

Assignment 1 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 1 Certify Sheet

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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,

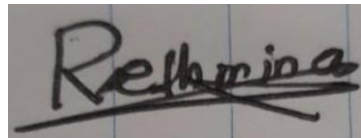
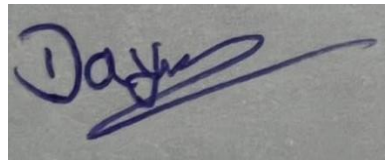
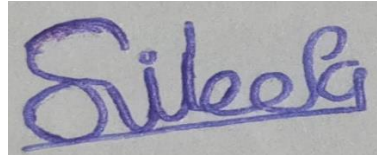
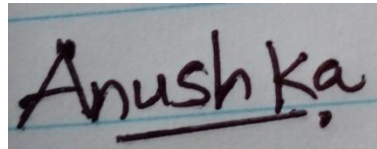
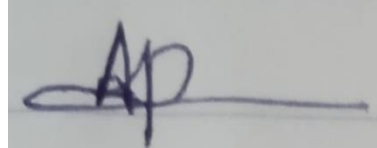

✓ We may be subject to student discipline processes in the event of an act of academic misconduct by us including an act of plagiarism or cheating.

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	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	

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Introduction

The Laundry and Dry-Cleaning System is a sophisticated and customer-centric platform designed to revolutionize the laundry and dry-cleaning industry. This Use Case Diagram showcases the pivotal roles of various actors in ensuring a seamless and efficient laundry experience.

Registered Customers: These are individuals who have signed up for the service, enjoying the convenience of placing orders, tracking their laundry, and making secure payments through the system.

Unregistered Customers: Prospective clients who can swiftly place orders even without an account. The system encourages them to register for a more personalized and feature-rich experience.

Dry Cleaners: The backbone of the operation, dry cleaners handle order processing, maintain high cleaning standards, and keep customers informed about their orders.

Admin: The system administrator ensures the platform's smooth operation, managing user accounts, resolving issues, and upholding security protocols. They hold the keys to system maintenance and enhancement.

Manager: Tasked with overseeing day-to-day operations, the manager monitors order flow, manages inventory, and handles operational challenges, ensuring a well-oiled system.

Marketer: This actor takes charge of promoting the laundry and dry-cleaning services, attracting new customers, and retaining existing ones through targeted marketing campaigns and strategies.

Bank: An external entity handling financial transactions, the bank facilitates seamless payment processing, offering customers and the system a secure financial gateway.

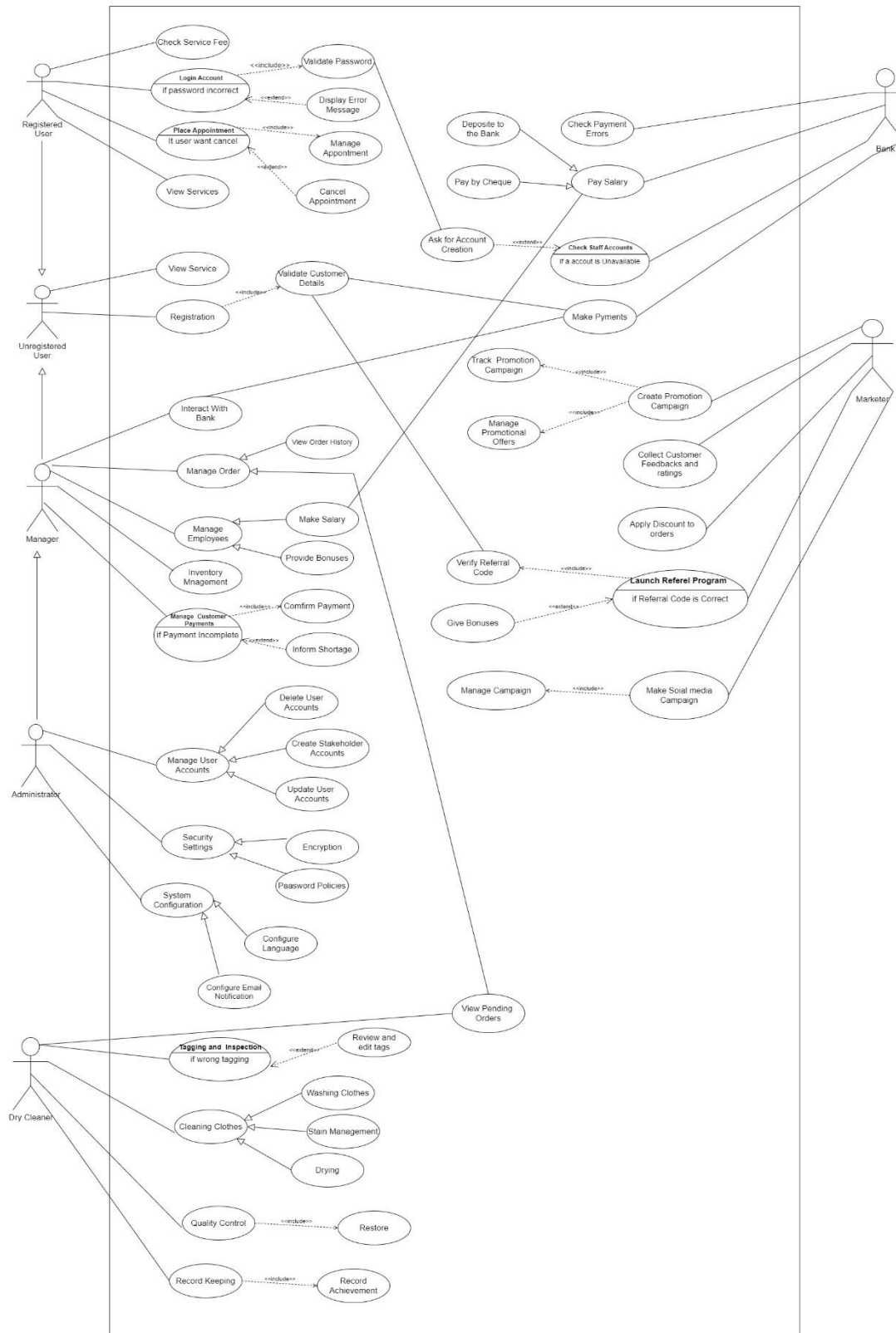
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Use Case Diagram and Use case Scenarios.



