BSc (Hons) in Information Technology

Assignment 2 Cover Sheet

IT1060 – Software Process Modelling   **Semester 2 Year 01**

Semester II- 2022

PROJECT ID	Y1S2_2023_MTR_G2
CASE STUDY NAME	Dry Cleaning and Laundry Services
CAMPUS/CENTER	Matara Center

Group Details:

	Student Registration Number	Student Name
1	IT22253958	W.P.R. Nethmina
2	IT22296078	Sarithmal K.D
3	IT22226532	D.V.D Hashan
4	IT22635952	Abeywickrama A.S.
5	IT22244352	Hewahalpage
6	IT22371522	G.H.P Iroshan

Assignment 2 Certify Sheet

IT1060 – Software Process Modelling   **Semester 2 Year 01**

Semester II- 2022

We hereby certify,

✓   The attached is our own work and no further changes will be made.

✓   We have contributed in this assignment to the best of our ability.

And we understand,

✓   We may be subject to student discipline processes in the event of an act of academic misconduct by us including an act of plagiarism or cheating.

Assignment 2 Certify Sheet

IT1060 – Software Process Modelling   **Semester 2 Year 01**

Semester II- 2022

	Student Name	Student Registration Number	Date	Signature
1	W.P.R. Nethmina	IT22253958	26/09/2023	
2	Sarithmal K.D	IT22296078	26/09/2023	
3	D.V.D Hashan	IT22226532	26/09/2023	
4	Abeywickrama A.S.	IT22635952	26/09/2023	
5	Hewahalpage	IT22244352	26/09/2023	
6	G.H.P Iroshan	IT22371522	26/09/2023	

IT1060 – Software Process Modelling   **Semester 2 Year 01**

Semester II- 2022

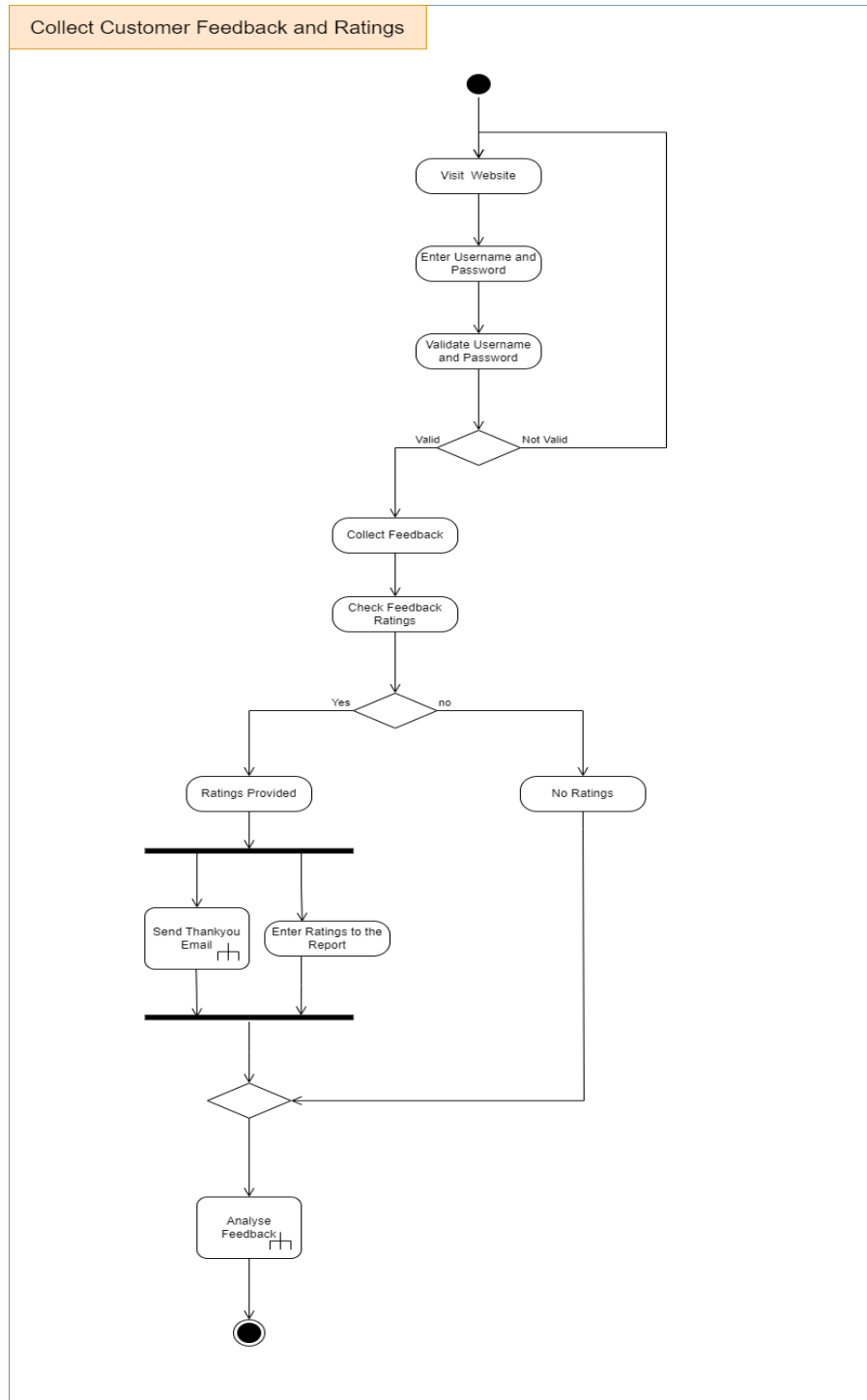# It22253958 – W.P.R. Nethmina

Part 1

(1)   Use Case Scenario

Number	6
Name	Collects customer feedback and ratings.
Summary	Marketer collects customer feedback and ratings.
Priority	6
Pre-condition	Marketer has logged in to the system.
Post-Condition	Marketer generates report.
Primary Actor	Marketer
Trigger	Marketer has chosen to analyze customer feedbacks and ratings.

Main Scenario	Step	Action
	1	Visit website
	2	Enter username password
	3	Validate username password
	4	Collect feedback
	5	Check ratings availability

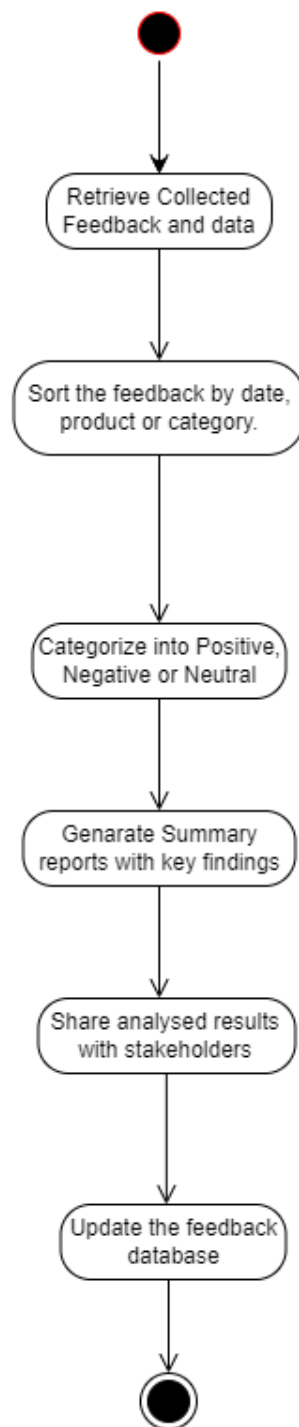|		
	6	Send thank you Email.
	7	Enter ratings to the report
	8	Analyze feedback.
Extension	**Step**	**Branching Action**
	3a	System notices login details are incorrect. Exists.
	3b	System Notifies invalid user. Exists.
Open Issues	1	Should the system classify ratings?

