

MMSE - Homework3

Nikoloz Miraushvili, Reethika Ambatipudi

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1 Identified entity objects

1.1 EventPlanningReq -

It has all the information about the client and the client's requirements about the event initially taken by the customer services team in the 1st interaction.

1.2 FeedbackOnBudget -

Information about the feedback on the initial budget written by the Financial manager is stored here.

1.3 ClientRequestDetails -

Client request details specified to the particular department is in this object. It is used by the production manager or the services manager.

1.4 Task-

Production manager and the services manager divide the work among sub teams and allocate tasks to each sub team under their department. Information regarding the task is stored in this object.

1.5 ExtraBudgetDetails -

If there is any requirement of extra budget, each sub team specify the reason for the need and send it to their manager which is sent forward to the financial manager. Information regarding the extra budget is stored here.

1.6 RecruitmentRequestDetails -

If there is any staffing issue, production manager or the services manager request HR department for extra staff. While requesting all the information regarding their requirement is stored in this object.

1.7 ApplicantDetails -

Information of the person who is applying for the job at SEP is stored in this object.

2 Identified Boundary Objects

2.1 Displayer -

This is a unified display object with every employee at the organization interacts with.

2.2 EventPlanningRequestFillingPage -

The boundary object in which all the details of the client and his requirement is filled by the customer service team.

2.3 BudgetFeedbackPage -

Financial manager fills the feedback on the initial budget.

2.4 AdminUI -

A separate UI for the Administration department manager.

2.5 ExpectedPlanForm -

Sub teams of the production department and services department fill their plans in this form.

2.6 ClientRequestDetailsForm -

Production Department and Services Department fill this form with the department specified requirements mentioned by the client.

2.7 FinancialRequestForm -

Sub teams of production, services department fill this form mentioning the needs for extra budget and send it to their managers which is then forwarded to Financial manager.

2.8 Advertisement -

This is posted by the HR department if they are recruiting. Applicants see this and then apply to that particular job.

3 Control Objects

3.1 Communication Control -

This is a unified controller used by all the employees for sending, receiving any required information.

3.2 TaskEditControl -

It is used by the sub teams of production, services department to edit the tasks assigned by their respective managers.

