# **Use Case Document**

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# **Use cases**

# 1 Creating Employee Account

Use Case ID	WIND.UC.001	
<b>Use Case Name</b>	creating Employee Account	
Description	Administrator create Employee Account	
Activate	Administrator has initiated the process of creation employee account.	
<b>Pre-conditions</b>	_	
<b>Post-conditions</b>	Employee Accounts is created and Employee is Registered	

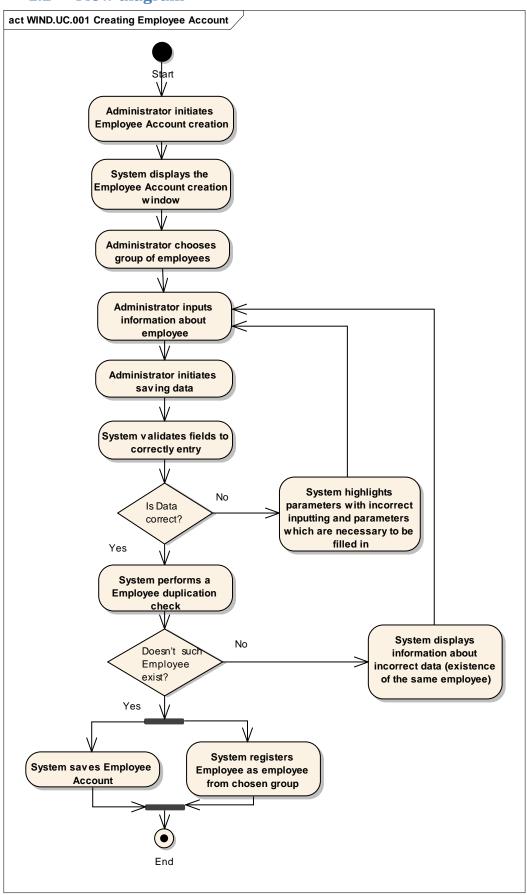


Figure 1— Creating Customer Account Flow Diagram

Step #	Actor	Action	Description	
1	Administrator	Initiate Employee Account	Administrator initiates Employee	
		Creation	Account creation.	
2	System	Display The Employee	System displays the Employee Account	
		Account Creation Window	creation window.	
3	Administrator	Choose Group Of	Administrator chooses group of	
		Employees	employees	
4	Administrator	Input Information About	Administrator inputs information about	
		Employee	employee	
5	5 Administrator Initiate Saving Data		Administrator initiates saving data	
6 System		Validates Fields	System validates fields to correctly	
			entry	
7 System		Perform a Employee	System performs a Employee	
Duplicati		Duplication Check	duplication check	
<b>8.1 8.2</b> System		Save Employee Account &	System saves Employee Account &	
		Register Employee As	System registers Employee as employee	
		Employee From Chosen	from chosen group	
		Group		

## 1.4 Alternative Flow 1

Step#	Actor	Action	Description
			Entry Point:
			Step #6 of the Base Flow: Validates Fields
1	System	Highlights	System highlights parameters with incorrect inputting
	-	Parameters	and parameters which are necessary to be filled in
			Join:
			Step #4 of the Base Flow: Input Information About
			Employee

## 1.5 Alternative Flow 2

Step#	Actor	Action	Description
			Entry Point:
			Step #6 Perform a User Duplication Check
1	System	Displays Information	System displays information about incorrect data
		About Incorrect Data	(existence of the same employee)
			Join:
			Step #4 of the Base Flow: Input Information About
			Employee

# **2 Creating Customer Accounts**

Use Case ID	WIND.UC.002
<b>Use Case Name</b>	Creating Customer Account
Description	Describes the process of Customer registration and Customer Account creation
Activate	User has initiated the process of registration and creation account.
<b>Pre-conditions</b>	Unregistered User
<b>Post-conditions</b>	Customer Account is created and Registered User as Customer

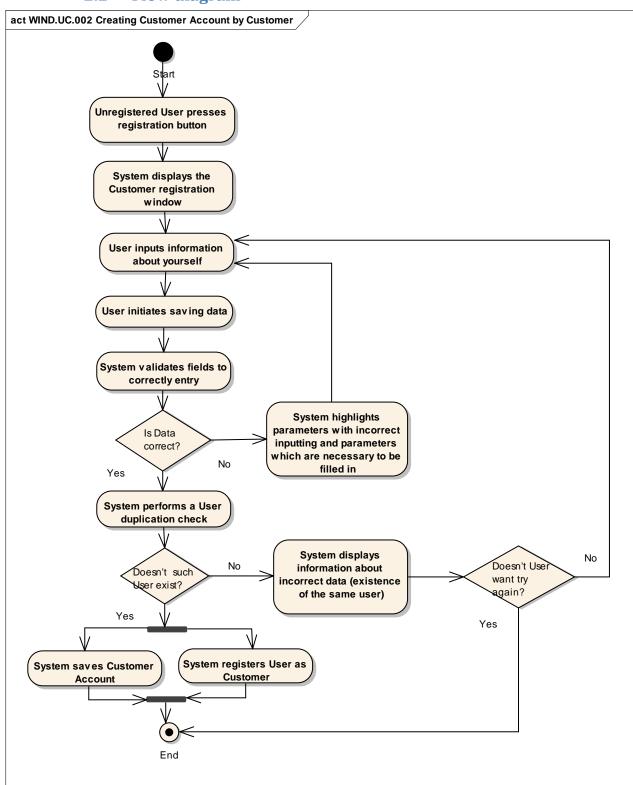


Figure 2— Creating Customer Account by Customer Flow Diagram

#### 2.3 Base Flow

Step #	Actor	Action	Description
1	User	Presses Registration	Unregistered User presses registration button.
		Button	
2	System	Display Customer	System displays the Customer registration window

Step #	Actor	Action	Description
		Registration	
		Window	
3	User	Inputs Information	User inputs information about yourself
4	User	Initiate Saving Data	User initiates saving data
5	System	Validates Fields	System validates fields to correctly entry
6	System	Perform a User	System performs a User duplication check
	-	Duplication Check	
7.1 7.2	<b>7.1 7.2</b> System Save Customer		System saves Customer Account & System registers
		Account& Registers	User as Customer
		User As Customer	

## 2.4 Alternative Flow 1

Step#	Actor	Action	Description	
			Entry Point:	
			Step #5 of the Base Flow: Validates Fields	
1	System	Highlights	System highlights parameters with incorrect inputting	
		Parameters	and parameters which are necessary to be filled in	
			Join:	
			Step #3 of the Base Flow: Inputs Information	

