

Scrumbags

Service Project

View Service Requests Use-Case Narrative

Abstract

Service is an application that allows basic system users to create posts related to university properties that need repair or attention. In order for a user to view any service requests, the user must already have a user account. This use-case narrative describes all the requirements for how a user achieves the goal of viewing a service request. It also documents the use-case diagram which shows the relationship between the actors of this use-case

Version History

Date	Version	Author	Description
11/1/2016	01	Joshua Rodriguez	

An Essential Unified Process Document

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1 Introduction

1.1

1.2 *Document Purpose*

The purpose of this document is to provide an overview of the system use-case model in order to provide a high-level understanding of:

- Context – the people or things that interact with the system (the *Actors*)
- Scope – the things of value that the system performs for its Actors (the *Use Cases*).

1.3 *Document Scope*

The scope of this document is limited to:

- Diagramming and cataloging the system actors and use cases for the <Project> project.

The scope of this document does *not* include consideration of:

- Detailed specification of each use case – this is provided separately in a Use-Case Specification document for each use case.

1.4 *Document Overview*

This document contains the following sections:

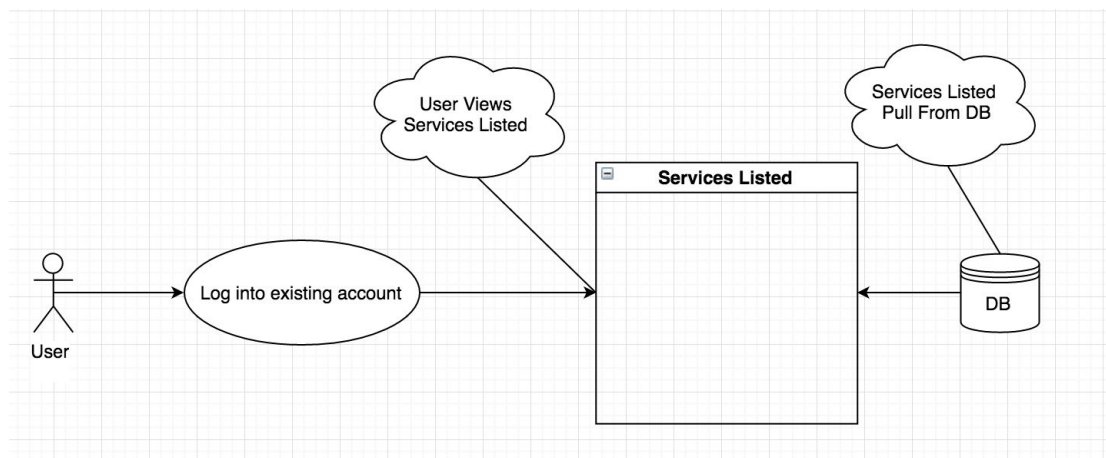
- **Brief Description** – reminder of why the use case is needed
- **Use-Case Model Overview** – overview of the use-case model in the form of one or more use-case diagrams with supporting explanatory text
- **Actor Catalog** – catalog of all system actors
- **Use Case Catalog** – catalog of all system use-cases
- **References** – provides full reference details for all documents, white papers and books that are referenced by this document.

2 Use-Case Diagrams

This section provides an overview of the use-case model in the form of one or more use-case diagrams with supporting explanatory text.

2.1 View service requests

This particular use case that is part of the Service application is relatively simple. When a user signs in into the application, the first thing that will be seen is the landing page. On this landing page there will be a list that show all service requests that have been made. The user can look through all requests and press on one to see more detail.



3 Actor Catalog

The table below catalogs the system actors, specifying for each actor:

- Name – unique and meaningful name for the actor
- Brief Description – summarizing the role that the actor plays with respect to the system.

Name	Brief Description
User	A basic user that is part of the Service application
Database	Contains the services that are going to be view (along with other info)
Webpage	Services listed on web page

4 Use-Case Catalog

The table below catalogs the system use cases, specifying for each use case:

- ID – unique identifier for the use case
- Name – unique and meaningful name for the use case
- Type:
 - *Base – end-to end interaction between an actor and the system*
 - *Inclusion – abstracted common part of many Base Use Cases that is explicitly referenced by these use cases*
 - *Extension – extension of one or more referenced Base Use-Cases*
 - *Abstract – use case describing generic aspects of many Base Use Cases which in turn specialize this general case in some way.*
- Brief Description – summarizes the use-case purpose in terms of the value produced for its actors and other stakeholders.

ID	Name	Type	Brief Description
1	Log in account	Base	User logs in the account

2	View Services	Base	User can view services listed
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5 Use case Specification

One section per use cases – according to the use case specification template below

The View Services Use-Case Specification specifies all requirements relating to this use case, including the flows through the use case and any non-functional requirements that relate specifically to this use case.