4 Sequence Diagrams

4.1 Initial Decision by Administration Department Manager

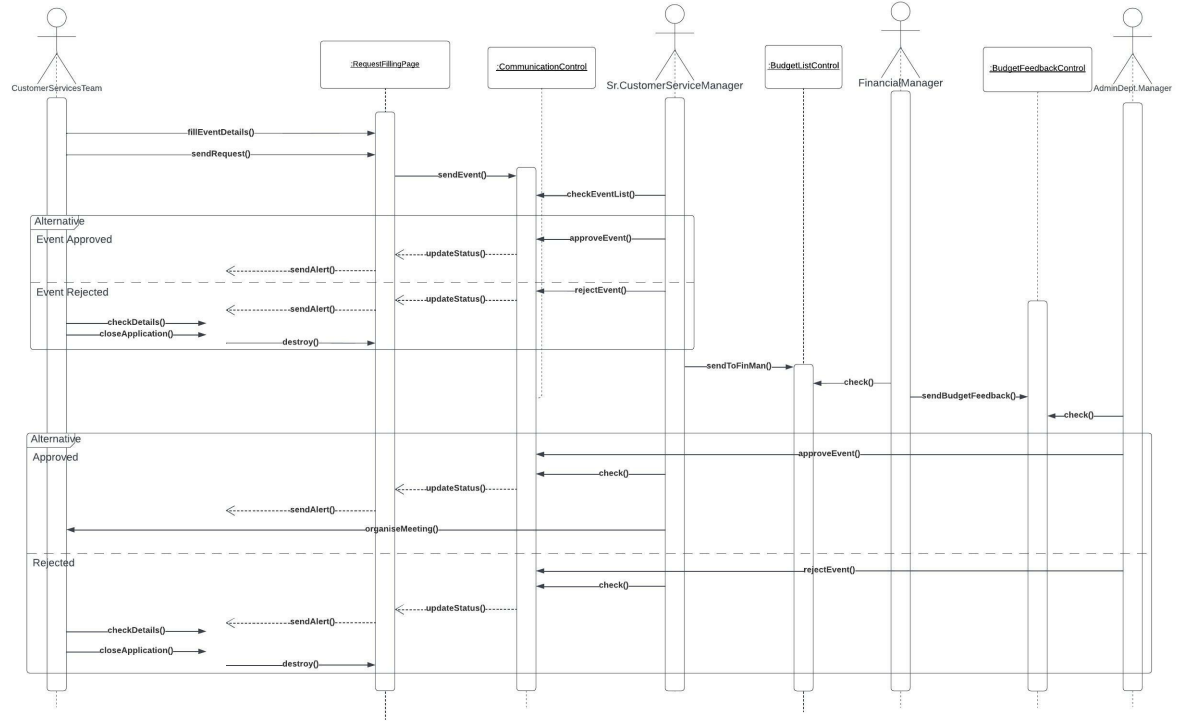


Figure 1: Initial Decision by Administration Department Manager

4.2 Recruitment Request

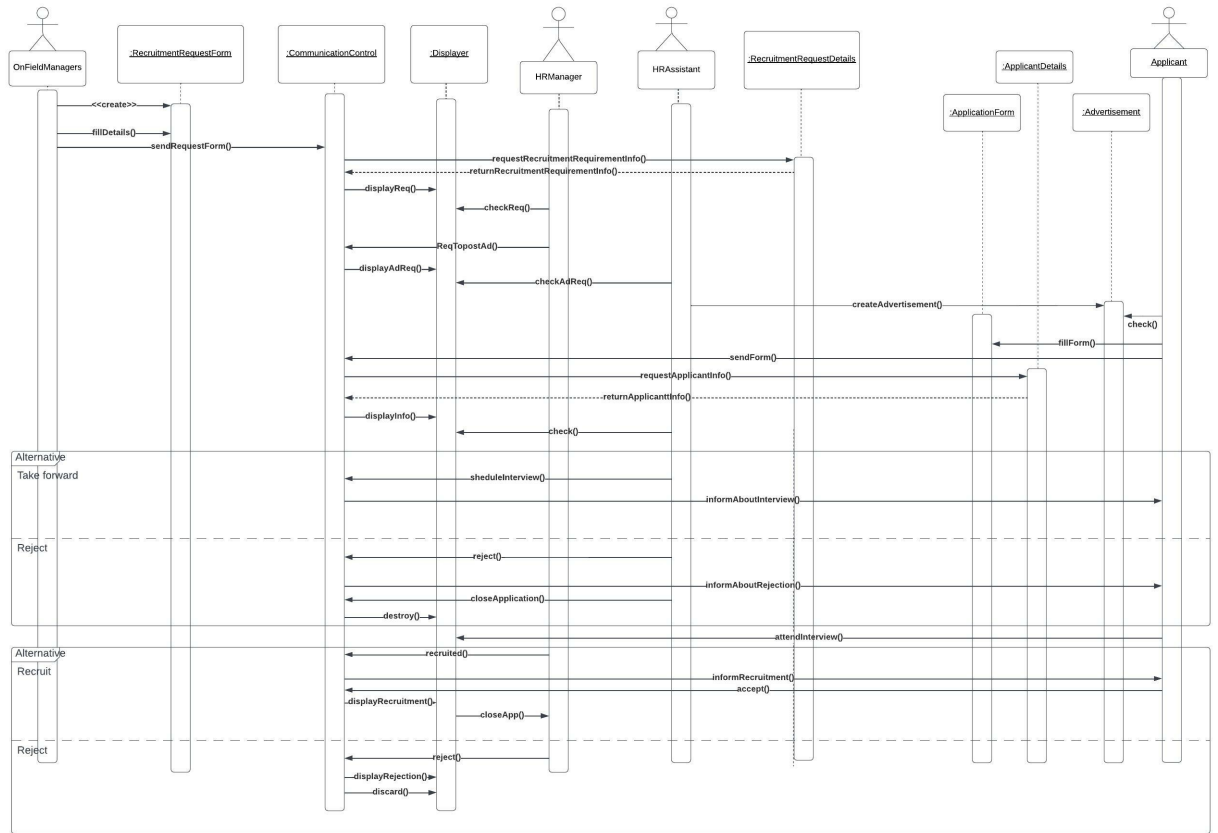


