local Shop

We wanted to give each actor a specification. Our result is written below. Afterwards we had to change many definitions because of changes in our cases.

1. A Shipping Customer receives the product. (member name)

2. A Billing Costumer receives the invoice and pays for it. (member name)

3. A Shop Assistant is a pick up station where Hoagies get taken by each the customer or the deliverer.

4. A Deliverer brings the Hoagies from the Shop to the Shipping Customer and (optionally) gets the money.

5. A Cook prepares and packs the food.

6. A Product Manager creates a spection of available products (With pricing & statistic overview):

7. An Supplier is the place where the Shop gets the ingriedients for the Hoagies.

8. The Database is connected to Twitter & the website to easily spread information and pictures. User of the website can interact with it.

9. The Online Shop is the place where Customer see the products, order them and (optionally) pay them.

10. The Banking Center manages the money if the Customer chooses to pay online.

11. The Admin is responible for maintaining the information abaout available products.

12. The customer service deals with all kinds of customer requests and problems.

13. The customer database saves information about the customer and orders.

However, some of them did not really had an important role or work. Therefore, we removed some and added others. Some actors also did similar things or were renamed differentially. Simplifying scenarios and use cases resulted in a much smaller list.

Final Actors:

1. Customer (1 + 2)
2. Deliverer (3)
3. System Admin (4 + 5 + 8 +9)
4. Cook
5. Bank (10)
6. Supplier
7. Shop Assistant (13)

**Scenarios**

We thought about what scenarios we want to deal with in the lab. Therefor we used three scenarios for each member of our group. So we had nine scenarios in total at the end. At this point we still had some actors left that we removed later on.

1. Customer places an order online. (member name)
2. Customer cancels an order. (member name)
3. Customer takes selfies and places them online. (member name)
4. Product Manager deals with statistics and updates the ingredient list. (Johanna)
5. Customer orders his own created Hoagie. (member name)
6. Deliverer delivers the Hoagie to the Shipping Customer. (Johanna)
7. Cook prepares order. (member name)
8. Customer gets his order at the Shop Assistant. (Johanna)
9. Customer gets his invoice. (member name)

Johanna:

Scenario 4:

While creating this scenario I saw that we only need one person who checks the statistics and orders the ingredients. I also defined what happens, if the ingredients are not available or had to be ordered more frequently.

Scenario 6:

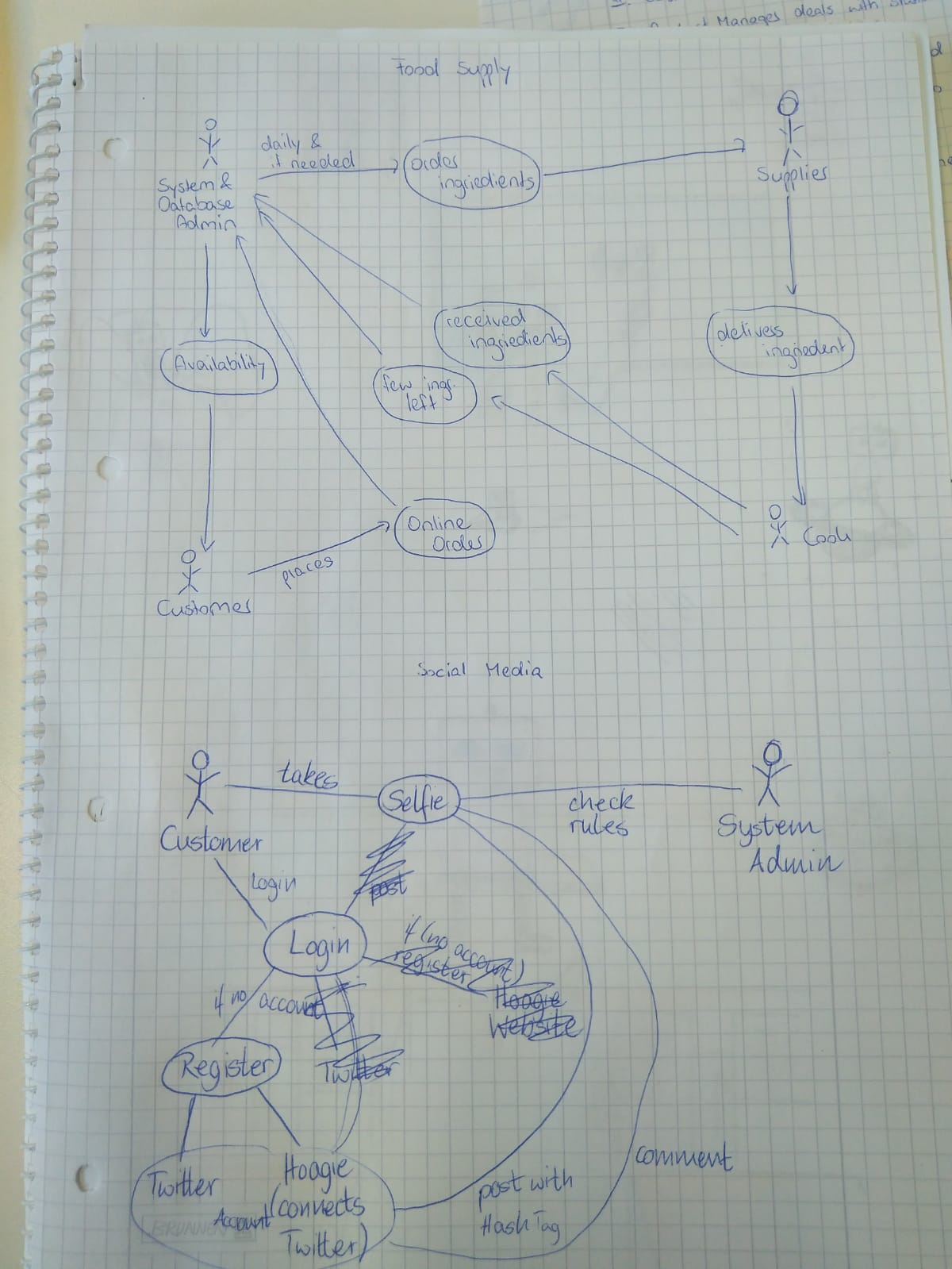
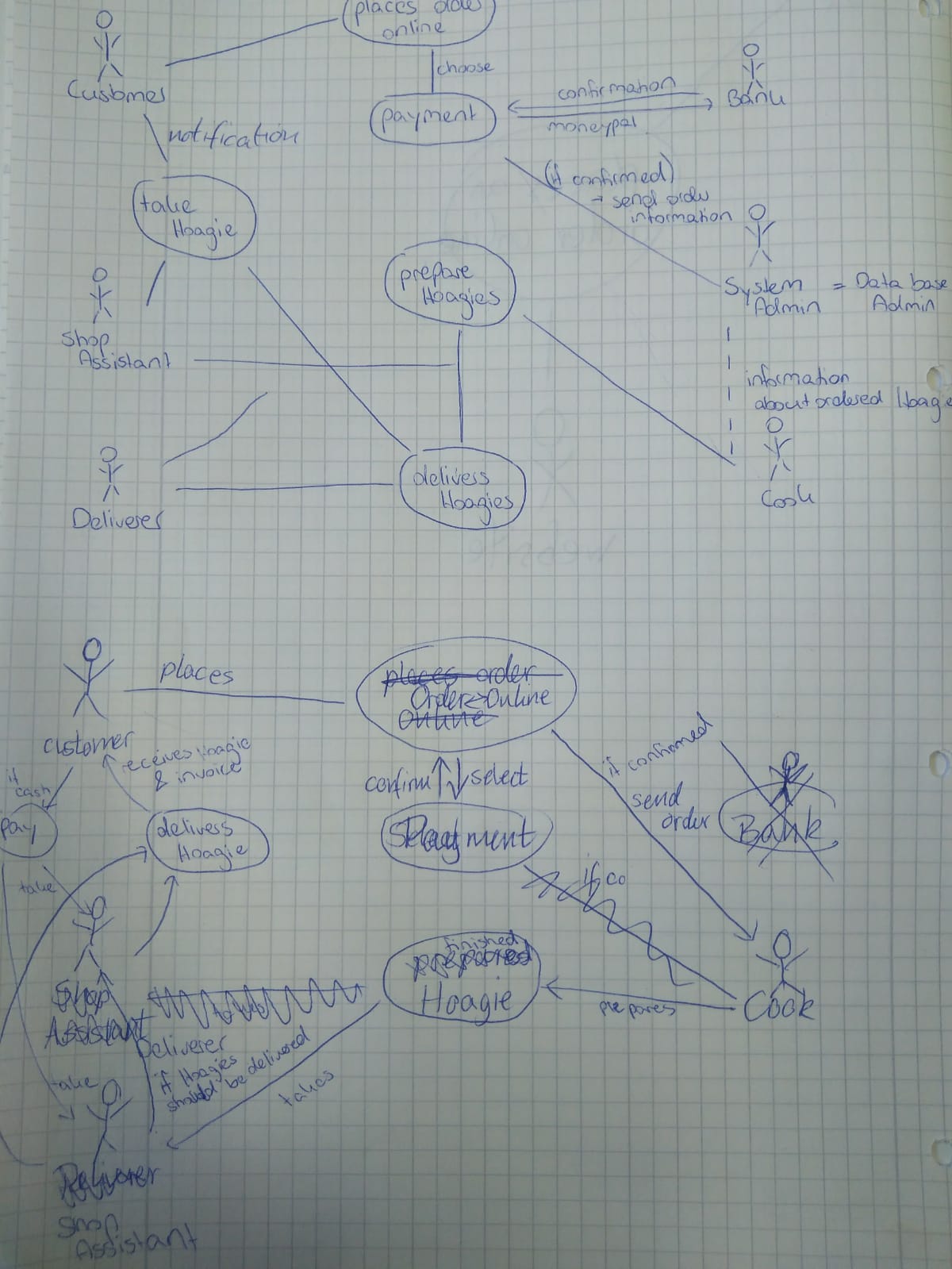
I saw that the Deliverer has to get the information from somewhere. This somewhere I defined as the Shop Assistant. The Deliverer also has to deal with the payment if needed.