#### 2.5 Alternative Flow 2

Step#	Actor	Action	Description	
			Entry Point:	
			Step #6 Perform a User Duplication Check	
1	System	Displays Information	System displays information about incorrect data	
	-	About Incorrect Data	(existence of the same)	
			Join:	
			Step #3 of the Base Flow: Inputs Information	

## 2.6 Alternative Flow 3

Step#	Actor	Action	Description
			Entry Point:
			Step #6 Perform a User Duplication Check
1	System	Displays Information System displays information about incorrect data	
		About Incorrect Data	(existence of the same)
			Join: End

## 3 Blocking Accounts

## 3.1 Description

Use Case ID	WIND.UC.003
<b>Use Case Name</b>	Blocking Accounts
Description	Describes the process of Blocking Accounts by Administrator
Activate	Administrator has initiated the process of blocking accounts.
<b>Pre-conditions</b>	_
<b>Post-conditions</b>	Customer Account is created and Registered User as Customer

## 3.2 Flow diagram

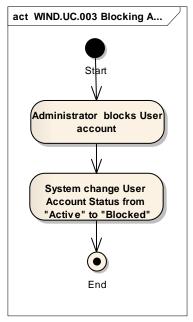


Figure 3— Blocking Accounts Flow Diagram

#### 3.3 Base Flow

Step #	Actor	Action	Description
1	Administrator	Block User Account	Administrator blocks User account.
2	System		System change User Account Status from
		Account Status	"Active" to "Blocked"

# 4 Changing Customer Password

Use Case ID	WIND.UC.004
Use Case Name	Changing Customer Password
Description	Describes the process of Changing Customer Password by Customer User
Activate	Customer User has initiated the process of changing his password.
<b>Pre-conditions</b>	Customer User forgets own password
<b>Post-conditions</b>	Customer Password is changed

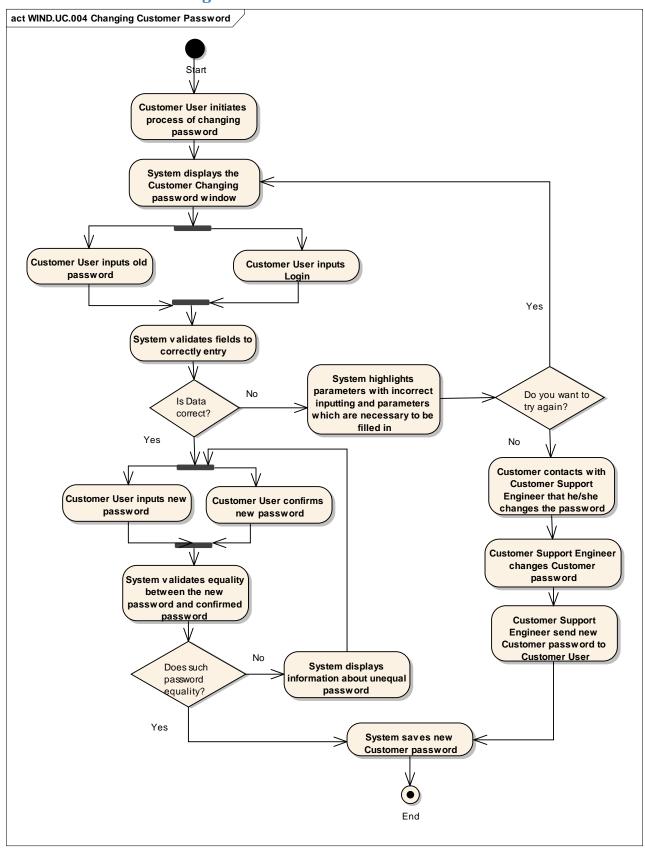


Figure 4 — Changing Customer Password Flow Diagram

Step #	Actor	Action	Description
1	Customer	Presses Changing Password	Customer User initiates process of changing
	User	button	password
2	System	Display Customer Changing	System displays the Customer Changing
		Password Window	password window
3	Customer	Inputs Login & Password	User inputs Login & Password information
	User	Information	
4	System	Validates Fields	System validates fields to correctly entry
5	Customer	Inputs & Confirms new	Customer User inputs & confirms new
	User	Password Information	password
6	System	Validates new Password	System validates equality between the new
		Fields	password and confirmed password
7	System	Saves new Customer	System saves new Customer password
		Password	

## 4.4 Alternative Flow 1

Step#	Actor	Action	Description
			Entry Point:
			Step #6 of the Base Flow: Validates new Password Fields
1	System	Displays	System displays information about unequal password
		information about	
		unequal password	
			Join:
			Step #3 of the Base Flow: Inputs & Confirms new
			Password Information

## 4.5 Alternative Flow 2

Step#	Actor	Action	Description
			Entry Point:
			Step #4 of the Base Flow: Validates Fields
1	System	Highlights	System highlights parameters with incorrect inputting
		parameters	and parameters which are necessary to be filled in
2	Customer	Approves Inputting	Customer User approves, that he want to Input his
	User	his Login/password	Login/password Data second time
		Data second time	
			Join:
			Step #2 of the Base Flow: Display Customer Changing
			Password Window

## 4.6 Alternative Flow 3

Step#	Actor	Action	Description
			Entry Point:
			Step #1 of the Alternative Flow 2:
			Validates Fields
1	Customer User	Disapproves Inputting	User disapproves, that he want to Input
		his Login/password	his Login/password Data second time
		Data second time	
2	Customer User	Contacts with Customer	Customer contacts with Customer
		Engineer about	Support Engineer that he/she changes the
		password changing	password
3	Customer Support	Changes Customer	Customer Support Engineer changes
	Engineer	Password	Customer password
4	Customer Support	Sends new Customer	Customer Support Engineer send new
	Engineer	Password to user	Customer password to Customer User
			Join:
			Step #7 of the Base Flow: Display
			Customer Changing Password Window

## **5** Review Service Instance

## 5.1 Description

Use Case ID	WIND.UC.005	
Use Case Name	Review Service Instance	
Description	Describes the process of Reviewing Service Instance by Customer Support	
	Engineer	
Activate	Customer Support Engineer has initiated the process of reviewing service	
	instance.	
<b>Pre-conditions</b>	Service Instance existed in the System	
<b>Post-conditions</b>	Service Instance is reviewed.	