Part 1

(2) Activity Diagram

Collect Customer Feedback and Ratings

Visit Website

Enter Username and Password

Validate Username and Password

Valid   Not Valid

Collect Feedback

Check Feedback Ratings

Yes   no

Ratings Provided   No Ratings

Send Thankyou Email   Enter Ratings to the Report

Analyse Feedback

Call Action 1 : Send Thankyou Email

```
                    ●
                    │
                    ▼
          ┌───────────────────┐
          │ Prepare ThankYou  │
          │      Email        │
          └───────────────────┘
                    │
                    ▼
          ┌───────────────────┐
          │ Retrieve Customer │
          │   Email Address   │
          └───────────────────┘
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  │ Personalise  │  │ Include Message  │
  │    Email     │  │Expressing Gratitude│
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          │   Attach Other    │
          │Promotional Materials│
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          │  Send the Email   │
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          │  Track the Email  │
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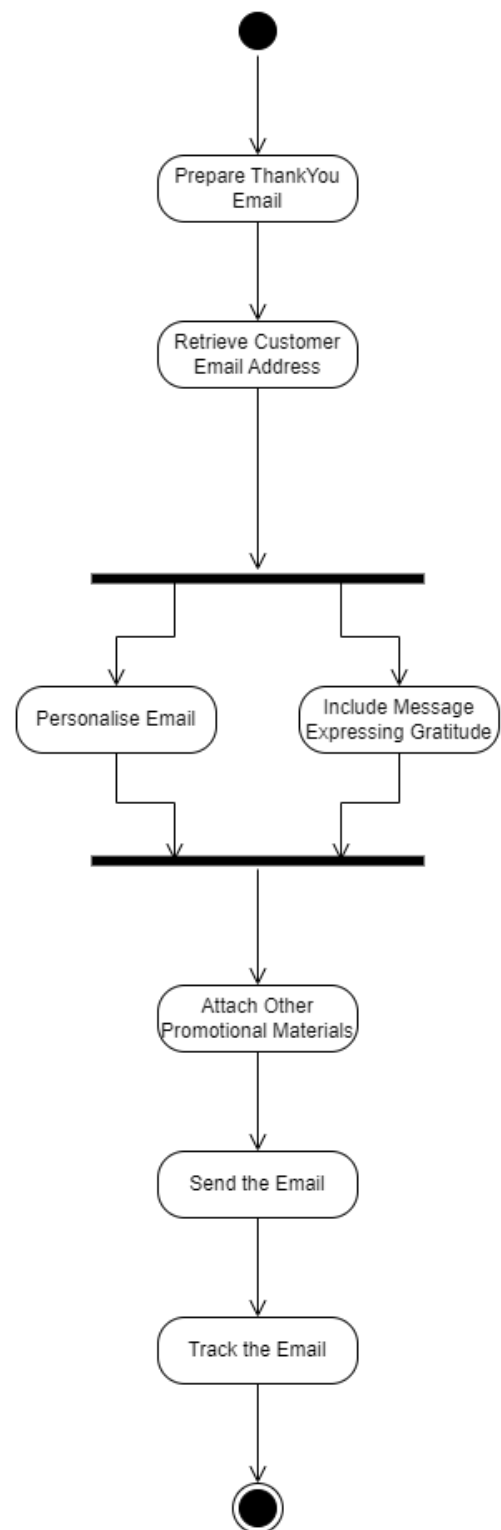
Call Action 2 : Analyse Feedback

- Retrieve Collected Feedback and data
- Sort the feedback by date, product or category.
- Categorize into Positive, Negative or Neutral
- Genarate Summary reports with key findings
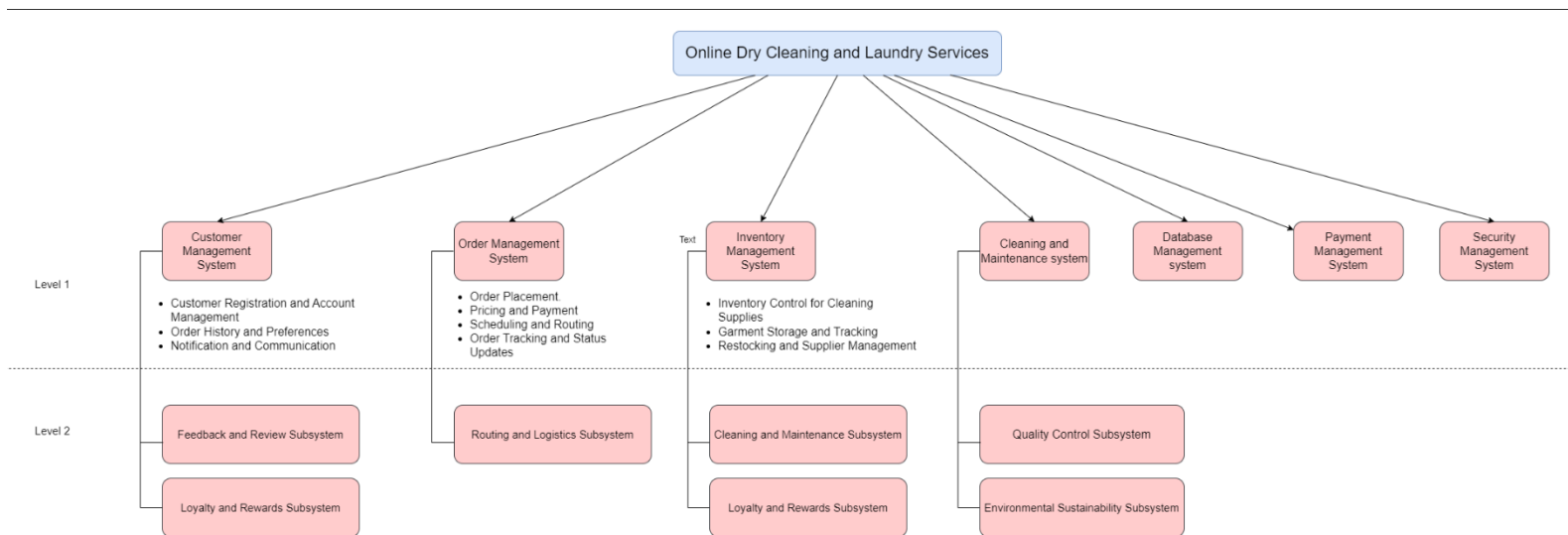- Share analysed results with stakeholders
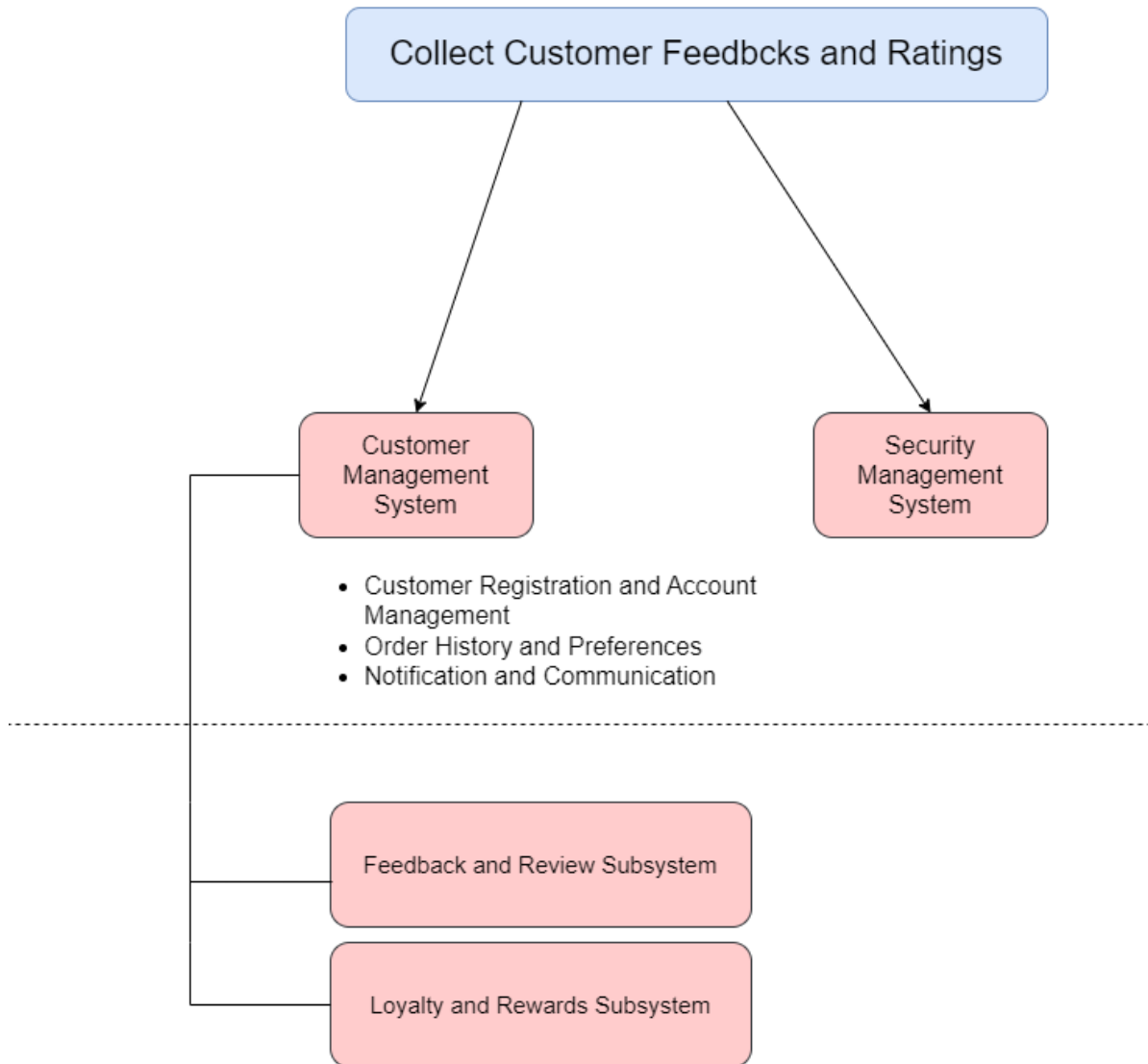- Update the feedback database

Part 2

(1) Subsystems

(a) Subsystems for Online Dry Cleaning and Laundry service.

(1)