Scenario 8:

In this scenario the Customer needs to know the address of the Shop and has to deal with the different methods of payment. The Hoagie has to be prepared as soon as possible, when the Customer wants to get it at the Shop.

**Use Cases**

Tool: <https://www.draw.io/>



Modeling the Use Cases was a pretty hard job. We often had ideas and did not use them because of other ideas. We used pen and paper first to model our use cases. The first diagrams looked really chaotic. In the end we specified three use cases as you can see below.

The first use case is the process of ordering a Hoagie in our shop. The important actors are the Shop Assistant, the Customer, the Bank, the Deliverer and the Cook. We had to think about the simpliest scenario first and then make our way to the whole use case. This was not easy for this use case because we had different thoughts about our scenarios and we had to figure out in which way we can display our ideas best.

The second use case is about the supply chain for the Hoagie store. This use case was a little bit easier to model as we already had ideas and concepts from our first use case.

The last use case that was about the social media aspect of our Hoagie store was a little bit trickier again. We were not sure if we can use something like an account or a database as an actor too. In the end we stayed with our old actors for a better overview and modeled the use case below.

**Reflection**

**Johanna**

Time: I used the time in the lab (90 minutes + 90 minutes) plus

- one hour at for writing down my scenarios

- two hours and 30 min for writing down the use cases and the report

This time I sometimes thought that we take a step forward to go two steps back afterwards. It was hard to come to one solution that fits everyones expectation. And we were only three people. Sometimes there were little details that costed us much time. Nevertheless I am quiet happy with our result. I also think that I understood how important good scenarios are. We had some scenarios that could be included in some others. So we had to think about scenarios again together in the second lab. This costed us much time.

**Sao Chi**

Time:

**Florian**

Time:

**Appendix [Material]**

* Use Case Diagrams
* Scenarios