## 5.2 Flow diagram

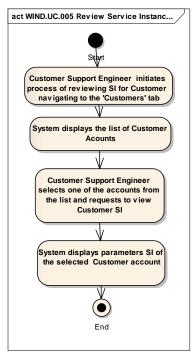


Figure 5— Review Service Instance Flow Diagram

#### **5.3** Base Flow

Step #	Actor	Action	Description
1	Customer	Initiates process of	Customer Support Engineer initiates process of
	Support	reviewing SI	reviewing SI for Customer User navigating to
	Engineer		the 'Customers' tab
2	System	Displays List of existing	System displays the list of existing Customer
		Customer Accounts	Accounts
3	Customer	Selects one of the	Customer Support Engineer selects one of the
	Support	Accounts & Requests to	accounts from the list and requests to view
	Engineer	view SI	Customer SI
4	System	Displays parameters SI	System displays parameters SI of the selected
		of the selected Accounts	Customer account

#### **6 Review Service Order**

#### 6.1 Description

Use Case ID	WIND.UC.006
Use Case Name	Review Service Order
Description	Describes the process of Reviewing Service Order by Customer Support
	Engineer
Activate	Customer Support Engineer has initiated the process of reviewing service order.
<b>Pre-conditions</b>	Service Order in the System
<b>Post-conditions</b>	Service Order is reviewed.

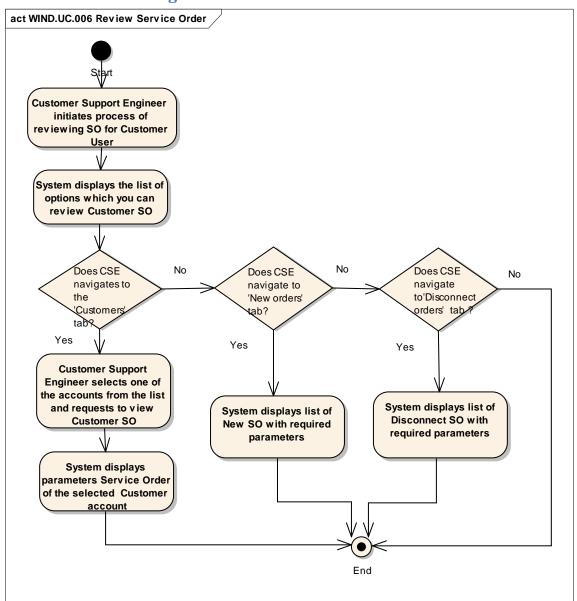


Figure 6— Review Service Order Flow Diagram

Step #	Actor	Action	Description
1	Customer	Initiates process of	Customer Support Engineer initiates process of
	Support	reviewing SO	reviewing SO for Customer User
	Engineer		
2	System	Displays List, which can	System displays the list of options which you
		review Customer SO	can review Customer SO
3	Customer	Selects one of the	Customer Support Engineer selects one of the
	Support	Accounts & Requests to	accounts from the list and requests to view
	Engineer	view SO	Customer SO
4	System	Displays parameters SO	System displays parameters SO of the selected
		of the selected Account	Customer account

#### 6.4 Alternative Flow 1

Step#	Actor	Action	Description
			Entry Point:
			Step #2 of the Base Flow: Displays List,
			which can review Customer SO
1	System	Displays list of New SO	System displays list of New SO with required
			parameters

## 6.5 Alternative Flow 2

Step#	Actor	Action	Description
			Entry Point:
			Step #2 of the Base Flow: Displays List, which
			can review Customer SO
1	System	Displays list of Disconnect	System displays list of Disconnect SO with
	-	SO	required parameters

# **7 Creating Service Order**

Use Case ID	WIND.UC.007
Use Case Name	Creating Service Order
Description	Describes the process of Customer Service Order
Activate	User has initiated the process of creation account Service Order.
<b>Pre-conditions</b>	_
<b>Post-conditions</b>	Service Order is created

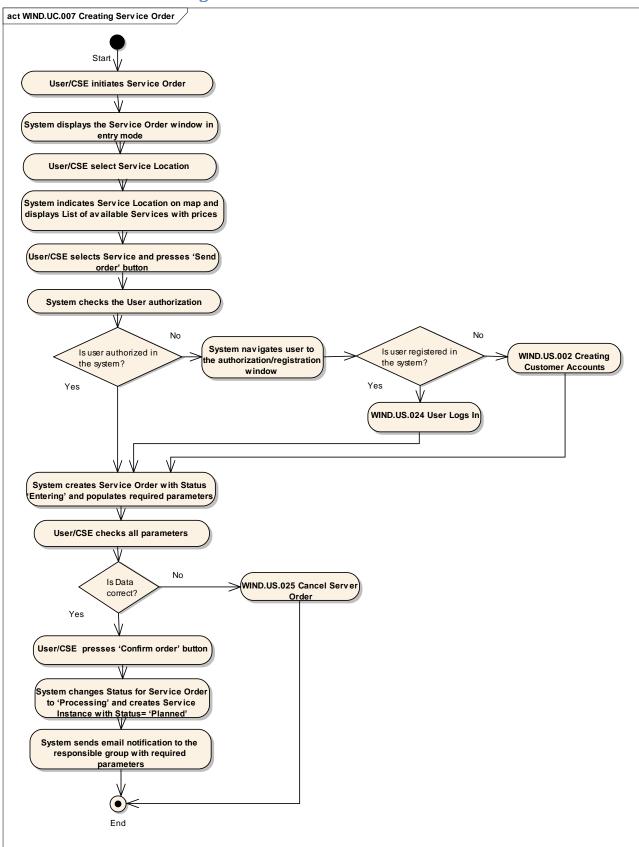


Figure 7— Creating Customer Account Flow Diagram

Step #	Actor	Action	Description
1	User/CSE	Initiates Service Order creation	
2	System	Displays The Service Order Window In Entry Mode	
3	User/CSE	Selects Service Location	
4	System	Indicates Service Location On Map and displays List of available Services with prices	
5	User/CSE	Selects Service and presses 'Proceed' button	
6	System	<ul> <li>Checks user authorized or not: <ol> <li>If user authorized in the system, the system:</li> <li>Creates Service Order with Status 'Entering'</li> <li>Populates the next parameters: Order ID, User ID, Order ID, User ID, Serice ID,Service Inctance ID, Service Location ID, Provider Location ID, status, senario, Enterdata</li> <li>If user didn't authorize in the system, the system navigates user to the authorization/registration window (go to Alternative Flow 1)</li> </ol> </li> </ul>	
7	User/CSE	Checks all parameters	
8	User/CSE	Presses 'Confirm order' button	If all SO parameters satisfy User and correct then User/CSE presses 'Confirm order' button else go to Alternative Flow 3
9	System	<ol> <li>Changes Status for Service Order to 'Processing' and creates Service Instance with Status= 'Planned' Changes Status for Service Order to 'Pending for Activation'.</li> <li>Sends email notification to the responsible group with the next parameters: Task ID, User ID, Type, Status, Role_ID, Service_order_id</li> </ol>	