(b) Subsystems for "Collect Customer feedback and ratings" use case.

(2) Activity Diagram with Partitioning

Security Management System	Marketer	Customer Managment System

Visit Website

Enter Username and Password

Validate Username and Password

Valid   Not Valid

Collect Feedback

Check Feedback Ratings

Yes   no

Ratings Provided   No Ratings

Send Thankyou Email   Enter Ratings to the Report

Analyse Feedback
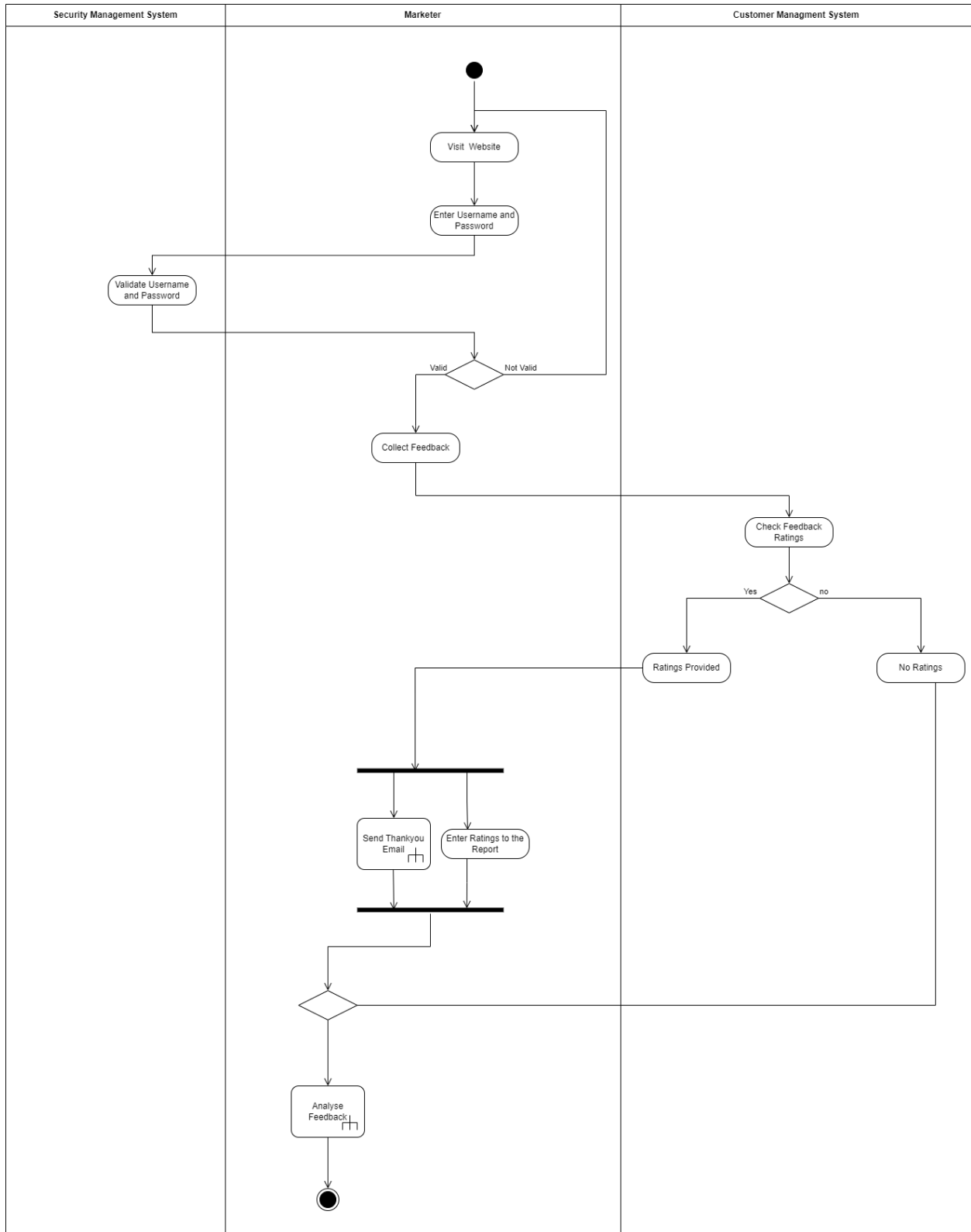
IT1060 – Software Process Modelling   **Semester 2 Year 01**

Semester II- 2022

It22296078– Sarithmal K.D.

Part 1

(1)   Use Case Scenario

Number	3
Name	Manage User Accounts
Summary	Administrator Manages User Accounts
Priority	3
Pre-condition	Log into the Administrator Account
Post-Condition	Log out of the system
Primary Actor	Administrator
Trigger	Admin has chosen to manage user Accounts

Main Scenario	Step	Action
	1	Visit the website
	2	Login the system by admin credentials
	3	User account management menu is displayed
	4	Administrators select "create user accounts"

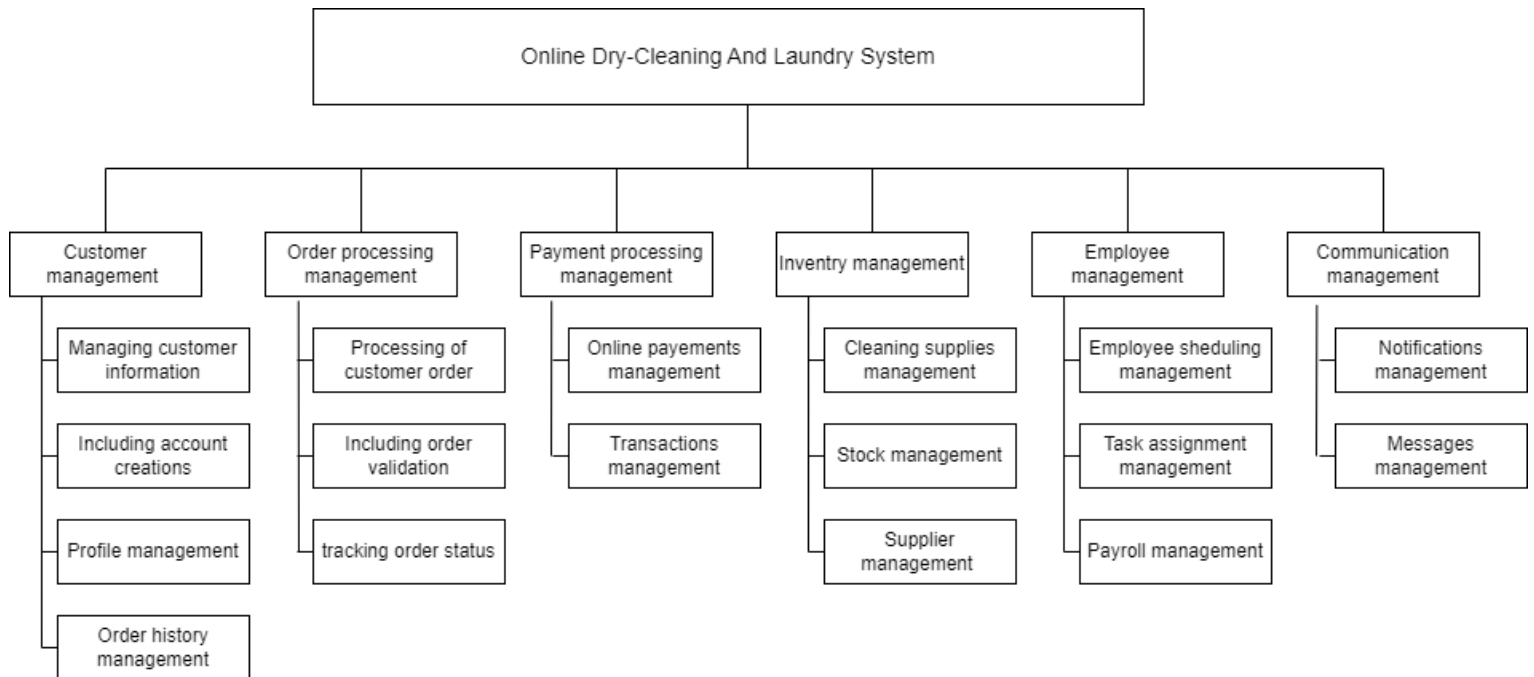|	5	User details are entered
	6	Save the user details
	7	System creates new user accounts
	8	System displays successful message
	9	Administrators select "Update user accounts"
	10	User details are entered
	11	Administrator updates the user details
	12	System updates the user account
	13	System displays successful message
	14	Administrators select "delete user accounts".
	15	System shows confirmation message
	16	System deletes user account
	17	System displays successful message
	18	Administrator selects view user accounts
	19	System retrieves user account information.
	20	System displays user account information
Extension	**Step**	**Branching Action**