5.1 Introduction

5.1.1 Document Purpose

The primary objectives of the Use-Case Specification are to:

- Provide a complete set of requirements relating to the use case, including the flows through the use case and all significant external behavior of the use case
- Provide additional supporting information to support the communication of the purpose, requirements, constraints and flows through the use case.

5.1.2 Document Scope

The scope of this document is limited to consideration of:

- The specification this specific use case, including any non-functional requirements and constraints that relate specifically to this use case.

This scope of this document does not include consideration of:

- Requirements that relate specifically to any other use case – these are described in separate specifications for the other use cases

- Requirements that do not relate to any specific use case – these are described in a separate Supplementary Requirements document.

5.1.3 Document Overview

This document contains the following sections:

- **Brief Description** – focusing on the purpose of the use case
- **Preconditions** – the state the system must be in before the use case can performed
- **Basic Flow** – what normally happens when the use case is performed
- **Alternative Flows** – unusual, optional or exceptional use case behavior
- **Post-Conditions** – valid system states after the use case has finished
- **Special Requirements** – non-functional requirements that relate specifically to this use case
- **Extensibility** – where the use case can be extended by other use cases
- **Scenarios** – lists the key representative scenarios for this use-case
- **Additional Information** – any other useful supporting information
- **References** – provides full reference details for all documents, white papers and books that are referenced by this document.

5.2 Brief Description

The view service use case allows the user to see all services listed.

5.3 Preconditions

- Potential user of the Service application must already have signed up to the service.
- User must be on homepage of the app.
- The database must have information regarding services for a particular user

5.4 Basic Flow

The basic flow is relatively simple.

1. If the client has an account they can immediate log in. If the client doesn't have an account they must sign up to create an account.
2. Once the user logs in, the user should be able to see a list of services on the homepage.
3. User can select a service to view more detail about it.

5.5 Alternative Flows

This section describes the alternative flows for the use case, grouped into named subsections reflecting the area of functionality to which to the alternative flow relates. Each alternative flow is described in terms of:

- The point in the use case at which the alternative flow might begin
- The conditions under which the alternative flow will begin
- The flow of events within the alternative flow
- The point at which the use case resumes on completion of the alternative flow.

5.5.1 Services don't show on home screen

5.5.2 In the situation that services don't show on screen there are two possibilities.

1. If the user is new, he/she doesn't have services, they must look for some.
2. There is a connection problem with the database.

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5.6 *Post-Conditions*

This section lists the valid states that the system can be in immediately after the use case has finished. Use only if it adds clarity to the use-case.

- User can see services listed

5.7 *Special Requirements*

This section lists any non-functional requirements that relate specifically to this use case.

- No Special Requirements needed

5.8 *Extensibility*

This section lists any public extension points that the use case makes available for other use cases to extend.

- Nothing extendable here

5.9 *Scenarios*

A scenario is an instance or specific occurrence of a use case. This section lists key representative scenarios for this use-case, listing for each scenario:

- Name – a unique and meaningful name for the scenario
- Flows Exercised – List of the use case flows exercised by the scenario
- Additional Notes – any supporting notes about the scenario or its purpose.

Name	Flows Exercised	Additional Notes
Services can't be viewed	5.5.1	N/A

6 Example of use case specification

This section provides any additional information required to make the use case more accessible to the stakeholders and the development team.

This template is an extended version of the original template defined by Cockburn [1], in particular extended with a possibility to describe Requested Information Resources often found useful when dealing with data oriented systems. [1] Cockburn, A. Writing Effective Use Cases. ISBN-13: 9780201702255. Addison-Wesley (2001).

Use Case Template	Description
Use Case Name	View services listed
Use Case ID	1
Revision and Reference	Revision = version number of use case ID Reference = URL of the use case (you get the URL by right-clicking on the entry in the index column)
Use Case Diagram	User simply signs in into their account to see services populate on home page. If User doesn't have an account, they must sign up and then find services to add to their account.
Status	Planned
Priority of accomplishment (optional)	Required: Highest Priority, part of essential functionality of application
Goal	Users can view Services in the application
Summary	User simply logs in to view services
Category	User experience and user accounts
Actor	User, Website homepage, database
Primary Actor (initiates)	user
Preconditions	Needs an account with the Service application
Main success scenario	able to see services listed
Extensions	N/A
Alternative paths (optional)	create an account if user doesn't have one

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Post conditions	user can see services provided
Non-functional requirements	N/A
Validation statement	User is able to see services provided
Notes	Additional notes or comments (also by other users).
Author and date	Joshua Rodriguez-Santiago, November 7th, 2016