Figure 2: Recruitment Request

4.3 Sending sub tasks to sub teams

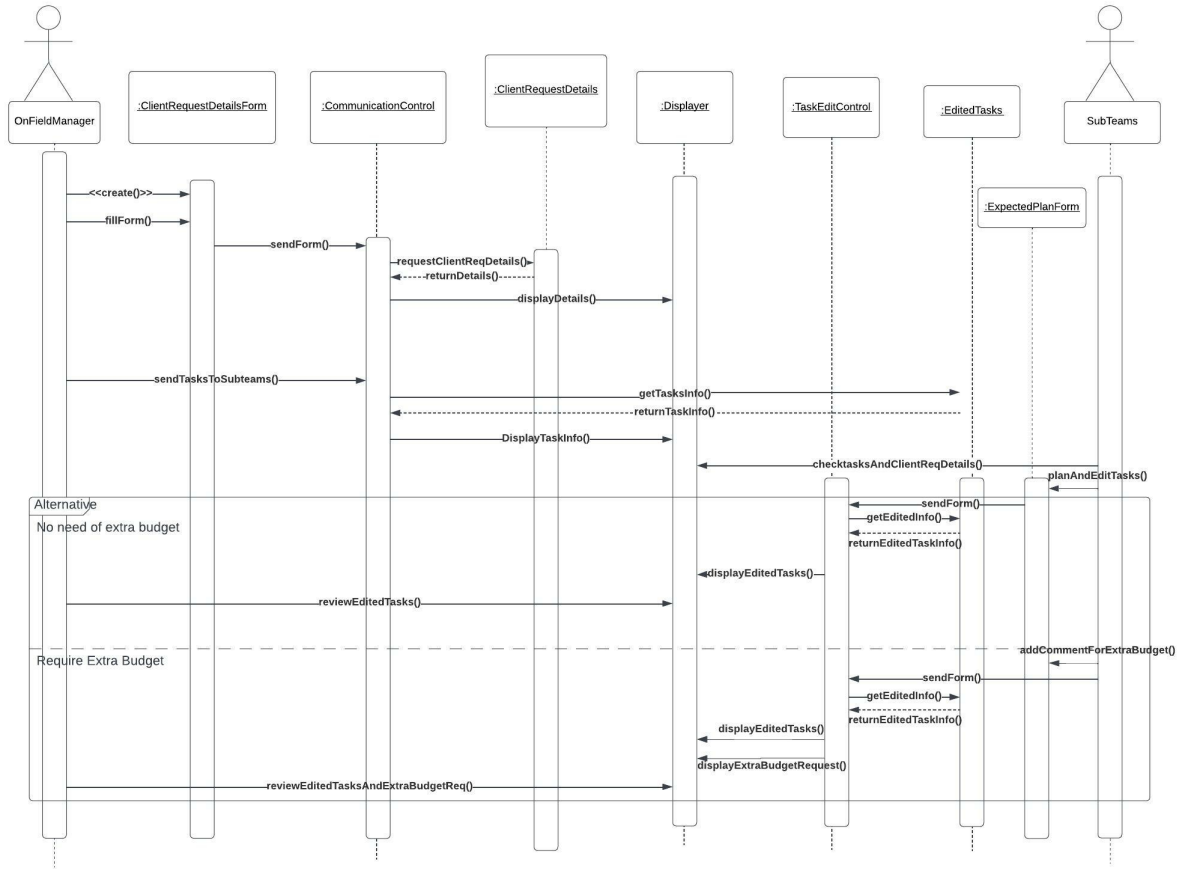


Figure 3: Sending sub tasks to sub teams

4.4 Final decision by client after budget negotiation

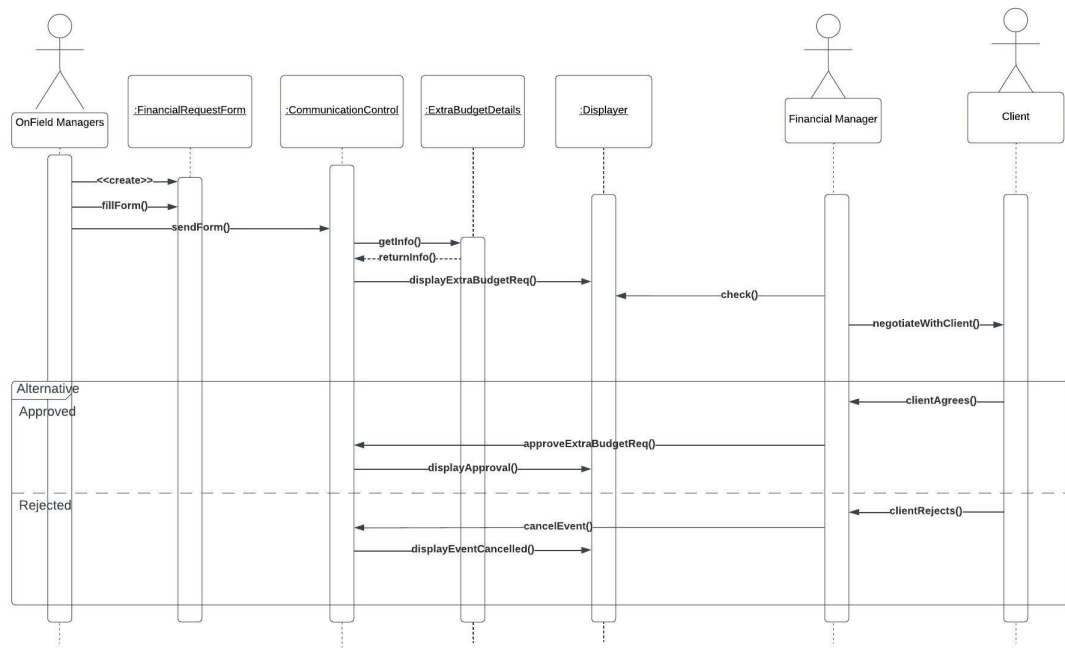


Figure 4: Final decision by client after budget negotiation

