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Issuing Organisation Name

*MySystem (v1.0)*

# Messir User Manual
# - v 1.0.3 -

**Based on IEEE Std 1063-2001 [1]**

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# Contents

# List of Figures

# Chapter 1
# Product information

## 1.1 Identification

<HighwayToSafety - XN1000> is a web application meant to be used on any internet browsers on any platform and an adapted version is also included for any iPad with a version of iOS later than iOS 7.

## 1.2 Copyright



## 1.3 Trademark notices



## 1.4 Restrictions



## 1.5 Warranties

## 1.6 Contractual obligations

## 1.7 Disclaimers

University of Luxembourg makes no representations or warranties, either expressed or implied, with respect to the contents hereof and specifically disclaims any warranties, merchantability or fitness for any particlar purpose. Further, University of Luxembourg reserves the right to revise this publication and to make changes from time to time in the contents hereof without the obligation of this institution to notify any person of such revision or changes.

## 1.8 Contact

Information for contacting the issuing organization.

# Chapter 2
# Introduction

## 2.1 Scope

This section has to provide the scope of the user's manual document. In the following some opening statements to use when providing the information corresponding to this section.

This document provides ...
This document does not ...
This document is not ...
This document may be used with ...

## 2.2 Purpose

In this section you explain the purpose (i.e. aim, objectives) of the user's manual. In the following some examples of opening statements to be used in this section.

The purpose of this document is ...
This document defines ...
This document is meant to ...

## 2.3 Intended audience

Description of the categories of persons targeted by this document together with the description of how they are expected to exploit the content of the document.

## 2.4 mysystemname

Brief overview of the software application domain and main purpose.

### *2.4.1 Actors & Functionalities*

Overview of all the ***actors*** interacting with the software being them either humans (called end-users in the standard [1]) or not. For each actor, describe the main software functions that are offered to him. Structure of this sub-section MUST be by actor/functionalities.

### *2.4.2 Operating environment*

The department of Fire and Emergeny Services is a critical part of the State Services that needs quick actions and communication in order to minimize the casualties and inconveniences during emergencies such as car crash, school fire, etc.

For the sake of a smooth execution of its tasks, it requires the cooperation of several other infrastucture such as the Hospital departments which are also greatly impacted during emergencies to take care of the injured and a good communication service between these institutions would also be required.

In our scenarios, it most likely also requires to have the cooperation of the towing service to take care of the broken cars and the Highway maintenance service to eventually seal off parts of the Highway.

## 2.5 Document structure

This user-manual is basically split into two parts.

The first two chapters are meant to introduce the user-manual. Any user should have a look at these chapters to get a good overview of the manual.

The second part going from chapter 3 to chapter 5 are the more technical part mostly composed of distinct procedures, operations or problems, meaning that by reading the description of the concerned section, the user should be able to identify whether it corresponds to their needs. As such, users would mostly be looking for a procedure in chapter 3 corresponding to their functions that bears resemblances to their own case and check out the section that explain in details their part. Otherwise if they encounter any error messages or problems of the system, they would need to check out chapter 5 for more information. Chapter 4 is mainly written for the purpose of understanding how the whole system works together through different software operation hidden from the users.

# Chapter 3
# Usage Guide

This section is aimed at describing the general use of the software. Such information is grouped by the different kinds of actors. Such actors are expected to use the software to perform some processes or workflows (called here procedures) using the concerned software **(including installation procedures)**.

The description of the processes should be organised to facilitate learning by presenting simpler, more common, or initial processes before more complex, less utilised, or subsequent processes.

Common procedures should be presented once to avoid redundancy when they are used in more complex procedures.

Each process has to be documented using the following use-case textual description template [2] **BUT its content must be as low level as possible with actual values**:

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**Use Case:** ProcessMissionOne
**Scope:** Crisis Management System (*CMS*)
**Primary Actor**: Coordinator John
**Secondary Actor**: FirstAidWorker Bob,
ExternalResourceSystem (ERS)
**Intention:** The intention of the Coordinator is to process mission with ID equal to 1.
**Level**: Sub-functional level
**Main Success Scenario** :
1. *John* instructs the *CMS* to process a specific mission.
2. *CMS* selects the internal worker *Bob* to execute the mission.
3. *CMS* instructs '*Bob* to behave as *FAW*.
4. *Bob* informs to the *CMS* of his arrival.
5. *Bob* executes the mission.
6. *Bob* informs to the *CMS* the mission outcome.