	2a	Admin Credentials are Wrong. Exists.
Open Issues	1	Should system Categorize User Account as paid customers and unpaid customers?

Part 1

(2) Activity Diagram

- visit the website
- Log in to the system by admin credentials
- User account management menu is desplayed?
  - [Yes] / [No]
- Administrator selects "create user Accounts"
- User details are entered
  - [Yes] / [No]
- Save the user details
- Display error message
- System creates new user account
- System display succesfull message
- Administrator select "update user accounts"
- User details are entered
  - [Yes] / [No]
- Administrator update the user details
- System display error message
- System update the user account
- System display succesfull message
- Administrator select "Delete user accounts"
- Confirmation message
  - [Yes] / [No]
- System delete the user account
- System cancels deletion
- System display succesful message
- System display cancellation message
- Administrator selects "view user accounts"
- System retrieves user account information
- System display user account information

Enter login details

[invalid login credentials] → Display error message

[valid login credentials]

Login the system

Part 2

(1) Subsystems

(a) Subsystems for Online Dry Cleaning and Laundry service.

IT22226532 : D.V.D. Hashan

Part 1

(1)   Use Case Scenario

Number	4	
Name	Cleaning Clothes.	
Summary	Fulfilment of the service as per the requirement of the customer	
Priority	4	
Pre-condition	Classify according to color and fabric.	
Post-Condition	Check whether fabrics are properly cleaned.	
Primary Actor	Dry Cleaner.	
Trigger	Dry Cleaner chooses to clean clothes	
Main Scenario	**Step**	**Action**
	1	Login the website
