

Statement of Purpose

The system that we are going to create is going to be easy to use and complete. These are two of the main things we are going to aim for as this makes the life of the user on the system a lot easier. If each page has a clean layout and there are clear instructions on how to use certain functionalities, then the system will be acceptable to be used by people who are not on computers every day. It will meet the client's needs by checking off each of the requirements listed by technicians and managers, as well as others. There will also be class diagrams, use case diagrams and sequence diagrams that will help to make sure we do not miss anything out of the functionality

Vulture services Use Case Diagram – Ethan Roe – w16006250 – Team Knuth



Vulture Services Use Case Descriptions – Ethan Roe w16006250 – Team Knuth

Use Case	Record Inspection result and date
Summary	This use case deals with the recording of an inspection by technicians
Actor(s)	Technician, Customer Services
Trigger	A task has completed
Primary Scenario	<ul style="list-style-type: none">a) A job has been finished (Alternative: job needs suspending)b) The technician logs onto the systemc) They select to view the job paged) Technician clicks 'approved' button and records datee) Customer services are notified that the job is completed
Alternative Scenario	1) Alternative: The job needs to be suspended <ul style="list-style-type: none">a) The technician contacts customer servicesb) The customer service team are told to suspend the specific jobc) They view the job delay paged) The job number is entered where tolde) 'Load job' is clicked and the choice box is filled with optionsf) Customer services suspend the job from the option boxg) The customer is notified that the task regarding their order has been suspended
Exceptional Scenario	None
Pre-Conditions	None
Post-Conditions	The job is completed or suspended
Assumptions	The job is already completed

Use Case	View statistical report
Summary	This use case deals with viewing of the stats report
Actor(s)	Finance, Customer Services
Trigger	Jobs have been created
Primary Scenario	<ul style="list-style-type: none"> a) A job has been created (Alternative: job suspended) b) Customer services or finance log onto system c) The statistical report pops up onto screen d) Statistical report can be analysed e) Users log off
Alternative Scenario	1) Alternative: The job has been suspended <ul style="list-style-type: none"> a) Customer services or finance do not need to look at report
Exceptional Scenario	None
Pre-Conditions	Job is possibly suspended
Post-Conditions	The report has been looked at
Assumptions	A job has been created

Use Case	Assign a task
Summary	This use case deals with assigning a task
Actor(s)	Technician
Trigger	Job has been created, allowing tasks from the job to be assigned
Primary Scenario	<ul style="list-style-type: none"> a) A job has been created b) Technician logs on to the system c) Technician goes to task allocation page d) Technician selects the task and username (Alternative: task already assigned) e) Technician fills in urgency of the task f) He clicks 'assign task' button to assign the task g) Task is assigned h) Users log off

Alternative Scenario	1) Alternative: Task already assigned a) Technician selects different task to be assigned or does not assign a task now
Exceptional Scenario	None
Pre-Conditions	Job has been created
Post-Conditions	Task has been assigned
Assumptions	A job has been created and task has not been assigned

Use Case	Assign a task
Summary	This use case deals with assigning a task
Actor(s)	Technician
Trigger	Job has been created, allowing tasks from the job to be assigned
Primary Scenario	i) A job has been created j) Technician logs on to the system k) Technician goes to task allocation page l) Technician selects the task and username (Alternative: task already assigned) m) Technician fills in urgency of the task n) He clicks 'assign task' button to assign the task o) Task is assigned p) Users log off
Alternative Scenario	2) Alternative: Task already assigned b) Technician selects different task to be assigned or does not assign a task now
Exceptional Scenario	None
Pre-Conditions	Job has been created
Post-Conditions	Task has been assigned
Assumptions	A job has been created and task has not been assigned

Use Case	Alert a user
Summary	This use case deals with alerting a user
Actor(s)	Technician
Trigger	Job is going to take longer than expected
Primary Scenario	<ul style="list-style-type: none"> a) A job has been created but needs parts ordered in b) Technician logs on to the system c) Technician goes to job delay page d) Technician fills in job number e) Technician clicks 'Alert customer services' button (Alternative: technician has entered wrong job number) f) Message pops up "Successfully alerted customer services" g) Technician log off
Alternative Scenario	1) Alternative: Technician has entered wrong job number <ul style="list-style-type: none"> a) Error message pops up telling user to enter a correct job number b) User enters correct job number c) User clicks alert button d) Message pops up "Successfully alerted customer services" e) Technician logs off
Exceptional Scenario	None
Pre-Conditions	Job has been created and needs parts
Post-Conditions	Customer services has been alerted
Assumptions	Job has been created with a job number and needs parts

Mission 2 – Ethan Roe – w16006250 – Team Knuth

Use Case	View overdue jobs
Summary	This use case deals viewing the overdue jobs
Actor(s)	Management
Trigger	A job is overdue
Primary Scenario	<ul style="list-style-type: none">a) A job has been created but needs parts ordered inb) Manager logs on to the systemc) User account screen shows overdue jobs to managerd) Manager logs off
Alternative Scenario	none
Exceptional Scenario	None
Pre-Conditions	Job is overdue
Post-Conditions	Manager has taken note of overdue jobs
Assumptions	There are jobs in overdue table