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| **Use Case Name:** | Update PC Status | |
| **Scenario:** | Technician wants to update the PC status of a non-reported pc | |
| **Triggering Event:** | PC fixed, or detected broken | |
| **Brief Description:** | The technician logs onto the system to change the PC status of a PC that he detected is faulty but Students did not report it as such, or update the status of a PC is such an occurrence that he has fixed. | |
| **Actors:** | Technician | |
| **Stakeholders:** | Technician | |
| **Precondition:** | * Log-in credentials | |
| **Post-condition:** | PC status update | |
| **Flow of Activities:** | Actor | System |
| 1. The technician logs in. 2. The technician is logged in and searches, using the lab number and current PC number, for the faulty PC. 3. The technician updates the Status of the PC | * 1. The system verifies the respective credentials and logs them in.   2. The system searches for PC sought for   3. The system displays the relevant PC details.   4. PC status is updates |
| **Exception Condition:** | 1. Invalid logging in credentials. 2. PC not found | |

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| **Use Case Name:** | Write of PC | |
| **Scenario:** | Technician wants to Mark a PC as Dispensed | |
| **Triggering Event:** | Failed attempt to repair PC | |
| **Brief Description:** | The technician logs onto the system to update the fault report status belonging to a PC that was reported faulty and isn’t mendable. | |
| **Actors:** | Technician | |
| **Stakeholders:** | Technician | |
| **Precondition:** | * Log-in credentials | |
| **Post-condition:** | PC status update, fault report status update | |
| **Flow of Activities:** | Actor | System |
| 1. The technician logs in.   1. The technician is logged in and searches for the PC. 2. The technician updates the Status of the fault report | 1.1 The system verifies the respective credentials and logs them in.  2.1 The system searches for fault report  2.3 The system displays the relevant PC details.  3.1 System updates fault report status   * 1. System also simultaneously updates PC status |
| **Exception Condition:** | 1. Invalid logging in credentials.  2. Fault report  3. PC not found | |

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| Use Case name: | Assign new role |
| Scenario: | Assign a new Technician a role |
| Triggering Event: | A Manager wants to register a new technician |
| Brief Use Case Description | A manager log-in to the system and register a new technician by entering his/her personal information |
| Actor(s): | Management |
| Related Use Cases: | N/A |
| Stakeholders: | Technician |
| Pre-condition: | A technician must exist  Technician’s credentials must be valid |
| Post-condition: | A technician number must be issued to the technician  A technician must be recorded |
| Flow of activities: | |  |  | | --- | --- | | Actor | System | | 1.A manager log onto the system | * 1. System prompts for log-in details   2. System validates log-in credentials | | 2.A manager register a new technician | 2.1 System prompts for technician’s information | | 3.A manager assign a role to a technician | 3.1 System records technician information | |
| Exception Condition | * 1. Manager’s log-in details must be valid   2. Technician’s ID number must be valid |

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| Use Case name: | View fault reports |
| Scenario: | View logged faults to view |
| Triggering Event: | A manager wants to view reports |
| Brief Use Case Description | A manager logs into the system to view all reported faults reports, how they were diagnosed and monitor the technician progress. |
| Actor(s): | Management |
| Related Use Cases: | N/A |
| Stakeholders: | Technician |
| Pre-condition: | A manager must exist in the system |
| Post-condition: | Management must be able to access all the reported, fixed and pending faults reports. |
| Flow of activities: | |  |  | | --- | --- | | Actor | System | | 1. Management log into the system. | 1.1 System Prompt for login details.  1.2 system verifies login details | | 2. Management request reports | 2.1 System displays the requested reports | |
| Exception Condition | 1.1 The manager’s login details must be valid |

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| Use Case name: | Update PC specification |
| Scenario: | Technician updates or add new PC specification |
| Triggering Event: | Technician wants to upgrade a pc’s specification by entering the RAM size, processor, pc number and hard drive size. |
| Brief Use Case Description | A technician log onto the system by entering their credentials and update PC specifications |
| Actor(s): | Technician |
| Related Use Cases: | N/A |
| Stakeholders: |  |
| Pre-condition: | 1. A Technician must exist in the system 2. A PC must exist in a specified lab number 3. A PC specification must be physically installed first |
| Post-condition: | 1. A PC in the lab must have the updated specifications 2. New PC specification must be recorded |
| Flow of activities: | |  |  | | --- | --- | | Actor | System | | 1.Technician login to the system | 1.1 Prompt for technician login details | | 2.Enter login details | 2.1Verifies login details | | 3.Select lab and PC number | 3.1verifies if the lab and pc number exists | | 4.Enter new PC specifications | 4.1Records new PC specification | |
| Exception Condition | Lab and PC number must exist  Technician’s login details must be valid |

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| Use Case name: | Update profile |
| Scenario: | Technician can update personal details |
| Triggering Event: | Technician clicks on update details to update personal information |
| Brief Use Case Description | The technician wants to update his/her personal details |
| Actor(s): | Technician |
| Related Use Cases: | N/A |
| Stakeholders: | Managent,Student,Technician |
| Pre-condition: | Technician should be registered on the system |
| Post-condition: | Profile updated |
| Flow of activities: | |  |  | | --- | --- | | Actor | System | | 1.Technician log in | 1.1 System validates credentials | | 2.Technician select “update” personal information | 2.1 Display field to be updated | | 3.Technician enter information to be updated | 3.1 System validate personal information  3.2 System display message | |
| Exception Condition | Personal information could not be updated |

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| Use Case name: | View logged faults |
| Scenario: | View reported faults |
| Triggering Event: | Technician |
| Brief Use Case Description | Technician wants to view reported faults by a student by selecting fault type |
| Actor(s): | Technician |
| Related Use Cases: | N/A |
| Stakeholders: | Technician, Student |
| Pre-condition: | PC Fault must exist |
| Post-condition: | Fault report must exist |
| Flow of activities: | |  |  | | --- | --- | | Actor | System | | 1.Technician log in | 1.1 validate login credentials | | 2.select view reported fault | 2.1Display faults report | |  |  | |
| Exception Condition | Login credentials must be valid |