	2	Enter credentials
	3	Enter OTP code.
	4	Access dashboard.
	5	Check Availability
	6	Start washing Clothes.
Extension	**Step**	**Branching Action**
	1	System will be display on error message
Open Issues	1	Should system categorize according to the service?

Part 1

(2) Activity Diagram
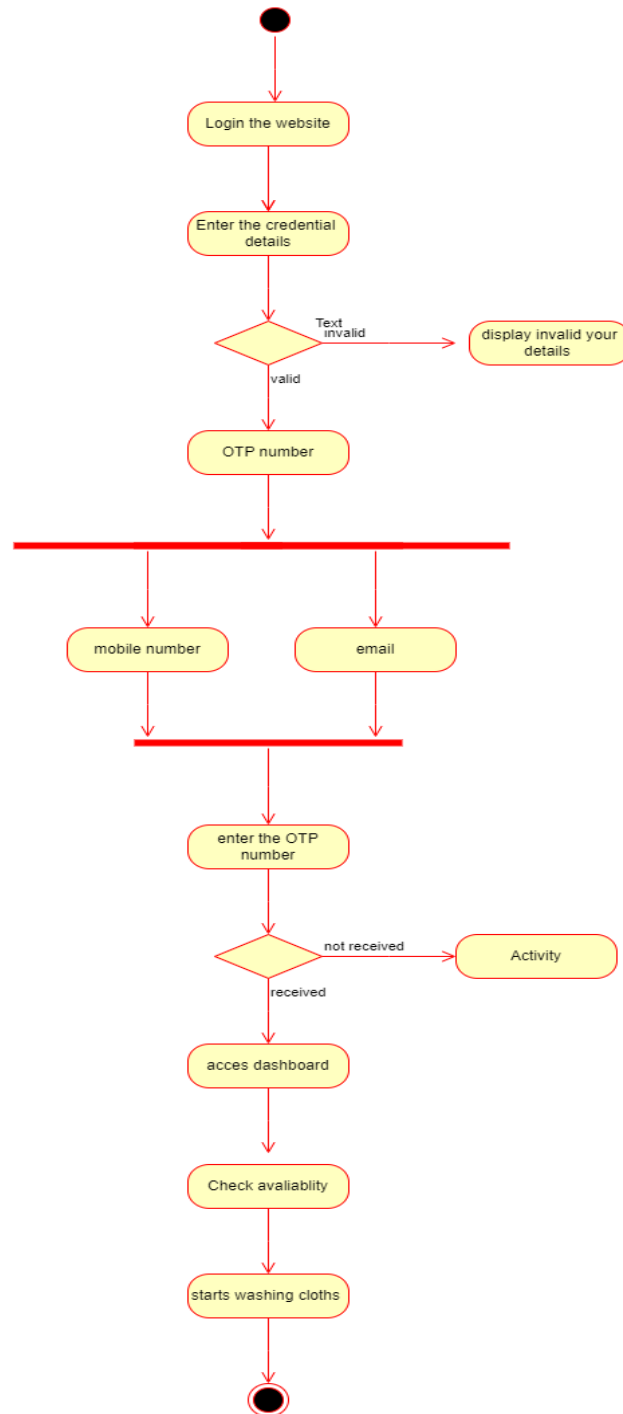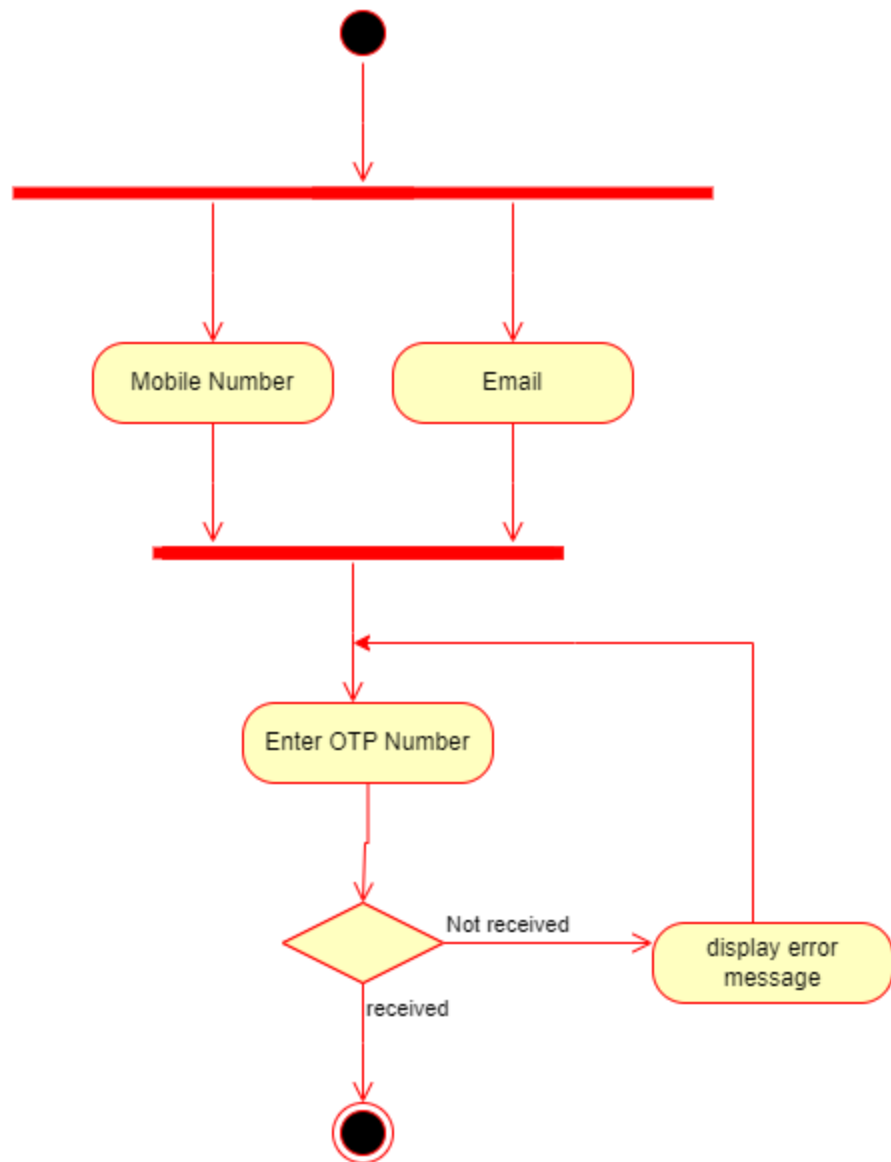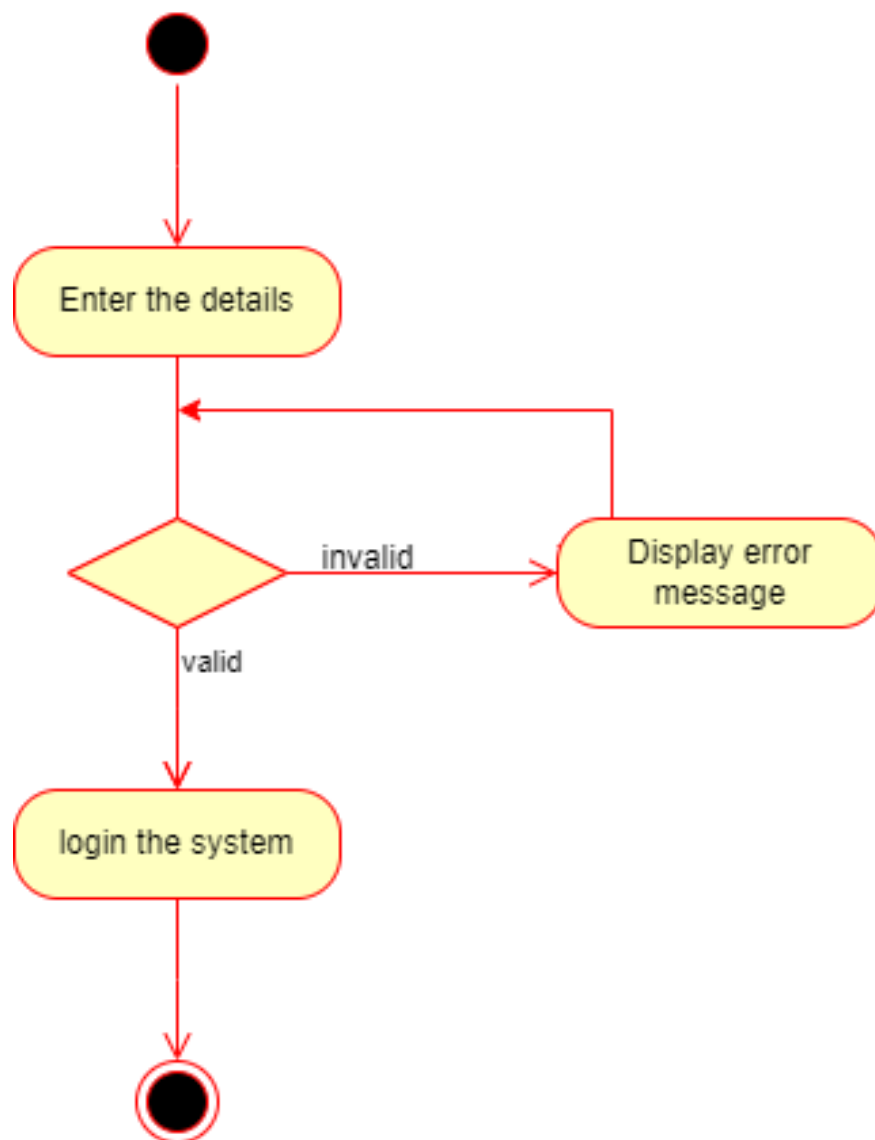
Enter the details
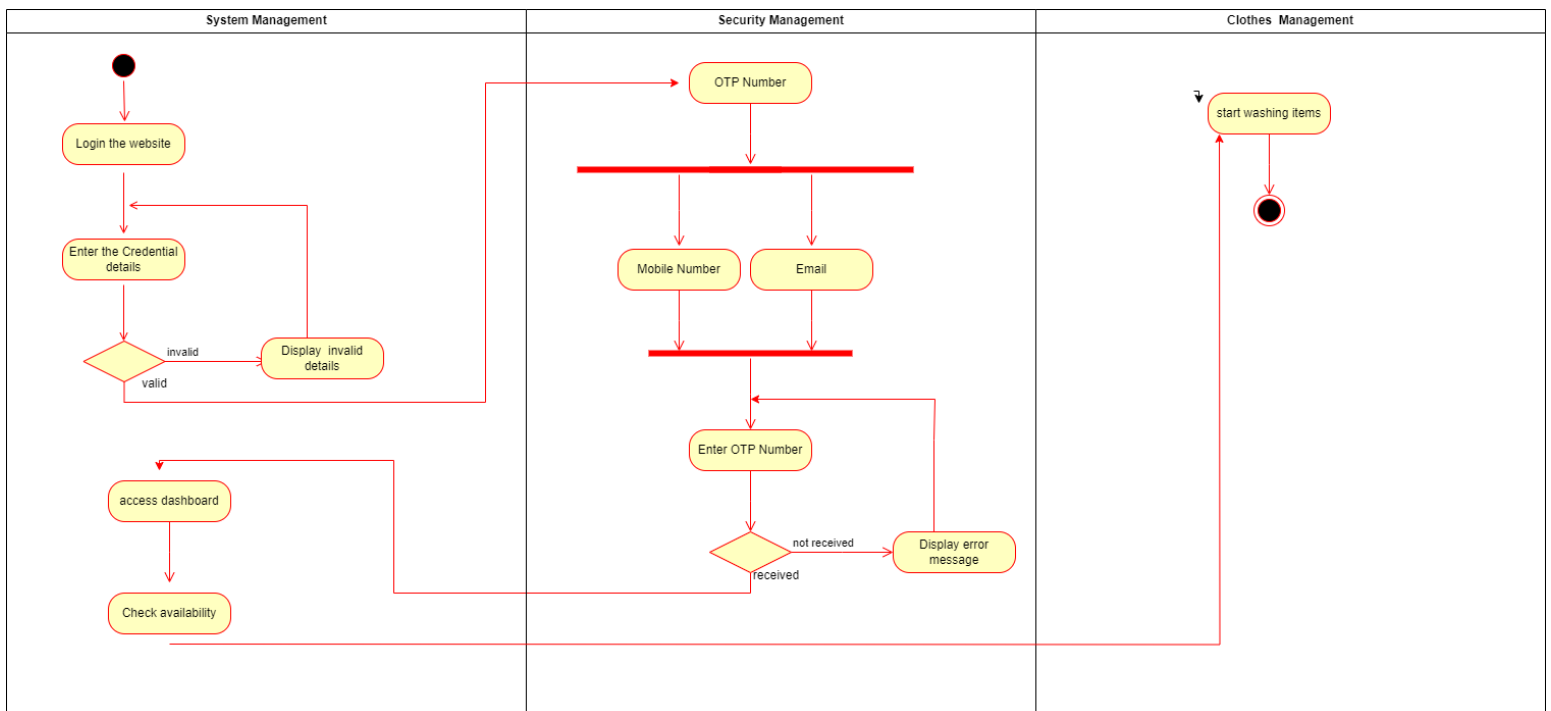
invalid → Display error message

valid

login the system

Part 2

(1) Subsystems

(a) Subsystems for Online Dry Cleaning and Laundry service.

(2)   Activity Diagram with Partitioning

System Management	Security Management	Clothes Management
Login the website	OTP Number	start washing items
Enter the Credential details	Mobile Number / Email	
Display invalid details (invalid / valid)	Enter OTP Number	
access dashboard	Display error message (not received / received)	
Check availability		

IT22635952 : Abewikrama A.S.
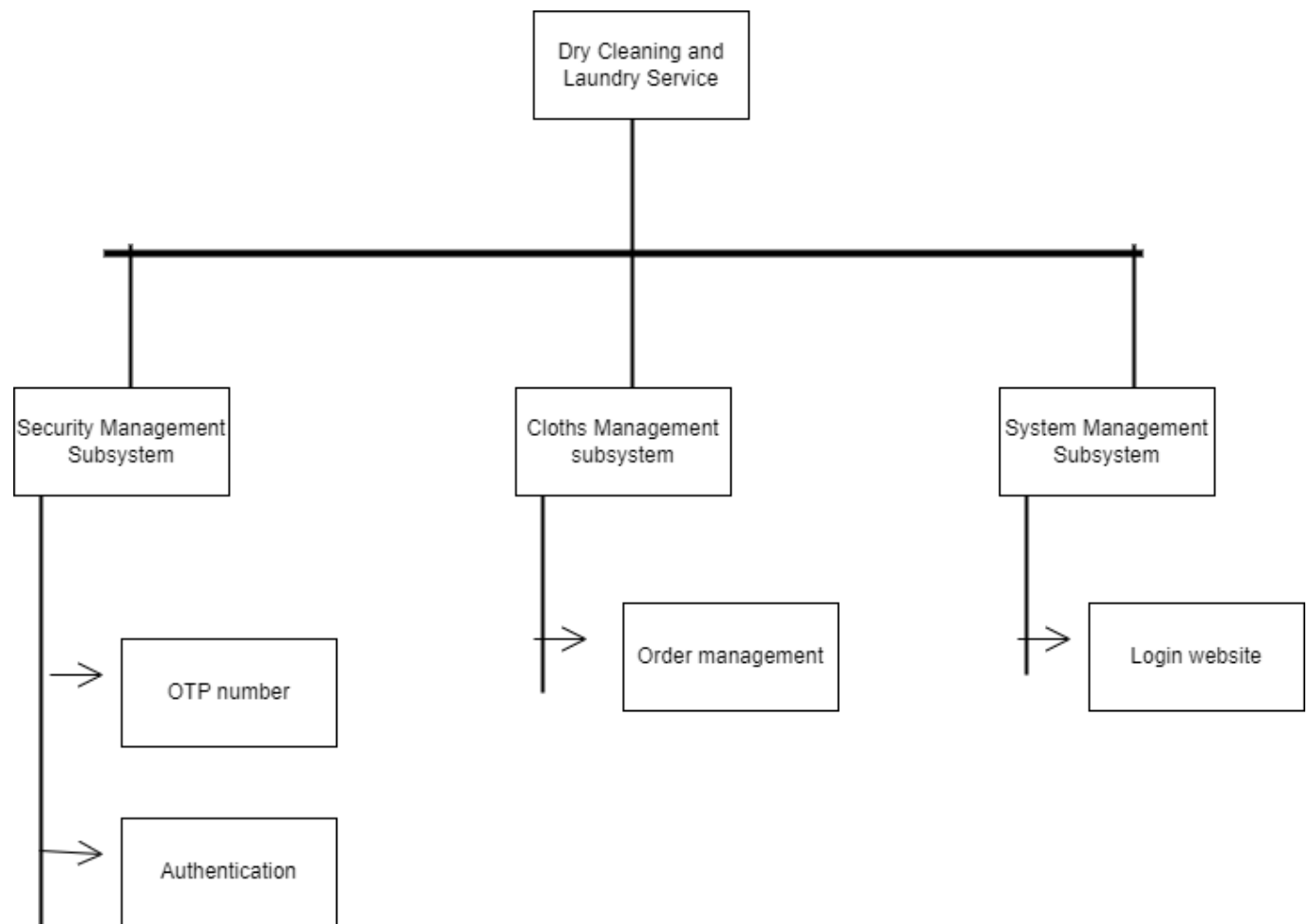
Part 1

(1)   Use Case Scenario

Number	1	
Name	Create Account	
Summary	Getting a service that matches the correct systematic payment amount	
Priority	1	
Pre-condition	Gather personal information	
Post-Condition	Receive a user ID	
Primary Actor	Registered User	
Trigger	User has chosen to view services	
Main Scenario	**Step**	**Action**
	1	Visit the website
	2	Head to the sign-up page.
	3	Provide an acceptable username and email
	4	Provide a strong password
	5	Re-enter the password
	6	Agree to the terms and reference
	7	Click the sign-up button
	8	Verify the Email
	9	Fill the personal details.
	10	Create account successfully