Use Case Diagram Link: [SPM USE CASE Diagram](#)

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IT22253958: W.P.R. Nethmina

a) Individual Contribution

- Created use case diagrams for Collect customer feedbacks and ratings.
- Worked on actor – Marketer.
- Worked on creating use case scenario for Collect customer feedbacks and ratings.

b) Challenges Faced

- I have faced signal issues and power failure issues these days.
- Also, we had an IWT assignment to submit, so we had to manage our time.
- As a leader I had to change use case diagrams two or three times after considering the other members' ideas.

Number	5	
Name	Collects customer feedbacks and ratings.	
Summary	Marketer collects customer feedbacks and ratings.	
Priority	5	
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	Marketer login to the system.
	2	System displays current ratings and feedbacks.
	3	Sends replies for the feedbacks.
	4	Generate ratings report.
Extension	Step	Branching Action
	1a	System notices login details are incorrect. Exists.
	1b	System Notifies invalid user. Exists.
Open Issues	1	Should the system classify ratings?

IT22296078 : Sarithmal K.D.**a) Individual Contribution**

- Created use case diagrams for Manage User Accounts
- Worked on actor – Administrator.
- Worked on creating use case scenario Manage User Accounts

b) Challenges Faced

- We had to manage the time, as we had to work on another assignment of IWT module.

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	Log into the system by admin credentials
	3	Create/Manage Stakeholder Accounts
	4	Check whether there are errors.
	5	Correct Errors.
Extension	Step	Branching Action
	2a	Admin Credentials are Wrong. Exists.
Open Issues	1	Should system Categorize User Account as paid customers and unpaid customers?

a) Individual Contribution

- Created use case diagrams for Cleaning Clothes.
- Worked on actor – Dry Cleaner.
- Worked on creating use case scenario Cleaning Clothes.

b) Challenges Faced

- Issue with power failure from time to time.
- Also, there was a time management problem for me.
- While writing the use case scenarios I had a problem with finding the proper main scenarios of the particular use case scenarios.

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	Receive Clothe order.
	2	Separate According to color and Fabric
	3	Cleaning Process.
	4	Drying and pressing.
	5	Inspection and quality Check.
	6	Packaging and tagging
	7	Deliver the package
Extension	Step	Branching Action
	3a	Eco friendly Cleaning.
	5a	Alterations and Repair Services
Open Issues	1	Should system categorize according to the service?

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IT22635952 : Abewikrama A.S.

a) Individual Contribution

- Created use case diagrams for View Service
- Worked on actor – Registered Customer
- Worked on creating use case scenario View Service

b) Challenges Faced

- To discuss and complete the assignment, it was not enough to meet the group members on the campus, because of that we had to arrange some online meetings too.
- Also, there were some assignments related to other modules as well. So, we had to manage our time efficiently to complete all the assignments before due date.

Number	1	
Name	View Service	
Summary	Getting aa service that matches the correct systematic payment amount	
Priority	1	
Pre-condition	User has log in to the system	
Post-Condition	User has viewed the services	
Primary Actor	Registered User	
Trigger	User has chosen to view services	
Main Scenario	Step	Action
	1	Visit the website
	2	Click the “Login” button
	3	Enter username and Password
	4	Log into the system
	5	Visit the services page
	6	View Services
Extension	Step	Branching Action
	3a	System notices login details are invalid. Exists.
	3b	System Notices Invalid Membership. Exists.
Open Issues	1	Should the System verify user is a human?

IT1060 – Software Process Modelling**Semester 2 Year 01****Semester II- 2022****IT22244352 : Hewahalpage****a) Individual Contribution.**

- Created use case diagrams for Manage Customer Payments.
- Worked on actor – Manager.
- Worked on Use Case Scenario Manage Customer Payments.

b) Challenges Faced

- This assignment was to be submitted two days after md-exam. So, time management had to be done.
- Difficult to understand use case generalization.
- While writing the use case scenario, I had a problem with finding the proper main scenario of the particular 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 payment are successfully managed.	
Primary Actor	Manager	
Trigger	Manager has chosen to manage customer payments.	
Main Scenario	Step	Action
	1	Access the payment management module of the system.
	2	View a list of orders with incomplete payments.
	3	Payments are not confirmed for orders with incomplete payment.
	4	The system displays the payment as verified and completed.
	5	If the payment date is complete, it will be notified.
	6	Initiation of notification if payment is incomplete.
	7	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?

a) Individual Contribution

- Created use case diagrams for Check Errors.
- Worked on actor – Bank.
- Worked on Use Case Scenario Check Errors.

b) Challenges Faced

- I had to work on another project.
- It was difficult to make user scenario.
- Difficulties in drawing use case diagram.

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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?