## 7.4 Alternative Flow 1

Step#	Actor	Action	Description
			Entry Point:
			Step #6 of the Base Flow: Checks the User authorization
1	System	Navigates user to the authorization/registra tion window	System navigates user to the authorization/registration window
2			If user registered in the system then WIND.US.024 User Logs In else Alternative flow 2

Step#	Actor	Action	Description
			Join:
			Step #7 of the Base Flow: Checks all parameters

#### 7.5 Alternative Flow 2

Step#	Actor	Action	Description
			Entry Point:
			Step #1 of the Alternative Flow 1: Navigates user to the
			authorization/registration window
1			WIND.US.002 Creating Customer Accounts
			Join:
			Step #7 of the Base Flow: Checks all parameters

## 7.6 Alternative Flow 3

Step#	Actor	Action	Description
			Entry Point:
			Step # 7 of the Base Flow: Checks all parameters
1			WIND.US.025 Cancel Server Order
			Join: END

# **8 Creating Customer Account by Customer Support Engineer**

Use Case ID	WIND.UC.008
Use Case Name	Creating Customer Account by Customer Support Engineer
Description	Describes the process of Creating Customer Account by Customer Support
	Engineer
Activate	Client contacts with Customer Support Engineer that he/she create him/her
	Customer Account
<b>Pre-conditions</b>	_
<b>Post-conditions</b>	Customer Support Engineer created new Customer Account.

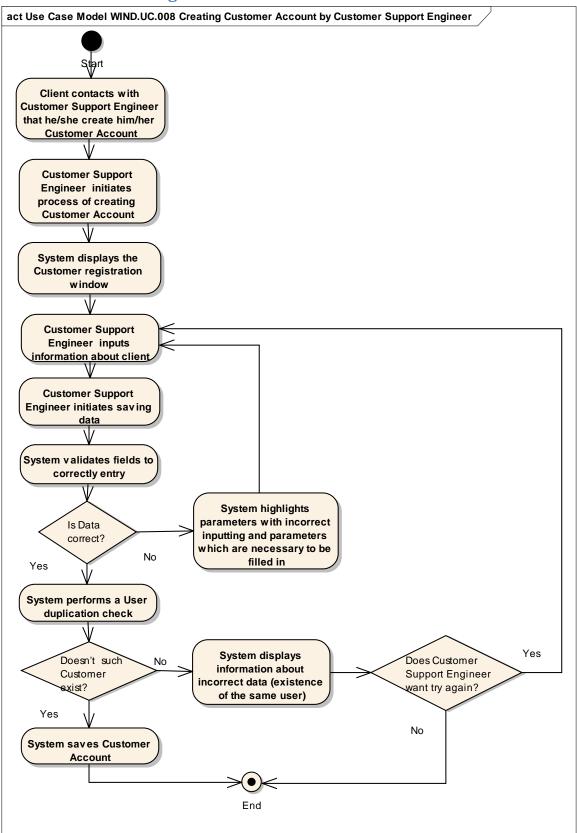


Figure 8— Creating Customer Account by Customer Support Engineer Flow Diagram

Step #	Actor	Action	Description
1	User	Contacts with Customer Support Engineer for Customer Account creation	User contacts with Customer Support Engineer that he creates him Customer Account
2	Customer Support Engineer	Initiates process of creating Customer Account	Customer Support Engineer initiates process of creating Customer Account
3	System	Displays the Customer registration window	System displays the Customer registration window
4	Customer Support Engineer	Inputs information about client	Customer Support Engineer inputs information about client
5	Customer Support Engineer	Initiates saving data	Customer Support Engineer initiates saving data
6	System	Validates fields	System validates fields to correctly entry
7	System	Performs a User duplication check	System performs a User duplication check
8	System	Saves Customer Account	System saves customer account

## 8.4 Alternative Flow 1

Step#	Actor	Action	Description
			Entry Point:
			Step #6 of the Base Flow: Validates fields
1	System	Highlights parameters	System highlights parameters with incorrect inputting
		which are necessary filled	and parameters which are necessary to be filled in
		in & inputted incorrect	
			Join:
			Step #4 of the Base Flow: Inputs Information about
			Client

## 8.5 Alternative Flow 2

Step#	Actor	Action	Description
			Entry Point:
			Step #7 of the Base Flow: Performs a User
			duplication check
1	System	Displays information	System displays information about incorrect data
		about incorrect data	(existence of the same user)
			Join:
			Step #4 of the Base Flow: Inputs Information about
			Client

## 8.6 Alternative Flow 3

Step#	Actor	Action	Description
			Entry Point:
			Step #7 of the Base Flow: Performs a User
			duplication check
1	System	Displays information	System displays information about incorrect data
		about incorrect data	(existence of the same user)

#### 9 Service Order Processing

#### 9.1 Description

Use Case ID	WIND.UC.009
Use Case Name	Service Order Processing
Description	Describes Service Order Processing
Activate	System generates tasks for responsible group.
<b>Pre-conditions</b>	Service Order is created
<b>Post-conditions</b>	Service Order is completed

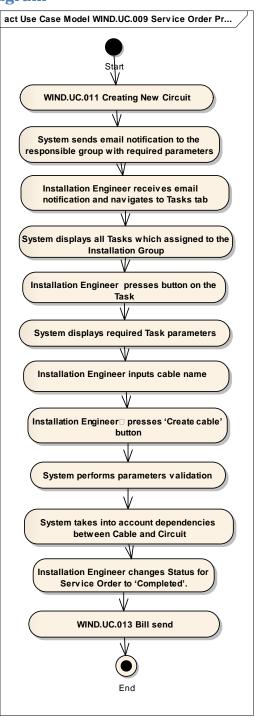


Figure 9— Creating Customer Account Flow Diagram

Step #	Actor	Action	Description
1			WIND.UC.011 Creating New
			Circuit
2	System	Sends email notification to the	System sends email notification
		responsible group with the next	to the responsible group with the
		parameters: Task ID, Type, Status	next parameters: Task ID, Type,
3	Installation	Descives email notification and	Status Engineer resistant
3		Receives email notification and	Installation Engineer receives email notification and navigates
	Engineer	navigates to Tasks tab	to Tasks tab
4	System	Displays all Tasks which assigned to	System displays all Tasks which
		the Installation Group	assigned to the Installation
			Group
5	Installation	Presses button on the Task	Installation Engineer presses
	Engineer	0	button on the Task
6	System	System displays required Task	System displays the next Task
		parameters	parameters:
			Task ID, User ID, Type, Status, Role_ID, Service_order_id
7.1	Installation	1. Inputs cable name	1. Installation Engineer
7.2	Engineer	2. Presses 'Create cable' button	inputs cable name
7.2	Ziigiiieei	2. Tresses create each catter	2. Installation Engineer
			presses 'Create cable'
			button
8	Installation	Presses 'Complete' button	Installation Engineer presses
	Engineer		'Complete' button
9	System	1. Performs parameters	1. System performs
		validation	parameters validation
		2. Takes into account	2. System takes into
		dependencies between Cable	account dependencies
		and Circuit Sends email notification to the Customer	between Cable and Circuit Sends email
		with the service instance and	notification to the
		service order parameters	Customer with the
		Service order parameters	service instance and
			service order parameters
10	Installation	Changes Status for Service Order to	Installation Engineer changes
	Engineer	'Completed'.	Status for Service Order to
			'Completed'.
11			WIND.UC.013 Bill send