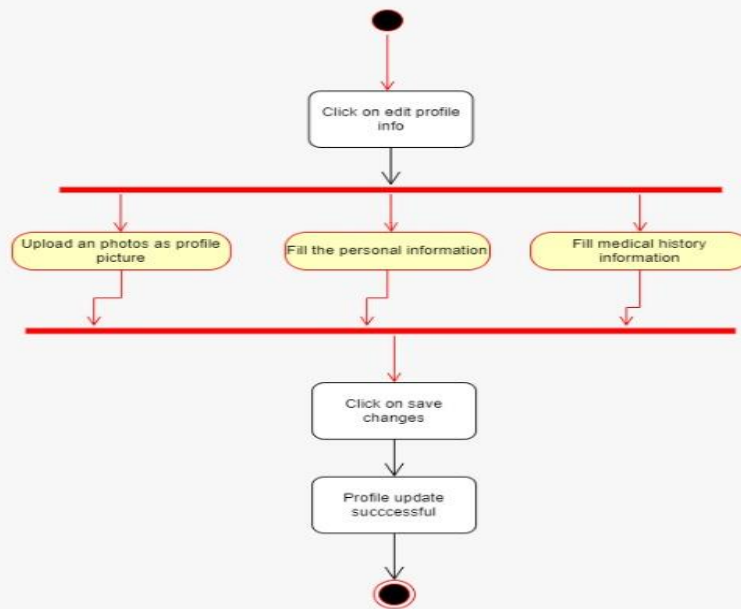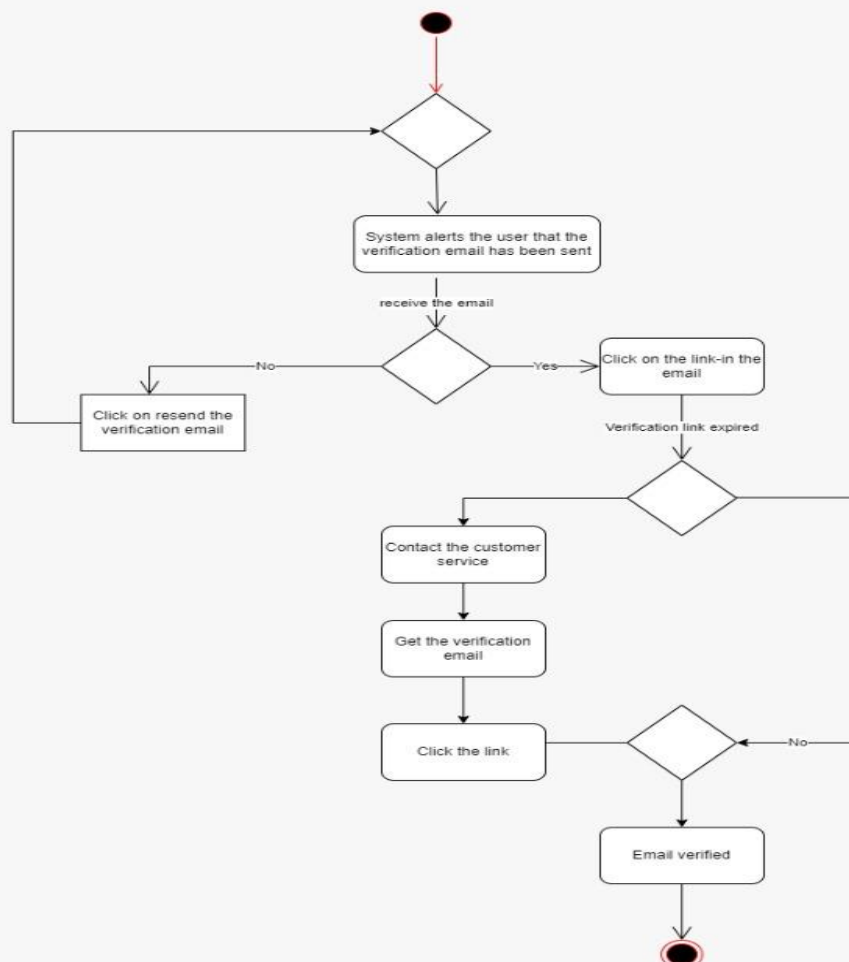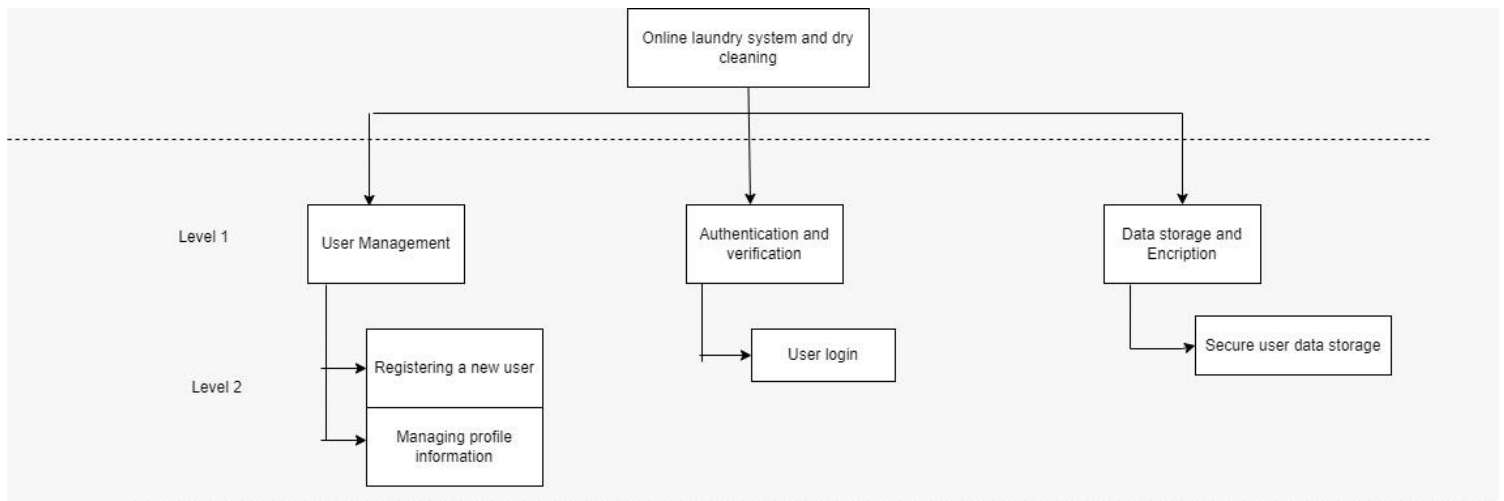| Extension	Step	Branching Action
	3a	If user enters an already existing username, let user enter a different username by notifying the user.
	4a	If a user enters a weak password, show an error message.
	5a	If a user re-enters a different password, prompt the user to re-enter the password
Open Issues	1	Should the System verify user is a human?

Part 1

(2) Activity Diagram
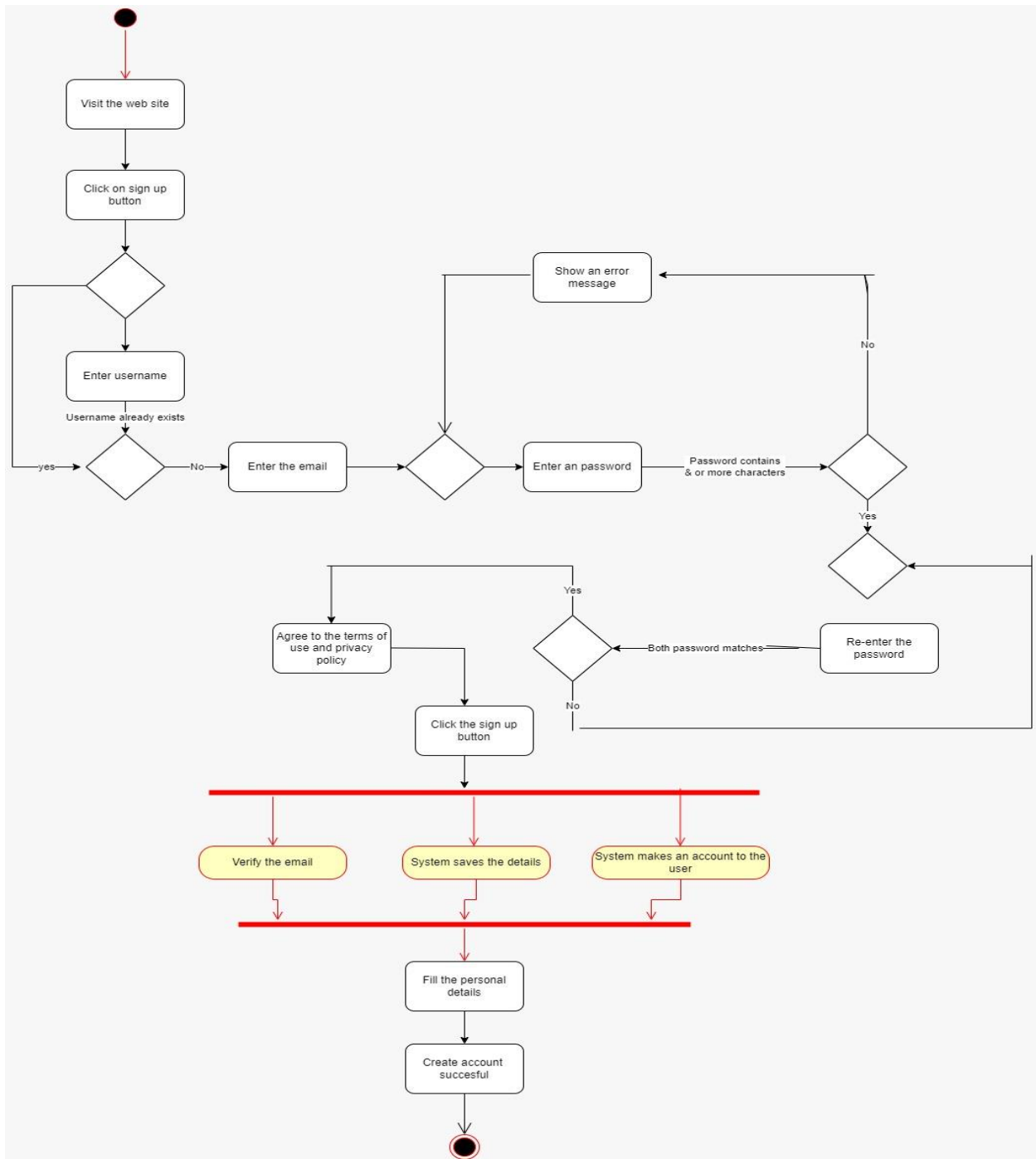
Fill the personal details

● (initial node)

Click on edit profile info

━━━━━━━━━━━━━━━━━━━━━━━━━━━━ (fork bar)

Upload an photos as profile picture | Fill the personal information | Fill medical history information

━━━━━━━━━━━━━━━━━━━━━━━━━━━━ (join bar)

Click on save changes

Profile update succcessful

◉ (final node)

Verify the email

● (initial node)

◇ (decision node)

System alerts the user that the verification email has been sent

receive the email

◇ — No → Click on resend the verification email

◇ — Yes → Click on the link-in the email

Verification link expired

◇ (decision node)

Contact the customer service

Get the verification email

Click the link ← No — ◇ (decision node)

Email verified

◉ (final node)

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Part 2

(1) Subsystems

(a) Subsystems for Online Dry Cleaning and Laundry service.

(2)   Activity Diagram with Partitioning

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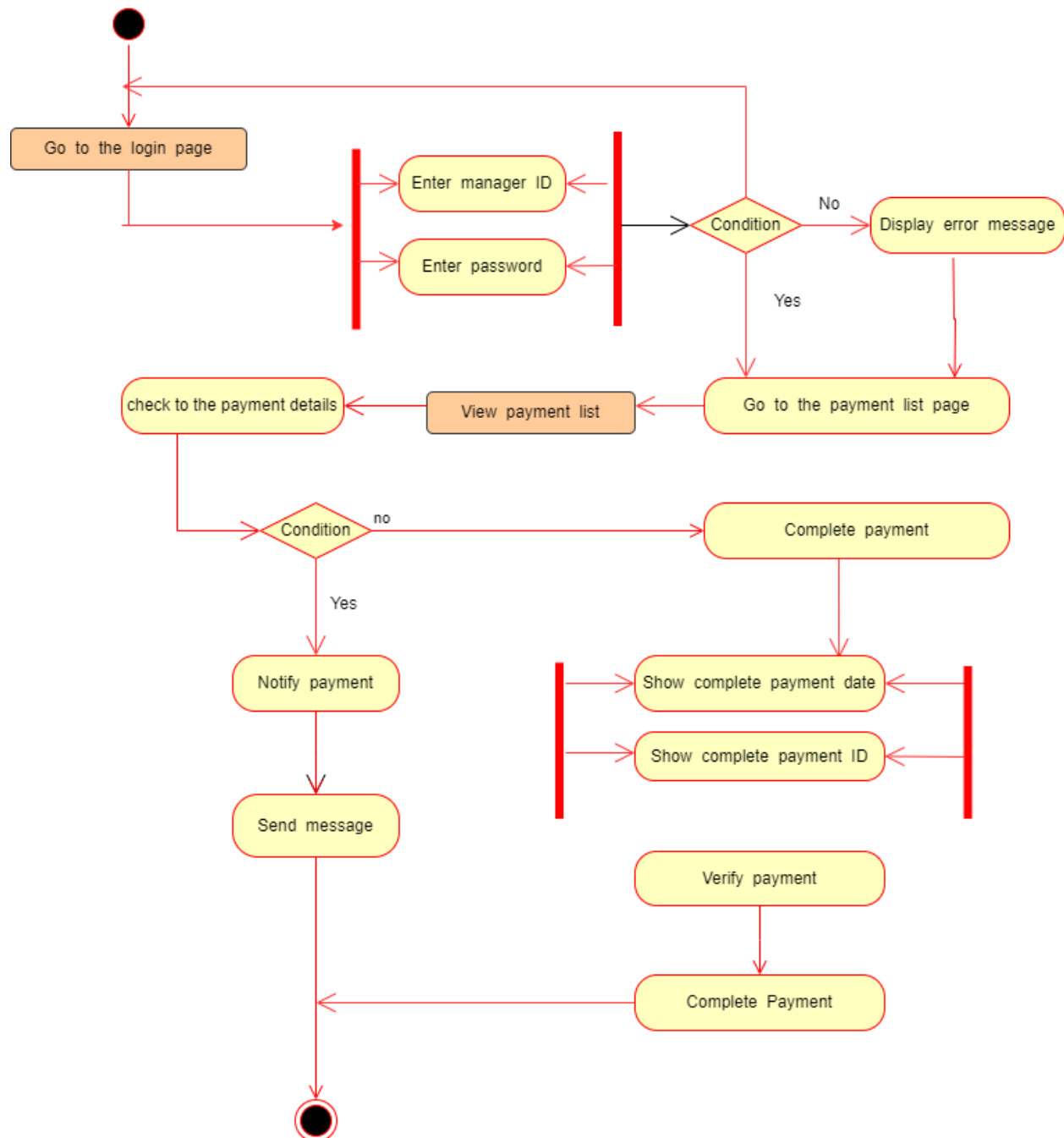
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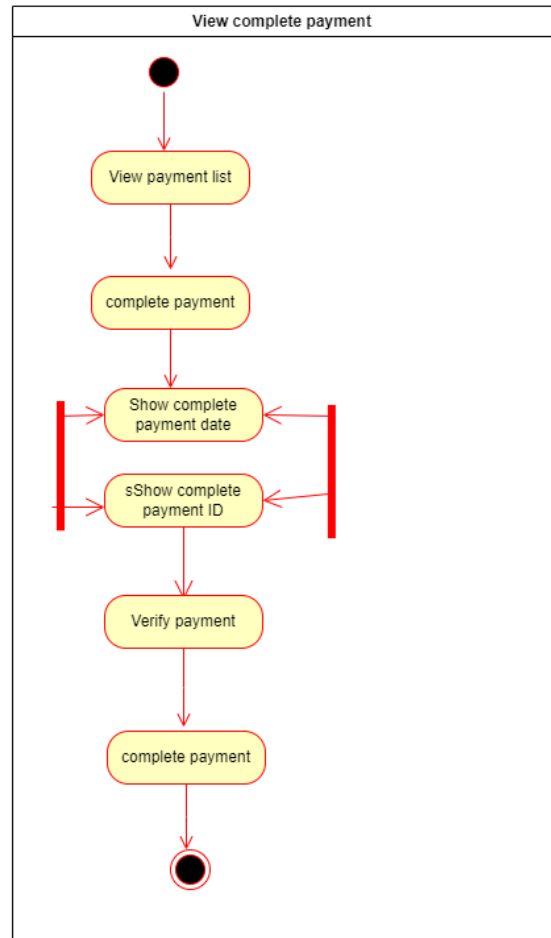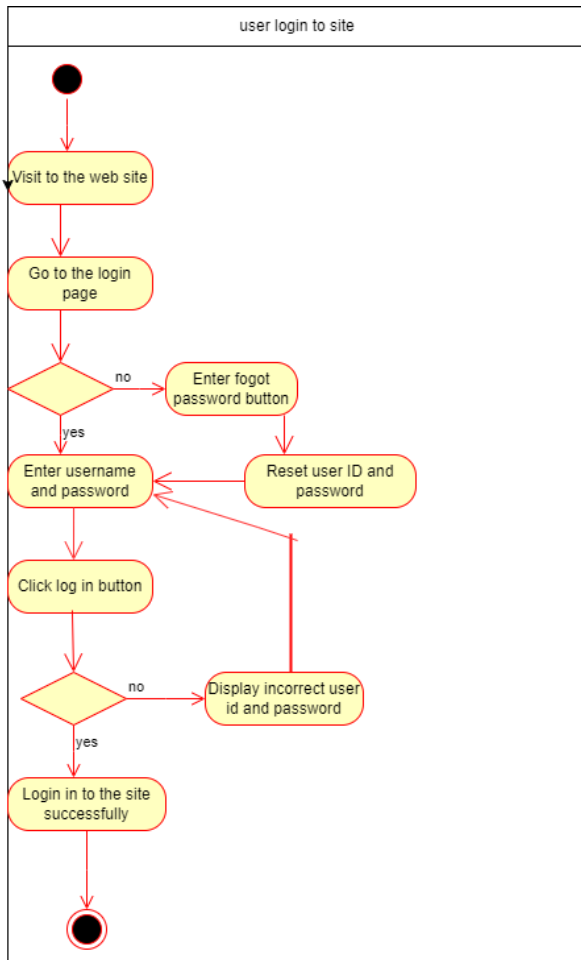# IT22244352 : Hewahalpage

Part 1

(1)   Use Case Scenario

Number	2	
Name	Manage Customer Payment	
