System Analysis and Design

Tutorial - 09

Answer all questions.

01. Draw the use case diagram according to the following scenario.

Process of the Automated Teller Machine (ATM)
An automated teller machine (ATM) is a banking subsystem that provides bank customers with access to financial transactions. Customer uses bank ATM to Check Balances of his/her bank accounts, Deposit Funds, Withdraw Cash, and Transfer Funds. ATM Technician provides Maintenance and Repairs. All these use cases also involve Bank actor whether it is related to customer transactions or to the ATM servicing. Maintenance use case specializes by replenishing ATM with cash, ink or printer paper, upgrades of hardware, firmware or software, and remote or on-site Diagnostics. Diagnostics is also included in (shared with) Repair use case.

Order processing process of a restaurant
After taking orders for a table the waiters place the orders (a list of dishes and drinks ordered by the diner) into the system at the PC. The waiter usually knows of any dishes that are unavailable before taking an order but occasionally one of the specials will sell out. The system must confirm the availability of dishes. Should an item not be available the waiter may change or even delete a customer order. Dishes to be prepared are sent to the kitchen, drinks orders to the bar by the system. Starters and main course orders are usually taken together. Drinks and desert orders may be taken separately. Kitchen staff sees the dish orders on their screen, prepare them in an appropriate sequence and confirm preparation to the system when complete, similarly with the bar. When a waiter sees the completion indications on his terminal he collects the items and takes them to the table. The waiter can also check on the status of dish and drink orders. At the end of the meal the waiter will have the system print a bill and enter the details of payment for it. The management can give discounts.

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