# Assignment 1 Cover Sheet



**BSc (Hons) in Information Technology**



**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 |



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# Assignment 1 Certify Sheet

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|  |
| --- |
| We hereby certify,    Checkmark outline The attached is our own work and no further changes will be made.    Checkmark outline We have contributed in this assignment to the best of our ability.    And we understand,    Checkmark outline 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 | A close up of a name  Description automatically generated |
| **2** | Sarithmal K.D | IT22296078 | 26/09/2023 | A signature on a paper  Description automatically generated |
| **3** | D.V.D Hashan | IT22226532 | 26/09/2023 |  |
| **4** | Abeywickrama A.S. | IT22635952 | 26/09/2023 | A close up of a note  Description automatically generated |
| **5** | Hewahalpage | IT22244352 | 26/09/2023 | A letter p on a white surface  Description automatically generated |
| **6** | G.H.P Iroshan | IT22371522 | 26/09/2023 |  |

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# Introduction



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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.**



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**A diagram of a network

Description automatically generated**

Use Case Diagram Link: [SPM USE CASE Diagram](https://mysliit-my.sharepoint.com/:f:/g/personal/it22253958_my_sliit_lk/EviXM-Y9IPZFrCaTbxHv6SIBp4ARMkDcf_vbt1jffjmRqA?e=576Sw6)

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## IT22253958: W.P.R. Nethmina

1. 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.
2. 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.



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|  |  |  |
| --- | --- | --- |
| **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 currents 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? |



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## IT22296078 : Sarithmal K.D.

1. Individual Contribution
   * Created use case diagrams for Manage User Accounts
   * Worked on actor – Administrator.
   * Worked on creating use case scenario Manage User Accounts
2. Challenges Faced

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



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| **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? |

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## IT22226532 : D.V.D. Hashan

1. Individual Contribution
   * Created use case diagrams for Cleaning Clothes.
   * Worked on actor – Dry Cleaner.
   * Worked on creating use case scenario Cleaning Clothes.
2. 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.



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| **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.

1. Individual Contribution
   * Created use case diagrams for View Service
   * Worked on actor – Registered Customer
   * Worked on creating use case scenario View Service
2. 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.



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| --- | --- | --- |
| **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? |

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## IT22244352 : Hewahalpage

1. Individual Contribution.
   * Created use case diagrams for Manage Customer Payments.
   * Worked on actor – Manager.
   * Worked on Use Case Scenario Manage Customer Payments.
2. 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.



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|  |  |  |
| --- | --- | --- |
| **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? |



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## IT22371522 : G.H.P. Iroshan

1. Individual Contribution
   * Created use case diagrams for Check Errors.
   * Worked on actor – Bank.
   * Worked on Use Case Scenario Check Errors.
2. 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? |