#### 10 Creating New Router in System

#### 10.1 Description

Use Case ID	WIND.UC.01
<b>Use Case Name</b>	Creating New Router in System
Description	Describes the process of Creation New Router in System
Activate	
<b>Pre-conditions</b>	User/CSE initiated New Router creation process
<b>Post-conditions</b>	New Router is created.

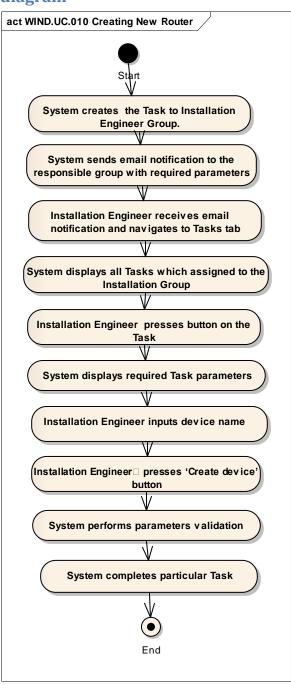


Figure 10— Creating New Router in System Flow Diagram

Step #	Actor	Action	Description
1	System	Creates Task to Installation Engineer Group	System creates the Task to Installation Engineer Group.
2	System	Sends email notification to the responsible group with the next parameters: Task ID, Type, Status	System sends email notification to the responsible group with the next parameters: Task ID, Type, Status
3	Installation Engineer	Receives email notification and navigates to Tasks tab	Installation Engineer receives email notification and navigates to Tasks tab
4	System	Displays all Tasks which assigned to the Installation Group	System displays all Tasks which assigned to the Installation Group
5	Installation Engineer	Presses button on the Task	Installation Engineer presses button on the Task
6	System	System displays required Task parameters	System displays the next Task parameters: Task ID, User ID, Type, Status, Role_ID, Service_order_id
7.1 7.2	Installation Engineer	<ol> <li>Inputs device name</li> <li>Presses 'Create device' button</li> </ol>	<ol> <li>Installation Engineer inputs device name</li> <li>Installation Engineer presses 'Create device' button</li> </ol>
8	System	Performs parameters validation	System performs parameters validation
9	System	Completes particular Task	System completes particular Task

# 11 Creating New Circuit in System

Use Case ID	WIND.UC.011	
Use Case Name	Creating New Circuit in System	
Description	Describes the process of Creating New Circuit in System by Provisioning	
	Engineer	
Activate	System has initiated the process of creation new Circuit.	
<b>Pre-conditions</b>	New Circuit in System task initialized	
<b>Post-conditions</b>	New Circuit is created	

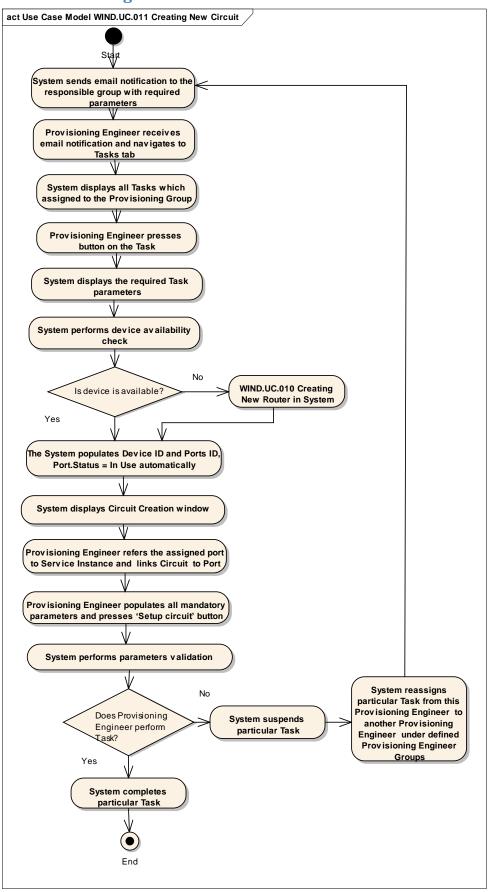


Figure 11 — Creating New Circuit in System Flow Diagram

Step #	Actor	Action	Description
Î	System	Sends email notification to the responsible group with required parameters	System sends email notification to the responsible group with the next parameters: Task ID, User ID, Type, Status, Role_ID, Service_order_id
2	Provisioning Engineer	Receives email notification and navigates to Tasks tab	Provisioning Engineer receives email notification and navigates to Tasks tab
3	System	Displays all Tasks which assigned to the Provisioning Group	System displays all Tasks which assigned to the Provisioning Group
4	Provisioning Engineer	Presses button on the Task	Provisioning Engineer presses button on the Task
5	System	System displays the required Task parameters	System displays the next Task parameters: Task ID, User ID, Type, Status, Role_ID, Service_order_id
6.1 6.2	System	<ol> <li>Performs device availability check</li> <li>Populates Device ID and Ports ID, Port.Status = In Use automatically</li> </ol>	Performs device availability check:  1. If device is available, the system populates Device ID and Ports ID, Port.Status = In Use automatically  2. If device is not available, the system displays popup window 'Device is not available for the current Location. Please create New Device' (go to Alternative Flow 1)
7	System	Displays Circuit Creation window	System displays Circuit Creation window
8	Provisioning Engineer	Refers the assigned port to Service Instance and links Circuit to Port	Provisioning Engineer refers the assigned port to Service Instance and links Circuit to Port
9	Provisioning Engineer	Populates all mandatory parameters and presses populates all mandatory parameters and presses 'Setup circuit' button	Provisioning Engineer populates all mandatory parameters and presses 'Setup circuit' button
10	System	Performs parameters validation	System performs parameters validation (Does Provisioning Engineer perform Task?) If PE does not perform Task go to Alternative Flow 2
11	System	Completes particular Task	System completes particular Task