5 Class diagrams

5.1 Initial Decision by Administration Department Manager, Sending tasks to sub teams

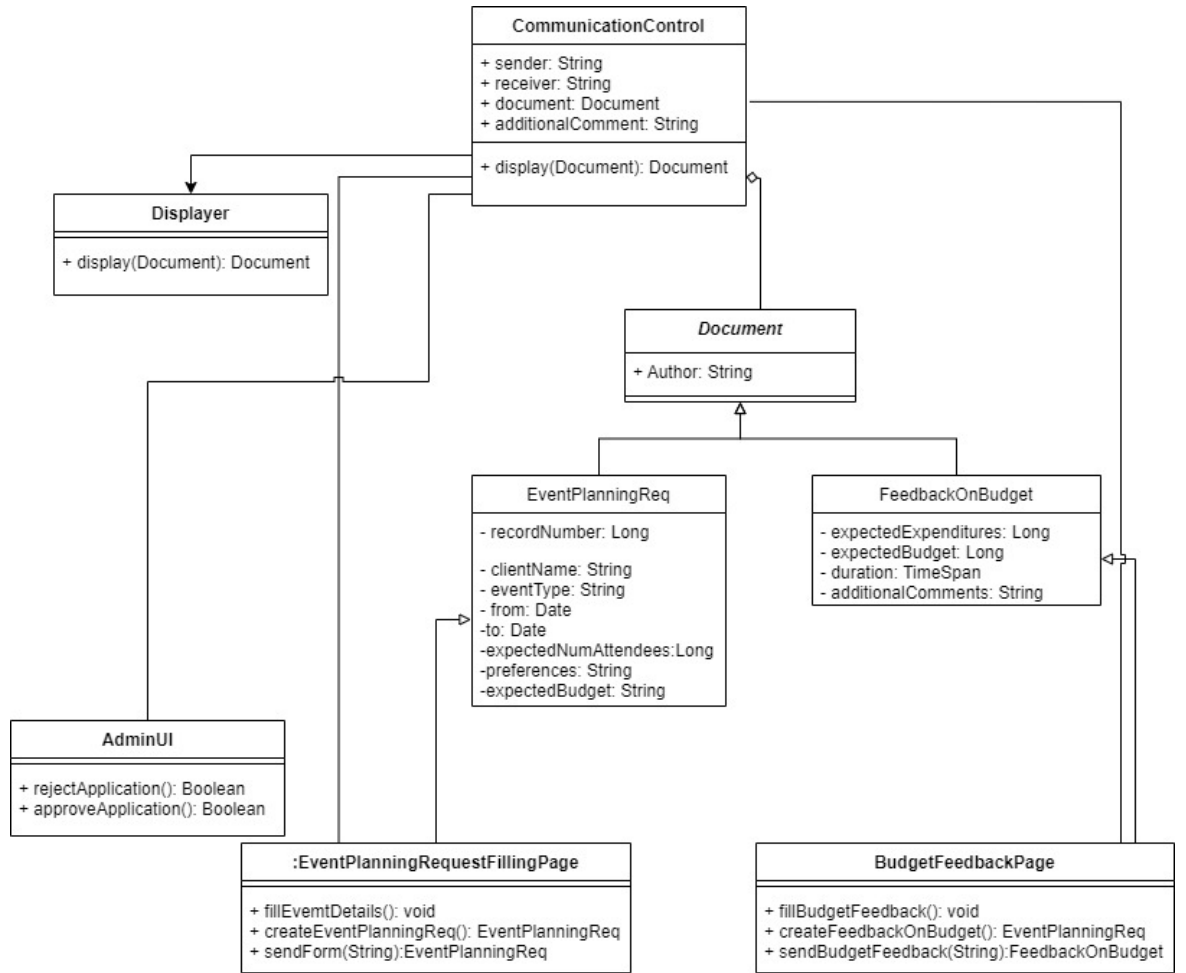


Figure 5: Initial Decision by Administration Department Manager, Sending tasks to sub teams