Summary	Customer Payment Process	
Priority	2	
Pre-condition	The Customer Payment system is up and running.	
Post-Condition	Customer payments are successfully managed.	
Primary Actor	Manager	
Trigger	Manager has chosen to manage customer payments.	
Main Scenario	**Step**	**Action**
	1	Login to the site as a manager.
	2	Go to the payment list page.
	3	If it is a complete payment, the date of completion of the payment and the payment ID should be shown.
	4	View a list of orders with incomplete payments.
	5	Check the payment
	6	Payments are not confirmed for orders with incomplete payment.

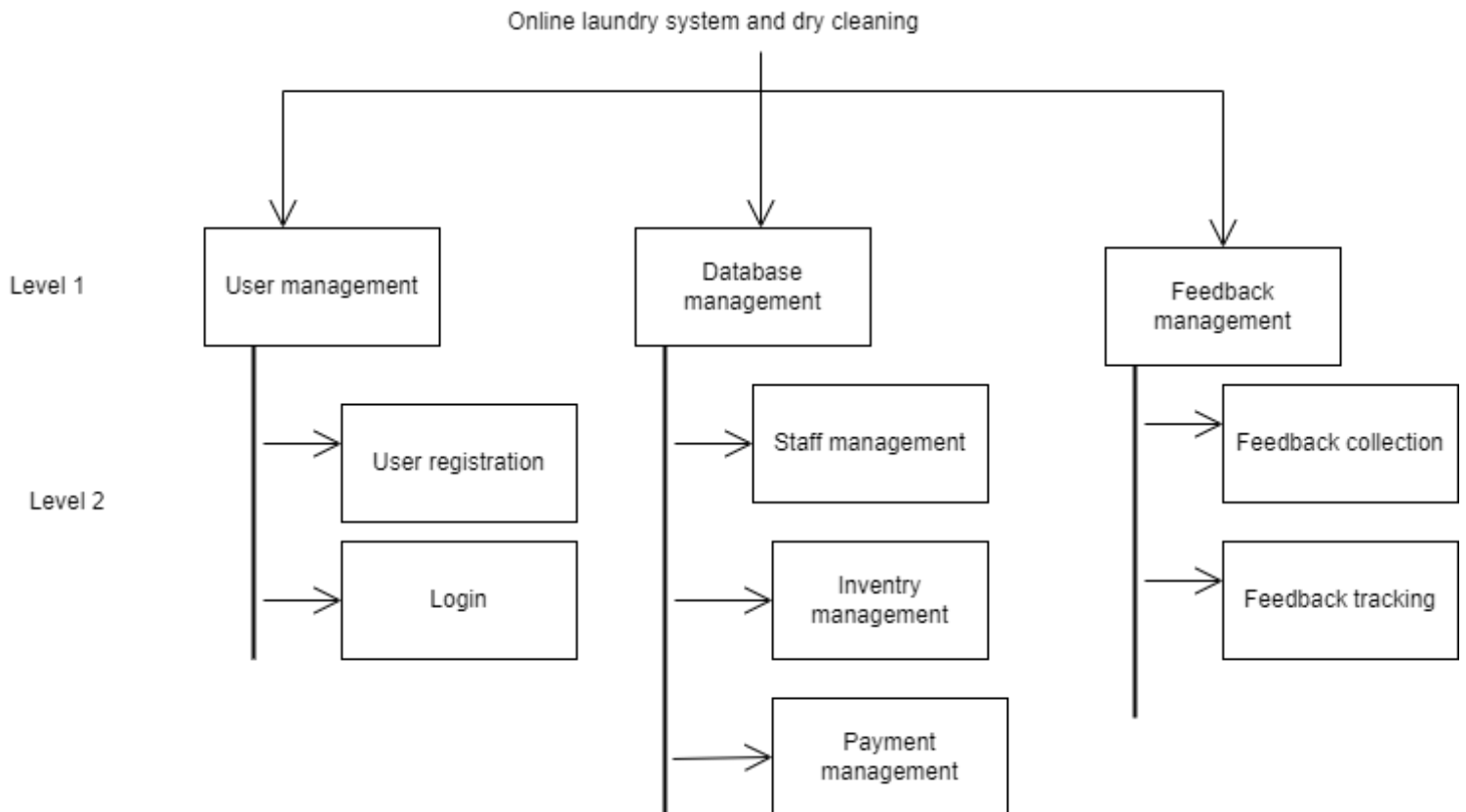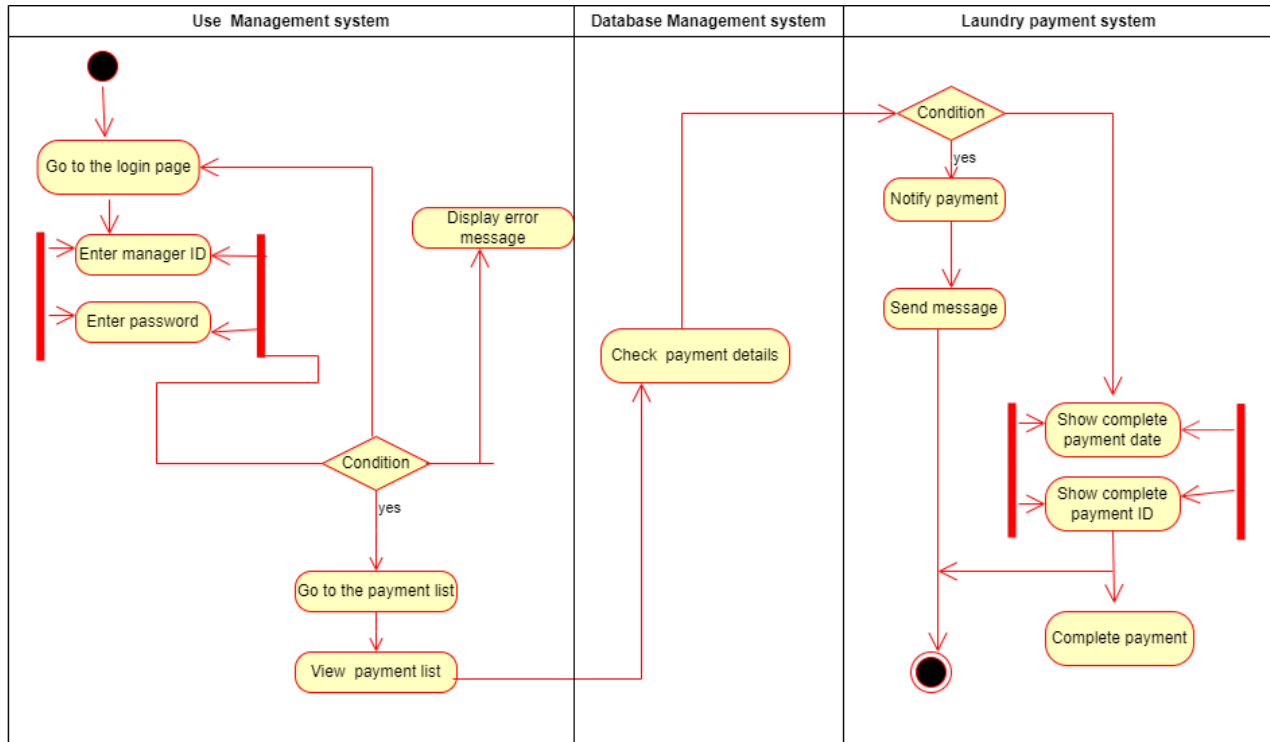|		
	7	The system displays the payment as verified and completed.
	8	If the payment date is complete, it will be notified.
	9	Initiation of notification if payment is incomplete.
	10	The system sends an automated message or email to the customer.
Extension	**Step**	**Branching Action**
	6a	The system updates the payment status after the customer pays the dues.
	6b	The system shows the areas have been paid.
Open Issues	1	Should the payment period be extended to make customer payments?

Part 1

(2) Activity Diagram

user login to site

- (start)
- Visit to the web site
- Go to the login page
- ◇ — no → Enter fogot password button
- yes
- Enter username and password ← Reset user ID and password
- Click log in button
- ◇ — no → Display incorrect user id and password
- yes
- Login in to the site successfully
- (end)

View complete payment

- (start)
- View payment list
- complete payment
- Show complete payment date
- sShow complete payment ID
- Verify payment
- complete payment
- (end)

Part 2

(1) Subsystems