**Extensions** :
2.a None internal worker can execute the mission.
2.a.1 *CMS* requests an external resource to *ERS*.
2.a.2 *ERS* informs *CMS* that the request can be processed.
Use case continues at step 3.

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*Remark :* Graphical User Interfaces (GUIs): include GUIs screenshots to show the different stages of the process while its is performed by the actor.

## 3.1 Actors common procedures

Common procedures to several actors are grouped in this section to avoid redundancy.

### *3.1.1 MyCommonProcedure1*

### *3.1.2 MyCommonProcedure2*

## 3.2 Central Coordinator

### *3.2.1 ugProcedureAddEvent*

**Use Case:** ugProcedureAddEvent
**Scope:** Crisis Management System (*CMS*)
**Primary Actor**: Coordinator Tim
**Secondary Actor**: Human Witness Sara,
Communication Company Orange
**Intention:** The intention of the Coordinator is to add an new event to the system.
**Level**: User-goal level
**Main Success Scenario** :

1. *Sara* notifies *Orange* that she wants to contact the emergency central.
2. *Orange* puts *Sara* into contact with *Tim* including her location's information.
3. *Tim* confirms Sara's situation.
4. *Tim* submits the new event to the *CMS*.

### *3.2.2 MyProcedure2*

## 3.3 My-Actor2 procedures

### *3.3.1 MyProcedure1*

### *3.3.2 MyProcedure2*

## 3.4 My-Actor3 procedures

### *3.4.1 MyProcedure1*

### *3.4.2 MyProcedure2*

# Chapter 4
# Software operations

Explain each allowed software operations (i.e. an atomic unit of treatment, a service, a functionality) including a brief description of the operation, required parameters, optional parameters, default options, required steps to trigger the operation, assumptions upon request of the operation and expected results of executing such operation. Describe how to recognise that the operation has successfully been executed or abnormally terminated. The template given below (i.e. section 4.1 has to be used).

Group the operations devoted to the needs of specific actors. Common operations to several actors may be grouped and presented once to avoid redundancy.

## 4.1 MyOperation

The system operator creates and adds a new crisis to the system after being informed by a third party (citizen, organization) and selects a crisis handler for the crisis.

**Parameters:** Reporter Personal Information, Crisis Information, Crisis Handler
**Precondition:** The system operator is logged in and has received information from a reporter.
**Post-condition:** A new crisis has been added to the system and the new crisis has been assigned to a crisis handler, the Handler has received an automatic notification from the system.
**Output messages:** The selected Crisis Handler will be notified automatically once the crisis has been created.
**Triggering:**

1. From within the crisis management window fill out the required entries related to the personal information of the reporter such as name and phone number.
2. Fill out the entries related to the crisis type, impacted area, priority, description, GPS coordinates, address and finally choose a Crisis Handler from the combo box.
3. Click on the "Submit" button in and add the entry to the database.

### *4.1.1 MyExample1*

Examples should illustrate the use of **complex operations**.

Each example must show how the actor uses the software operation under description to achieve (at least one of) its expected outcome.

It might be required to include GUI screenshots to illustrate the example.

# Chapter 5
# Error messages and problem resolutions

All known problems in using the software should be listed and explained in details using the structure presented below.

Contact information for reporting any problems (either with the software or this document) should be clearly indicated

## 5.1 Error message 1

### *5.1.1 Problem identification*

A description explaining the meaning of the faced problem.

### *5.1.2 Probable cause*

A description explaining the reasons why such a problem has been raised.

### *5.1.3 Corrective actions*

Describe the required steps the actor should take to recover from such situation.

# Appendix A
# Title of the appendix 1

Here you write the context of the appendix, structuring such content in sections, sub-sections and sub-sub-sections, if needed.

An example of appendix is the flat presentation of all the graphical user interface screens. Each screen can be presented (identification symbol and description) and screens transition graph can be given.

## A.1 My Section

Description of the section.

### *A.1.1 My subSection*

#### A.1.1.1 My subSubSection

# References

1. IEEE: IEEE Standard for Software User Documentation. IEEE Std 1063-2001 (Dec 2001) 1–24
2. Armour, F., Miller, G.: Advanced Use Case Modeling: Software Systems. Addison-Wesley (2001)