## 11.4 Alternative Flow 1

Step#	Actor	Action	Description
			Entry Point:
			Step #6.1 of the Base Flow: Performs device
			availability check
1			WIND.UC.010 Creating New Router in System
			Join:
			Step #6.2 of the Base Flow: Populates Device ID and
			Ports ID, Port.Status = In Use automatically

## 1.1 Alternative Flow 2

Step#	Actor	Action	Description
			Entry Point:
			Step #10 of the Base Flow: Performs parameters
			validation
1	System	Suspends particular	System suspends particular Task
		Task	
2	System	Reassigns particular	System reassigns particular Task from this
		Task between	Provisioning Engineer to another Provisioning
		Provisioning Engineers	Engineer under defined Provisioning Engineer
			Groups
			Join:
			Step #1 of the Base Flow: Sends email notification to
			the responsible group with required parameters

# 12 Removing the Circuit in System

Use Case ID	WIND.UC.012
Use Case Name	Removing the Circuit in System
Description	Describes the process of Removing the Circuit in System by Provisioning
	Engineer
Activate	System has initiated the process of removing the Circuit.
<b>Pre-conditions</b>	Removing the Circuit in System task initialized
<b>Post-conditions</b>	The Circuit is removed

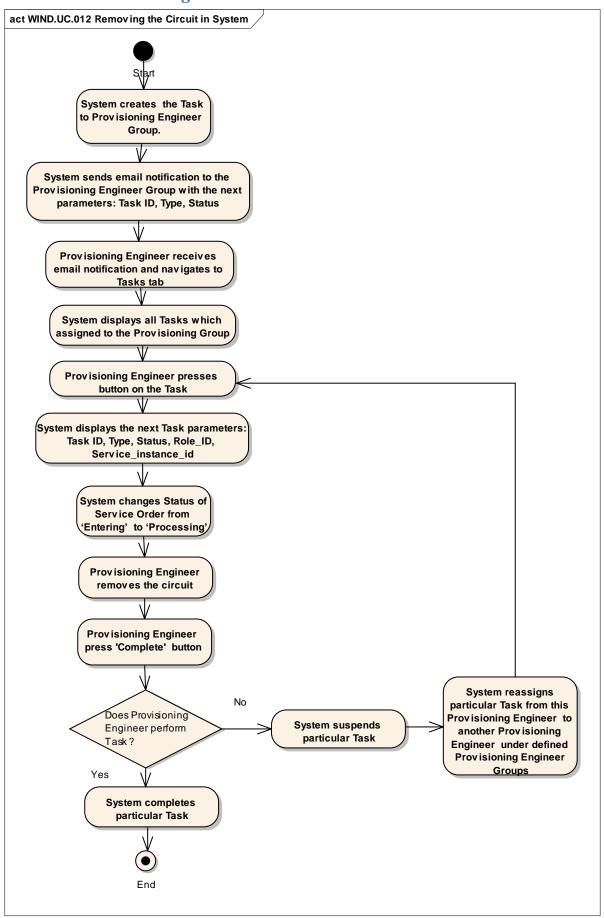


Figure 12 — Removing Circuit in System Flow Diagram

Step #	Actor	Action	Description
1	System	Creates Task to Provisioning Engineer Group	System creates the Task to Provisioning Engineer Group
2	System	- Sends email notification to the Provisioning Engineer group with the next parameters: Task ID, Type, Status	System sends email notification to the Provisioning Engineer group with the next parameters: Task ID, Type, Status
3	Provisioning Engineer	Receives email notification and navigates to Tasks tab	Provisioning Engineer receives email notification and navigates to Tasks tab
4	Provisioning Engineer	Provisioning Engineer Group presses button on the Task	Provisioning Engineer Group presses button on the Task
5	System	Displays the next Task parameters: Task ID, Type, Status, Role_ID, Service_instance_id	System displays the next Task parameters: Task ID, Type, Status, Role_ID, Service_instance_id
6	System changes	Status of Service Order from 'Entering' to 'Processing'	System changes Status of Service Order from 'Entering' to 'Processing'
7	Provisioning Engineer	Removes the circuit	Provisioning Engineer removes the circuit
8	Provisioning Engineer	Presses 'Complete' button	Provisioning Engineer presses 'Complete' button
9	System	Completes particular Task	System completes particular Task

## **12.4** Alternative Flow

Step#	Actor	Action	Description
			Entry Point:
			Step #8 of the Base Flow: Presses 'Complete' button
1	System	Suspends particular	System suspends particular Task
		Task	
2	System	Reassigns particular	System reassigns particular Task from this
		Task between	Provisioning Engineer to another Provisioning
		Provisioning Engineers	Engineer under defined Provisioning Engineer Groups
			Join:
			Step #4 of the Base Flow: Provisioning Engineer
			Group presses button on the Task

# 13 Bill Sending

Use Case ID	WIND.UC.011
Use Case Name	Bill Sending in System
Description	Describes the process of Bill Sending in System by Customer Support Engineer
Activate	System has initiated the process of sending the Bill.
<b>Pre-conditions</b>	Bill Sending task initialized
<b>Post-conditions</b>	The Bill sent