(a) Subsystems for Online Dry Cleaning and Laundry service.

Online laundry system and dry cleaning

Level 1

| User management | Database management | Feedback management |

Level 2

- User registration
- Login

- Staff management
- Inventry management
- Payment management

- Feedback collection
- Feedback tracking

(2) Activity Diagram with Partitioning

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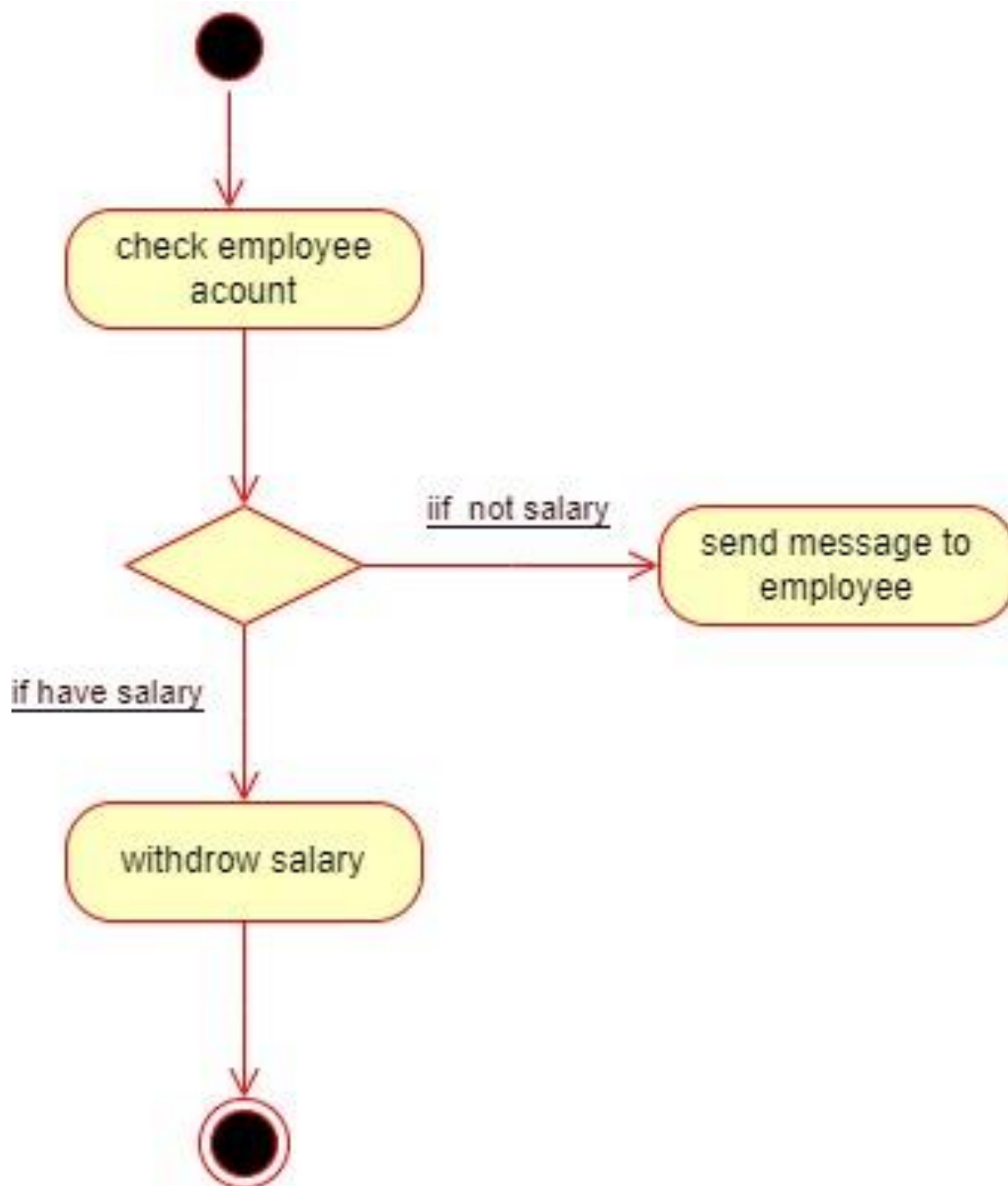**Semester II- 2022**

IT22371522 : G.H.P.Iroshan

Part 1

(1)   Use Case Scenario

Number	5	
Name	check error	
Summary	check error of employee account	
Priority	5	
Pre-condition	manager should include monthly salary	
Post-Condition	An email and a message is sent to the employee and the company manager notifying that the employee has received the salary	
Primary Actor	Bank	
Trigger	User has to receive salary.	
Main Scenario	**Step**	**Action**
	1	Get all employee saving accounts of the company
	2	check salaries of each account holder.
	3	Send a message to company and employee if his salary is not deposited to the savings account
	4	If an employee asks for a check, it is returned as a check.
Extension	**Step**	**Branching Action**
	4a	User could be deposit and withdraw money in this account.
	3a	System notifies user that account funds are insufficient.
	1a	System gives current account balance.
Open Issues	1	should the system doesn't allow receive money by ATM?

Part 1

(2) Activity Diagram

check employee acount

iif not salary
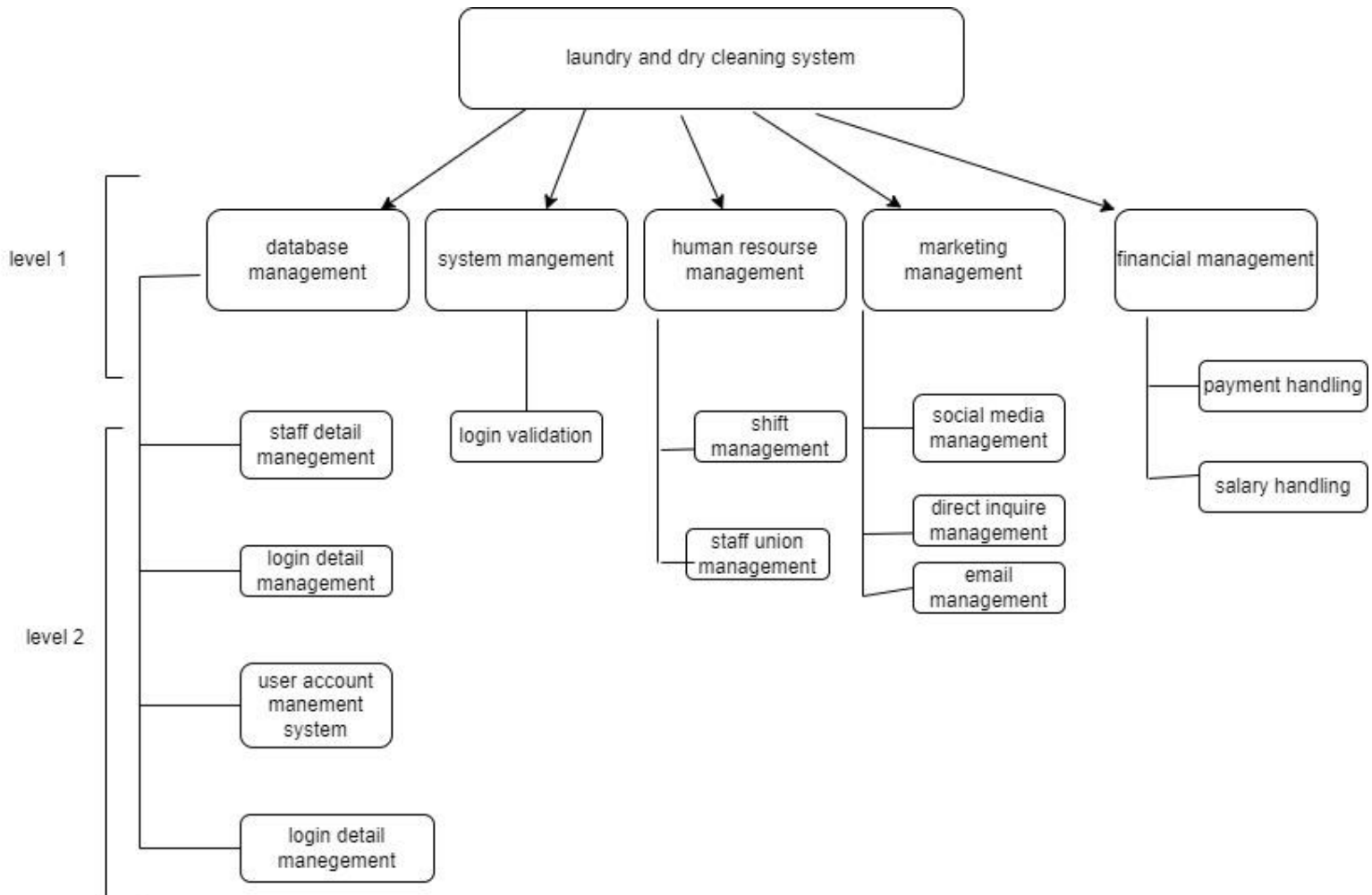
send message to employee

if have salary

withdrow salary

Part 2

(1) Subsystems

(a) Subsystems for Online Dry Cleaning and Laundry service.

(2)   Activity Diagram with Partitioning