5.2 Sending tasks to sub teams

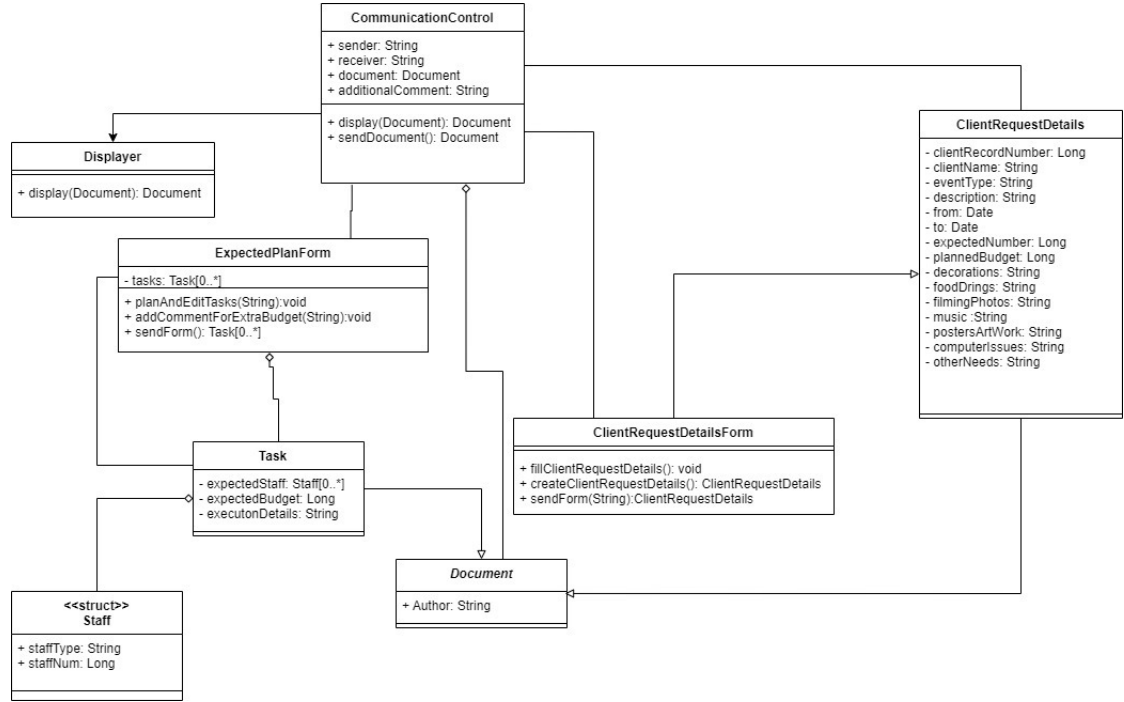


Figure 6: Task allocation

5.3 Extra Budget Request

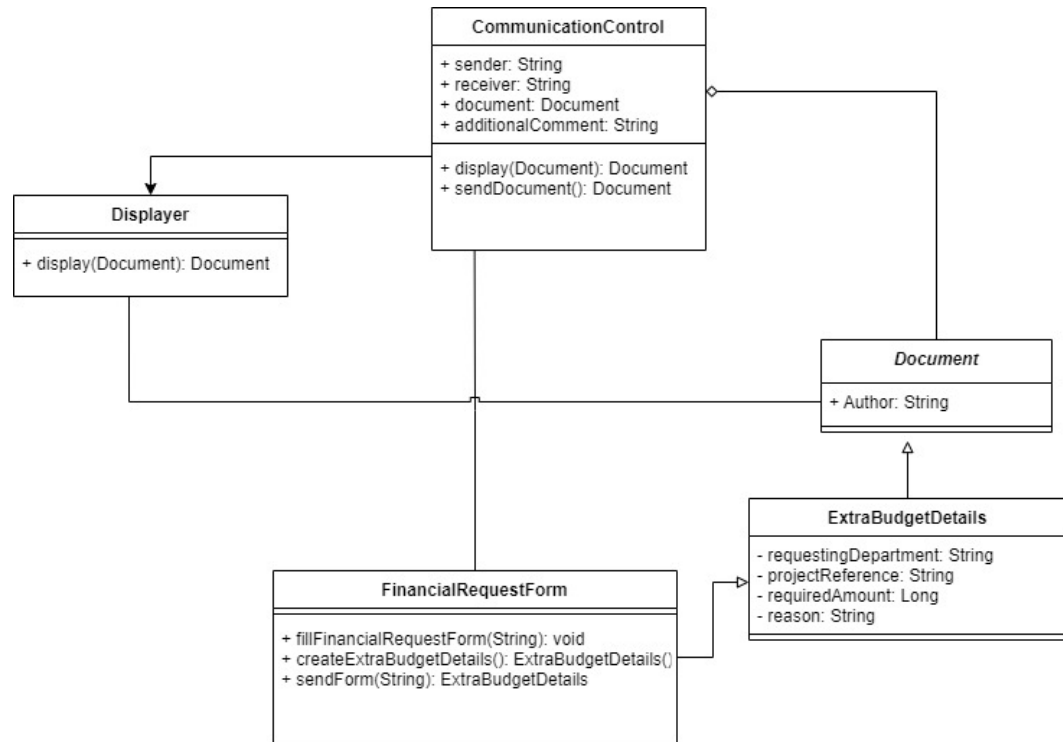


Figure 7: Extra Budget Request

5.4 Recruitment

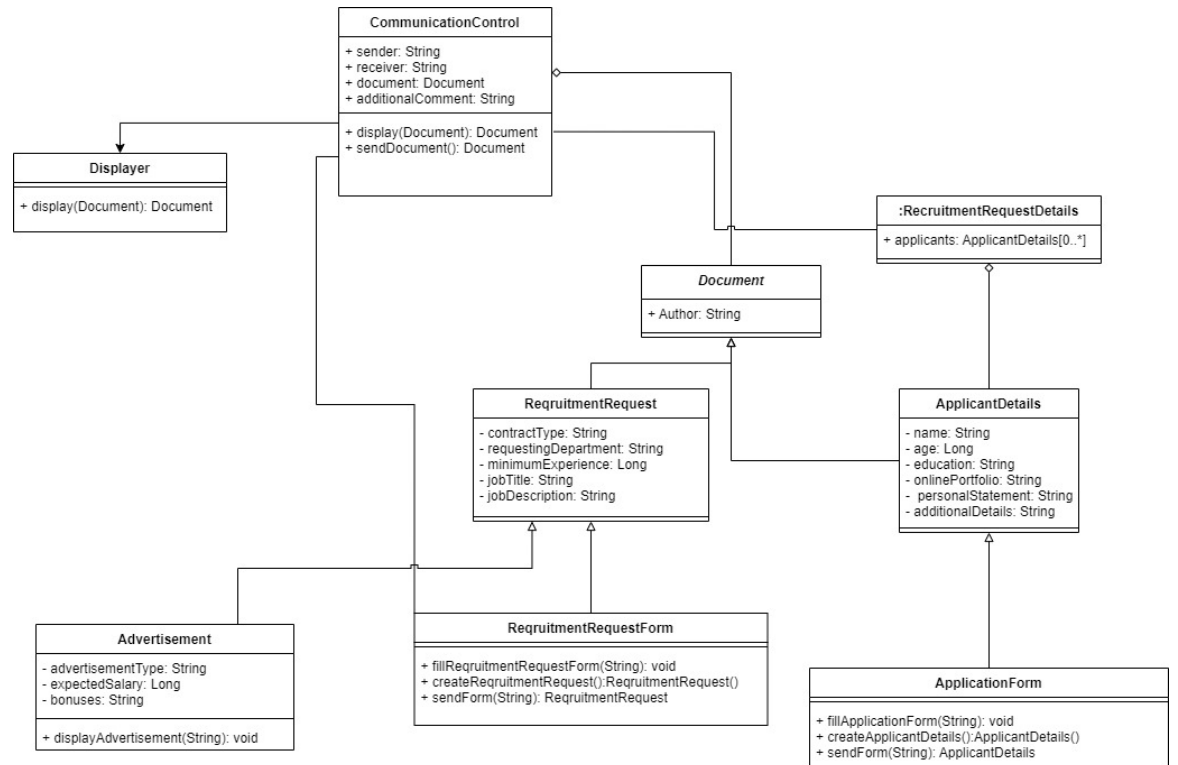


Figure 8: Recruitment

6 State Chart Diagrams

