Use Case UC-1: Create Account

Related Requirements: REQ2,3
Initiating Actor(s):   Uninitialized User
Actor's Goal: To create an account
Participating Actor(s): Database
Preconditions:

- Database must have all necessary issue information
- User must enter through the welcome screen of Issue Tracker
- The system must display dialogue boxes to login or buttons to create account or enter

Postcondition: The user account is created and can be assigned a role by an administrator.

Flow of Events for Main Success Scenario:
→ 1. The **user** enters the Issue Tracker via website or mobile application
← 2. The **system** displays a welcome screen for Issue Tracker with buttons to enter, login, or create account
→ 3. The **user** enters the Issue Tracker by pressing the create account button
← 4. (a) The **system** displays dialogue boxes with input fields: email address, First Name, Last Name, password. (b) The **system** displays password requirements. (c) The **system** displays a create account button
→ 5. The **user** enters the appropriate information in each input field and selects the create account button
← 6. The **system** displays confirmation that the user account was created

Flow of Events for Extensions(Alternative Scenario):
5a.   The **user** selects an in-use name/username
← 1. The **system** displays a message that the name/ username and email combination has already been taken. The **system** allows the user to change text in the input fields
5b.   The **user** selects password that does not fit password requirements
← 1. The **system** displays a message that the chosen password does not meet password requirements. The **system** allows the user to change text in the input fields
6a.   The **system** cannot connect to the database
← 1. The **system** displays an error message to the **user** that this information cannot be displayed

Use Case UC-2: Create Issue

Related Requirements: REQ1,2,7,8,10,11,12,13,15
Initiating Actor(s):   Customer, Tester, Developer, Project Manager, Administrator
Actor's Goal: To submit a bug/ issue that the user desires to be addressed
Participating Actor(s):   Database
Preconditions:

- Database must have all necessary issue information
- User must enter through the login screen of Issue Tracker
- The system must display other available functions

Postcondition:

- User sees a confirmation message that the issue has been successfully created

Flow of Events for Main Success Scenario:
→   1.   The **user** enters the Issue Tracker via website or mobile application
←   2.   The **system** displays a welcome screen for Issue Tracker with dialogue boxes/buttons to login, create account, or enter
→   3.   The **user** enters the Issue Tracker by entering credentials and selecting login
←   4.   The **system** displays a list of issues and the option to create issue
→   5.   The **user** selects the create issue option
←   6.   The **system** displays all the issue fields available that the user can select as well as buttons to create issue and cancel.
→   7.   The **user** selects an issue field from the given choices
←   8.   The **system** displays next to the issue field an empty text field, drop down options, or a button to upload files.
→   9.   The **user** (a) enters information, selects an option, and/or or uploads a file and (b) selects create issue button
←   10.   The **system** displays message to confirm creation of ticket
→   11.   The **user** confirms creating ticket
←   12.   The **system** shows the newly created ticket listing in the list of tickets

Flow of Events for Extensions(Alternative Scenario):
9c.   The **user** wants to change or remove input information, dropdown option, or file upload
←   1.   The **system** allows user to change input information, dropdown options, and remove file options before confirming creation of ticket
10.   The **system** cannot connect to the database
←   1.   The **system** displays an error message to the **user** that information cannot be displayed

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Use Case UC-3: Modify Issue Progress

Related Requirements: REQ
Initiating Actor(s):   Developer, Project Manager, Administrator
Actor's Goal: To change issue status (i.e. open, closed, In Progress, etc.)

Participating Actor(s):   Database
Preconditions:

- Database must have all necessary issue information
- User with issue modification privileges must enter through the login screen of Issue Tracker
- The system must display other available functions

Postcondition: User sees the updated status of the issue

Flow of Events for Main Success Scenario:
→   1. The **user** enters the Issue Tracker via website or mobile application
←   2. The **system** displays a welcome screen for Issue Tracker with dialogue boxes/buttons to login, create account, or enter
→   3. The **user** enters the Issue Tracker by entering credentials and selecting login
←   4. The **system** displays a list of issues and the option to create issue
→   5. The **user** selects the issue from the list to modify
←   6. The **system** displays all information available for the issue and displays apply changes and back buttons
→   7. The **user** (a) selects Issue Progress option from the dropdown list for the issue and (b) selects apply changes
←   8. The **system** shows the updated Issue Progress of the issue

Flow of Events for Extensions(Alternative Scenario):
5a. The **user** selects incorrect option
←   1. The **system** allows the **user** to repeatedly change issue status. The **system** requires apply changes button to be selected for changes to take effect.
8a. The **system** cannot connect to the database
←   1. The **system** displays an error message to the **user** that information cannot be Displayed

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Use Case UC-4: Sort/View Issues

Related Requirements: REQ5,17,18
Initiating Actor(s):   All Users
Actor's Goal:
- To search and view issues based on Project Name, Status, Developer