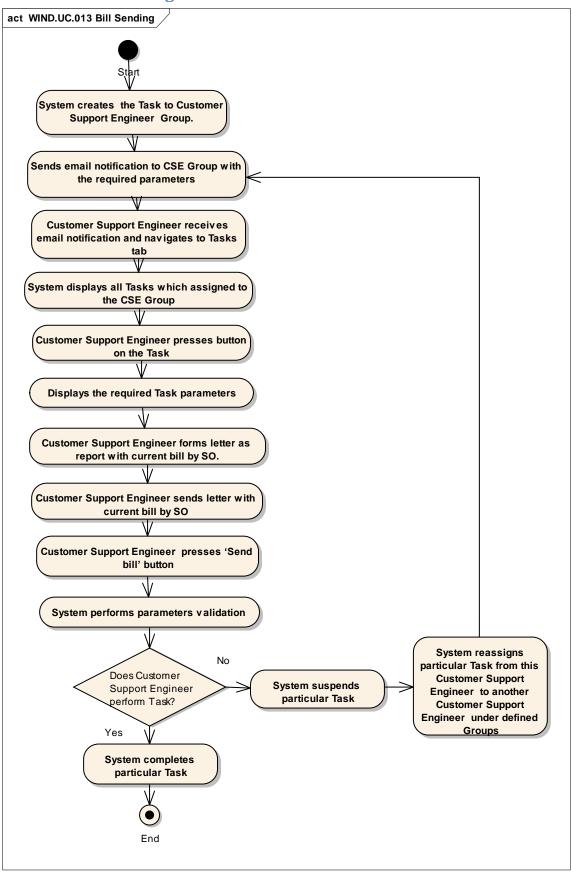


Figure 13 — Bill Sending in System Flow Diagram

Step #	Actor	Action	Description
1	System	Creates Task to Customer	System creates the Task to Customer Support
		Support Engineer Group	Engineer Group
2	System	Sends email notification to	System sends email notification to the
		CSE Group with the	responsible group with the next parameters:
		required parameters	Task ID, Type, Status
3	Customer	Receives email	Customer Support Engineer receives email
	Support	notification and navigates	notification and navigates to Tasks tab
	Engineer	to Tasks tab	
4	System	Displays all Tasks which	System displays all Tasks which assigned to
		assigned to the Customer	the Customer Support Engineer Group
	C	Support Engineer Group	Continue Constant Final Constant Fin
5	Customer	Presses button on the Task	Customer Support Engineer presses button on the Task
	Support Engineer		the Task
6	System	System displays required	System displays the next Task parameters:
U	System	Task parameters	Task ID, User ID, Type, Status, Role_ID,
		Task parameters	Service_order_id
7	Customer	Forms letter as report with	Customer Support Engineer forms letter as
	Support	current Bill by SO	report with current bill by Service Order.
	Engineer	, and the second	· · · · · · · · · · · · · · · · · · ·
8	Customer	Sends letter with current	Customer Support Engineer sends letter with
	Support	Bill by SO	current bill by Service Order
	Engineer	-	•
9	Customer	Presses 'Complete' button	Installation Engineer presses 'Send bill'
	Support		button
	Engineer		
10	System	Performs parameters	System performs parameters validation (Does
		validation	Provisioning Engineer perform Task?)
			If PE does not perform Task go to Alternative
	G		Flow
11	System	Completes particular Task	System completes particular Task

Step#	Actor	Action	Description
			Entry Point:
			Step #10 of the Base Flow: Performs parameters
			validation
1	System	Suspends particular	System suspends particular Task
		Task	
2	System	Reassigns particular	System reassigns particular Task from this
		Task between	Provisioning Engineer to another Provisioning
		Provisioning Engineers	Engineer under defined Provisioning Engineer
			Groups
			Join:
			Step #2 of the Base Flow: Sends email notification to
			CSE Group with the required parameters

# **14 Creating Service Instance**

#### 14.1 Description

Use Case ID	WIND.UC.012
<b>Use Case Name</b>	Creating Service Instance
Description	Describes the process of Service Instance creation in System
Activate	System has initiated the process of Service Instance creation
<b>Pre-conditions</b>	Service Order created
<b>Post-conditions</b>	Service Instance created

## 14.2 Flow diagram

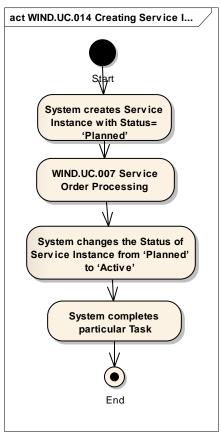


Figure 14 — Creating Service Instance Flow Diagram

Step #	Actor	Action	Description
1	System	Creates the Service Instance	System creates the Service Instance with
		with Status = 'Planned'	Status = 'Planned'
2		Service Order Processing	WIND.UC.007 Service Order Processing
3	System	Changes the Status of SI to	System changes the Status of Service
		'Active'	Instance from 'Planned' to 'Active'
4	System	Completes particular Task	System completes particular Task

# **15 Modifying Parameters for Service Instance**

# **15.1 Description**

Use Case ID	WIND.UC.015	
Use Case Name	Modifying Parameters for Service Instance	
Description	Describes the process of Modifying Parameters for Service Instance in System	
Activate	Customer User/CSE has initiated the process of Modifying Parameters for	
	Service Instance	
<b>Pre-conditions</b>	<b>Pre-conditions</b> Customer User/CSE initiated modification for Service Instance	
<b>Post-conditions</b>	Parameters for Service Instance modified	