Recruitment Request

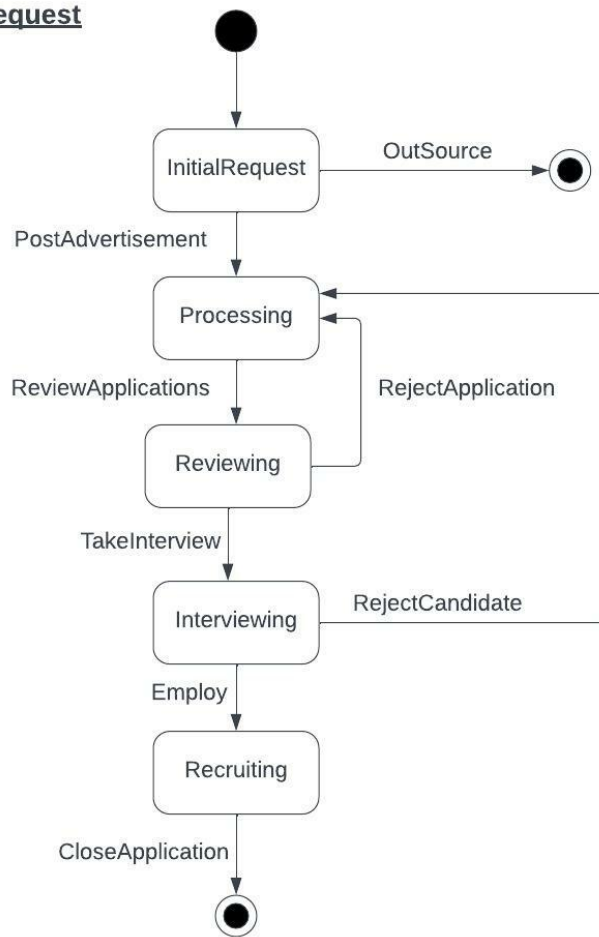


Figure 9: State of Recruitment request

FinancialRequest

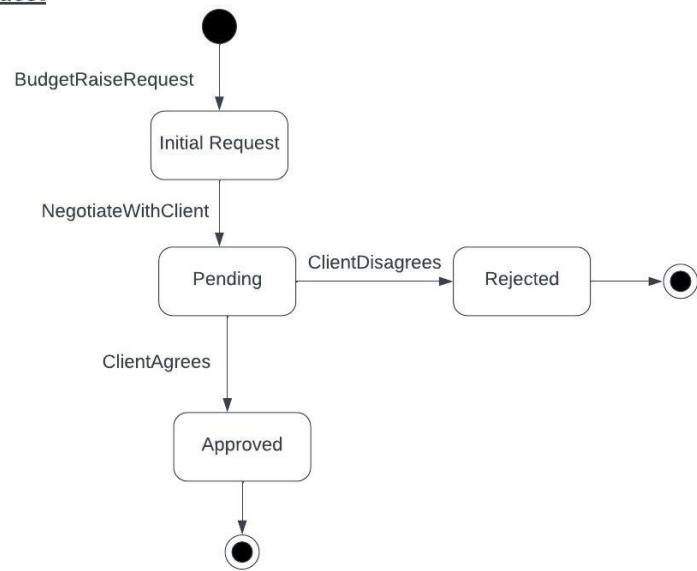


Figure 10: State of Financial Request

EventRequest

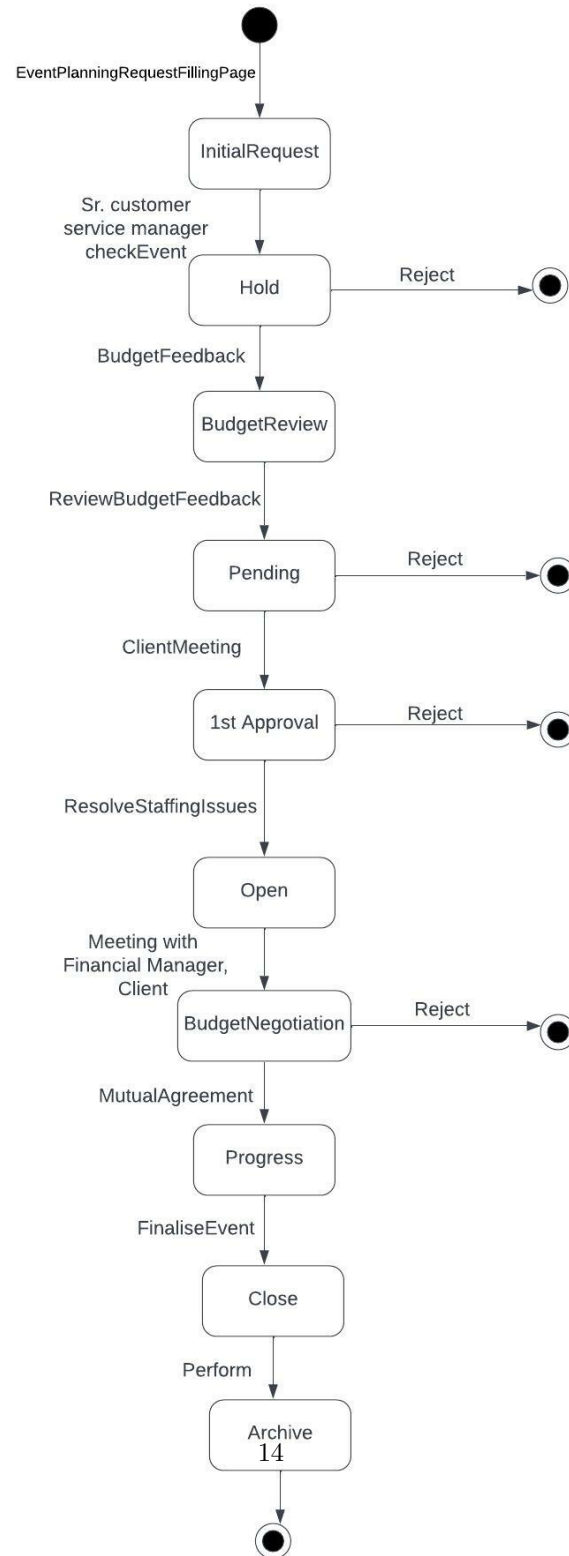


Figure 11: State of Event planning request