Participating Actor(s): Database
Preconditions:

- Database must have all necessary issue information
- The system must display other available functions

Postcondition: User sees the list of issues matching the selected attributes

Flow of Events for Main Success Scenario:

→ 1. The **user** enters the Issue Tracker via website or mobile application

← 2. The **system** displays a welcome screen for Issue Tracker with dialogue boxes/buttons to login, create account, or enter

→ 3. The **user** enters the Issue Tracker by entering credentials and selecting login

← 4. The **system** displays a list of issues, the option to create issue, and the option to refine list

→ 5. The **user** selects the choose criteria option

← 6. The **system** displays all the criteria available that user can select from and a reset selections button

→ 7. The **user** selects one or more option from the available criteria

← 8. The **system** (a) displays a list of all the issues that fulfill the criteria of the choices, (b) provides apply criteria, reset and cancel buttons

→ 9. The **user** selects apply criteria and makes criteria selections

← 10. The **system** shows the issues that fulfill the selected criteria

Flow of Events for Extensions(Alternative Scenario):

7a. The **user** selects incorrect option(s)

← 1. The **system** provides a back button to go back to selection menu

7a. The **user** wants to reset selection

← 1. The **system** provides a reset button to uncheck all criteria

8a. The **system** cannot connect to the database

← 1. The **system** displays an error message to the **user** that information cannot be Displayed

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Use Case UC-5: Assign Issue to Self

Related Requirements: REQ12,13

Initiating Actor(s): Developer, Project Manager, Administrator

Actor's Goal: To assign issue to herself/himself

Participating Actor(s): Database

Preconditions:

- Database must have all necessary issue information
- User with sufficient privileges must enter through the login screen of Issue Tracker
- The system must display other available functions

Postcondition:

- User sees the updated issue with his/her name in the developer section

Flow of Events for Main Success Scenario:
→ 1. The **user** enters the Issue Tracker via website or mobile application
← 2. The **system** displays a welcome screen for Issue Tracker with dialogue boxes/buttons to login, create account, or enter
→ 3. The **user** enters the Issue Tracker by entering credentials and selecting login
← 4. The **system** displays a list of issues and the option to create issue
→ 5. The **user** selects an issue from the list of issues
← 6. The **system** displays all the information for the issue and all of the options available to the user
→ 7. The **user** selects the assigned developer option from the given options
← 8. The **system** (a) displays all the developers in the system plus the user's username/ name
→ 9. The **user** selects his/her own username/name. The **user** selects apply changes.
← 10. The **system** displays the updated issue with **user**'s username/name in the assigned developer section

Flow of Events for Extensions(Alternative Scenario):
5a.   The **user** selects incorrect issue
← 1.   The **system** provides a back button to go back to list of issues
7a.   The **user** assigns incorrect developer
← 1.   The **system** allows the **user** to change assigned developer repeatedly until apply changes button is pressed.
8a.   The **system** cannot connect to the database
← 1.   The **system** displays an error message to the **user** that information cannot be
           Displayed

Use Case UC-6: Assign Issue to other Developers

Related Requirements: REQ12
Initiating Actor(s):   Project Manager, Administrator
Actor's Goal: To assign an issue to a developer
Participating Actor(s):   Database
Preconditions:

- Database must have all necessary issue information
- User with sufficient privileges must enter through the login screen of Issue Tracker
- The system must display other available functions

Postcondition: User the updated issue with the assigned developer information

Flow of Events for Main Success Scenario:
→ 1. The **user** enters the Issue Tracker via website or mobile application
← 2. The **system** displays a welcome screen for Issue Tracker with dialogue boxes/buttons to login, create account, or enter

→ 3. The **user** enters the Issue Tracker by entering credentials and selecting login
← 4. The **system** displays a list of issues and the option to create issue
→ 5. The **user** selects an issue from the list of issues
← 6. The **system** displays all the information for the issue and all of the options available to the user
→ 7. The **user** selects the assign developer option from the given options
← 8. The **system** (a) displays all the developers in the system plus the user's username/ name
→ 9. The **user** selects a developer's username/name. The **user** selects apply changes.
← 10. The **system** displays the updated issue with developer's username/name in the assigned developer section

Flow of Events for Extensions(Alternative Scenario):
5a. The **user** selects incorrect issue
← 1. The **system** provides a back button to go back to list of issues
7a. The **user** assigns incorrect developer
← 1. The **system** allows the **user** to change assigned developer repeatedly until apply changes button is pressed.
8a. The **system** cannot connect to the database
← 1. The **system** displays an error message to the **user** that information cannot be Displayed

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Use Case UC-7: Assign Roles

Related Requirements: REQ16
Initiating Actor(s):   Administrator
Actor's Goal:
- To assign user accounts the roles of Customer, Tester, Developer, Project Manager, or Administrator