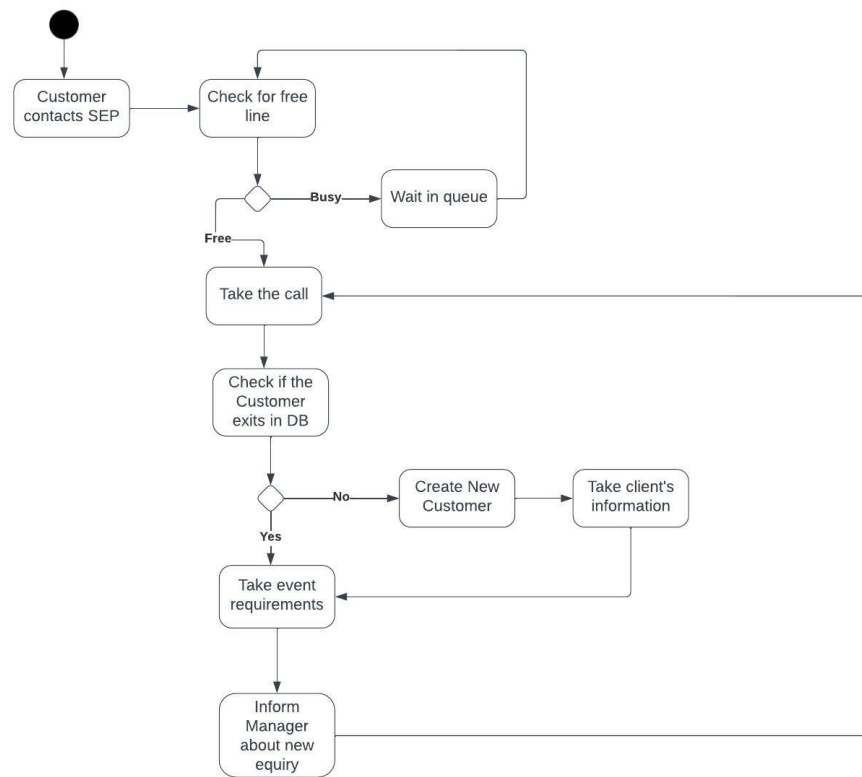
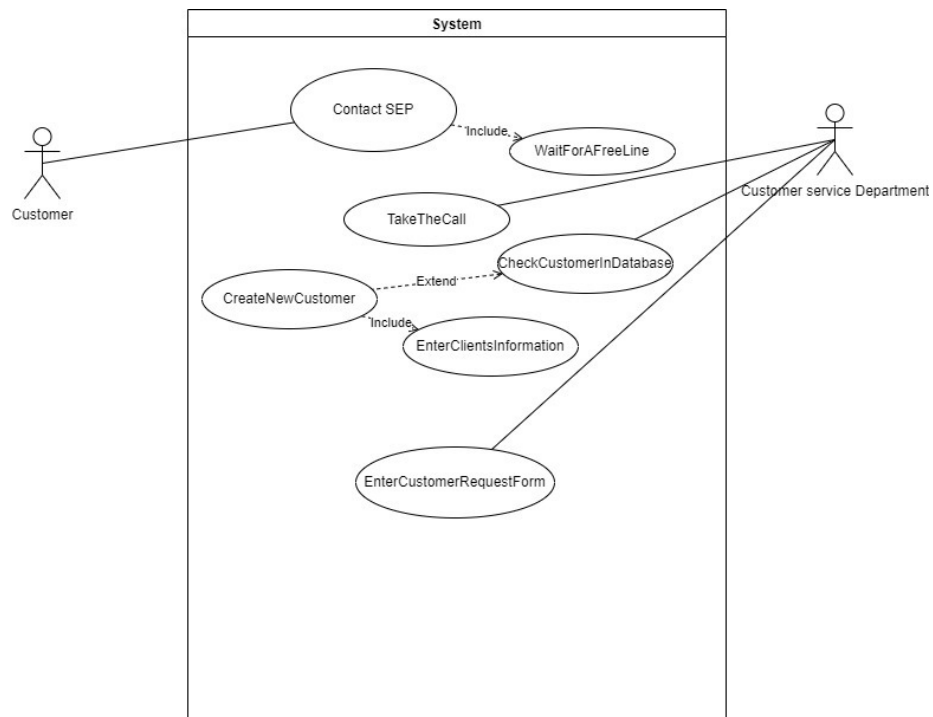


Figure 12: Activity diagram for the call center



Use Case Descripton
Entry conditions: Client Calls the SEP
Exit Conditions: Client successfully places a request
Event Flow 1) Client Calls the SEP 2) Client is placed in line until there is a free line 3) Customer service departmnet member answers the clients call 4) Customer service department member checks the client in the database and registers a new customer if needed 5) Customer explains their request

Figure 13: Usecase diagram for the call center