Participating Actor(s): Database
Preconditions:
- Database must have all necessary user account information
- User with sufficient privilege must enter through the login screen of Issue Tracker
- The system must display other available functions

Postcondition:
- User account is assigned a role and has access to role related functions

Flow of Events for Main Success Scenario:
→ 1. The **user** enters the Issue Tracker via website or mobile application
← 2. The **system** displays a welcome screen for Issue Tracker with dialogue boxes/buttons

to login, create account, or enter
→   3.   The **user** enters the Issue Tracker by entering credentials and selecting login
←   4.   The **system** displays a list of issues and options to create issue, assign role, delete issue, and list of user accounts
→   5.   The **user** (a) selects the list of user accounts option from the choices and (b) selects a user account
←   6.   The **system** displays the user account username/name, and role, delete account, apply changes, cancel, and back buttons
→   5.   The **user** selects the role button option from the choices
←   6.   The **system** displays all the available roles that user can select from
→   7.   The **user** (a) selects a specific role from the choices and (b) selects the apply changes button
←   8.   The **system** displays the user account information with updated role

Flow of Events for Extensions(Alternative Scenario):
5a.   The **user** selects incorrect user account in the list of users
←   1.   The **system** provides a back button to go back in the selected user account display
7a.   The **user** selects incorrect role from available roles
←   1.   The **system** allows the **user** to repeatedly make changes up until and after selecting apply changes button. The final change in assigned role before selecting apply changes is saved. The **system** provides a cancel button to leave selected user account without making changes
8a.   The **system** cannot connect to the database
←   1.   The **system** displays an error message to the **user** that information cannot be
            Displayed

Use Case UC-8: Delete Account

Related Requirements: REQ13
Initiating Actor(s):   Administrator
Actor's Goal: To permanently delete a user account
Participating Actor(s):   Database
Preconditions:

- Database must have all necessary user account information
- User with sufficient privileges must enter through the login screen of Issue Tracker
- The system must display other available functions

Postcondition:
- Deleted User Account denied login access and related functions, unable to assign

deleted user account roles or issues

Flow of Events for Main Success Scenario:
→ 1. The **user** enters the Issue Tracker via website or mobile application
← 2. The **system** displays a welcome screen for Issue Tracker with dialogue boxes/buttons to login, create account, or enter
→ 3. The **user** enters the Issue Tracker by entering credentials and selecting login
← 4. The **system** displays a list of issues and options to create issue, assign role, and list of user accounts
→ 5. The **user** (a) selects the list of user accounts option from the choices (b) selects the user account
← 6. The **system** displays the user account username/name, and role, delete account, apply changes, cancel, and back buttons
→ 7. The **user** selects delete account from the given choices
← 8. The **system** (a) displays a message asking to confirm deletion of account and confirm and cancel buttons
→ 9. The **user** selects the confirm button
← 10. The **system** displays the updated list of user accounts

Flow of Events for Extensions(Alternative Scenario):
5a. The **user** selects incorrect user account in the list of users
← 1. The **system** provides a back button to go back in the selected user account display
8a. The **system** cannot connect to the database
← 1. The **system** displays an error message to the **user** that information cannot be
    Displayed

Use Case UC-9: Delete Issue

Related Requirements: REQ
Initiating Actor(s):   Administrator
Actor's Goal: To permanently delete issue from system
Participating Actor(s): Database
Preconditions:

- Database must have all necessary issue information
- User with sufficient privileges must enter through the login screen of Issue Tracker
- The system must display other available functions

Postcondition:
- All users unable to view Deleted Issue in any list of issues, all users unable to modify or assign Deleted Issue

Flow of Events for Main Success Scenario:
→ 1. The **user** enters the Issue Tracker via website or mobile application

← 2. The **system** displays a welcome screen for Issue Tracker with dialogue boxes/buttons to login, create account, or enter

→ 3. The **user** enters the Issue Tracker by entering credentials and selecting login

← 4. The **system** displays a list of issues and the option to create issue, assign role, and list of user accounts

→ 5. The **user** selects an issue from the list of issues

← 6. The **system** displays all the information for the issue and all of the options available to the user

→ 7. The **user** selects the delete issue button from the choices and
      selects confirm button from the resulting button choices of confirm and cancel

← 8. The **system** displays message to confirm or cancel deletion of issue

→ 9. The **user** selects the confirm button from the choices

← 10. The **system** displays an updated list of issues

Flow of Events for Extensions(Alternative Scenario):

5a. The **user** selects incorrect issue

← 1. The **system** provides a back/cancel button in the selected issue information screen/page. The **system** requires confirmation before actually deleting issue

8a. The **system** cannot connect to the database

← 1. The **system** displays an error message to the **user** that information cannot be
      Displayed