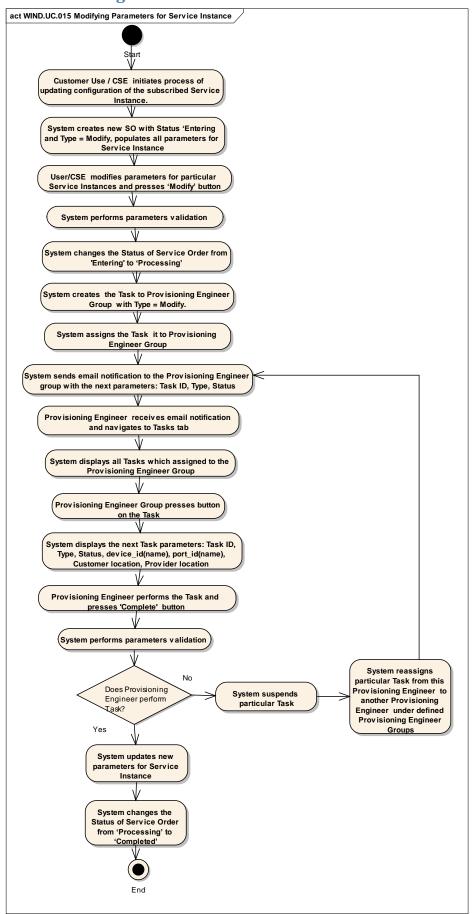


Figure 15 — Modifying Parameters for Service Instance Flow Diagram

Step #	Actor	Action	Description
1	Customer	Initiates process of updating	Customer User initiates process of
_	User/CSE	configuration of the subscribed	updating configuration of the
		SI.	subscribed Service Instance.
2.1	System	- Creates new SO with Status	System Creates new SO with Status
2.2	7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	'Entering and Type = Modify	'Entering and Type = Modify and
		<ul> <li>Populates all parameters for</li> </ul>	51
		Service Instance	populates all parameters for Service
			Instance
3.1	User/CSE	<ul> <li>Modifies parameters for</li> </ul>	User/CSE modifies parameters for
3.2	USCI/CSL	particular Service Instances	particular Service Instances and
J. <u>2</u>		- Presses 'Modify' button	presses 'Modify' button
4	System	Performs parameters validation	System performs parameters validation
5	System	Creates the Task to Provisioning	System creates the Task to
	Bystem	Engineer Group	Provisioning Engineer Group
6.1-	System	<ul><li>Performs parameters</li></ul>	- System performs parameters
6.5	Bystem	validation	validation
		<ul><li>Changes the Status of</li></ul>	<ul><li>System changes the Status of</li></ul>
		Service Order from	Service Order from 'Entering'
		'Entering' to 'Processing'	to 'Processing'
		<ul> <li>Creates the Task with</li> </ul>	<ul> <li>System creates the Task with</li> </ul>
		Type = Modify	Type = Modify
		<ul> <li>Assigns Task to</li> </ul>	<ul> <li>System assigns Task to</li> </ul>
		Provisioning Engineer	Provisioning Engineer Group
		Group	<ul> <li>System sends email notification</li> </ul>
		<ul> <li>Sends email notification</li> </ul>	to the Provisioning Engineer
		to the Provisioning	group with the next parameters:
		Engineer group with the	Task ID, Type, Status
		next parameters: Task	
		ID, Type, Status	
7	Provisioning	Receives email notification and	Provisioning Engineer receives
	Engineer	navigates to Tasks tab	email notification and navigates to
			Tasks tab
8	Provisioning	Provisioning Engineer Group	Provisioning Engineer Group
	Engineer	presses button on the Task	presses button on the Task
9	System	Displays the next Task	System displays the next Task
		parameters: Task ID, Type,	parameters: Task ID, Type, Status,
		Status, device_id(name),	device_id(name), port_id(name),
		port_id(name), Customer	Customer location, Provider
10	D	location, Provider location	location
10	Provisioning	- Performs the Task	Provisioning Engineer performs the
	Engineer	- Presses 'Complete'	Task and presses 'Complete' button
11.1	Cyatan	button	
11.1	System	- Performs parameters	
11.2 11.3		validation	
11.5		<ul> <li>Updates new parameters for Service Instance</li> </ul>	
		- Changes Service Order	
		Status to Completed	

#### **15.4** Alternative Flow

Step#	Actor	Action	Description
			Entry Point:
			Step #11.1 of the Base Flow: Performs
			parameters validation
1	System	Suspends particular Task	System suspends particular Task
2	System	Reassigns particular Task	System reassigns particular Task from this
		between Provisioning	Provisioning Engineer to another Provisioning
		Engineers	Engineer under defined Provisioning Engineer
		Groups	
	Join:		Join:
			Step #6.5 of the Base Flow: Sends email notification
			to the Provisioning Engineer group with the next
			parameters: Task ID, Type, Status

# **16 Disconnect for Existing Service Instance**

# 16.1 Description

Use Case ID	WIND.UC.016	
Use Case Name	Disconnect for Existing Service Instance	
Description	Describes the process of Disconnection for Existing Service Instance	
Activate	Customer User/CSE has initiated the process of Disconnection for Existing	
	Service Instance	
<b>Pre-conditions</b>	Customer User/CSE initiated the process of disconnection for Existing Service	
	Instance initialized	
<b>Post-conditions</b>	Existing Service Instance disconnected	

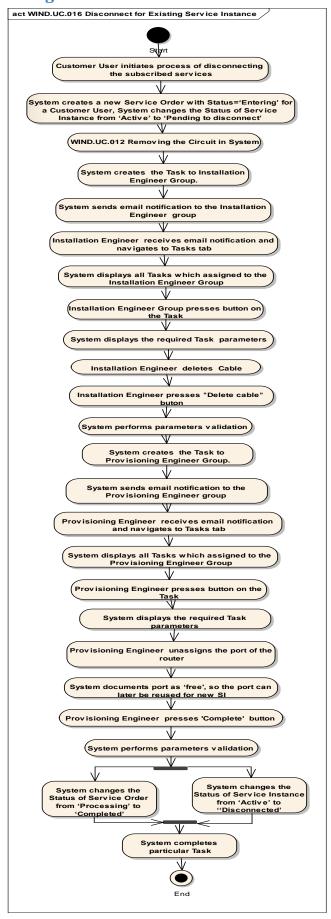


Figure 16 — Disconnect for Existing Service Instance Flow Diagram

Step #	Actor	Action	Description
1	Customer	Initiates process of	Customer User initiates process of
	User	disconnection the subscribed	disconnecting the subscribed products and
		products and services.	services.
2	System	- Creates a new Service	System creates a new Service Order with
		Order with	Status='Entering' for a Customer User,
		Status='Entering' for a	System changes the Status of Service
		Customer User	Instance from 'Active' to 'Pending to
		- Changes the Status of	disconnect'
		Service Instance from	
		'Active' to 'Pending to	
		disconnect'	
3			WIND.UC.012 Removing the Circuit in
	-		System
4	System	Creates the Task to	System creates the Task to Installation
<u> </u>	g .	Installation Engineer Group	Engineer Group.
5	System	- Sends email notification to	- System sends email notification to
		the Installation Engineer	the Installation Engineer group
		group with the next	with the next parameters: Task ID,
		parameters: Task ID,	Type, Status
		Type, Status	
6	Installation	Receives email notification	Installation Engineer receives email
	Engineer	and navigates to Tasks tab	notification and navigates to Tasks tab
7	System	Displays all Tasks which	System displays all Tasks which assigned
	7 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	assigned to the Installation	to the Installation Engineer Group
		Engineer Group	g · · · · · · · · · · · · · · · · · · ·
8	Installation	Presses button on the Task	Installation Engineer presses button on
	Engineer		the Task
9	System	Displays the next Task	System displays the next Task
		parameters: Task ID, Type,	parameters: Task ID, Type, Status,
		Status, device_id(name),	device_id(name), port_id(name),
		port_id(name), Customer	Customer location, Provider location
		location, Provider location	
10	Installation	Deletes Cable	Installation Engineer deletes Cable
44	Engineer	D	Installation English
11	Installation	Presses "Complete" button	Installation Engineer presses "Complete"
10	Engineer	Do of constant	button
12	System	Performs parameters validation	System performs parameters validation
13	System	Creates the Task to	System creates the Task to Provisioning
13	System	Provisioning Engineer Group.	Engineer Group.
14	System	Sends email notification to	System sends email notification to the
17	bysiciii	the Provisioning Engineer	Provisioning Engineer group with the
		group with the next	next parameters: Task ID, Type, Status
		parameters: Task ID, Type,	non parameters. Tusk ib, Type, Status
		Status	
15	Provisioning	Receives email notification	Provisioning Engineer receives email
	Engineer	and navigates to Tasks tab	notification and navigates to Tasks tab
	8	6	

Step #	Actor	Action	Description
16	System	Displays all Tasks which assigned to the Provisioning Engineer Group	System displays all Tasks which assigned to the Provisioning Engineer Group
17	Provisioning Engineer	Presses button on the Task	Provisioning Engineer Group presses button on the Task
18	System	Displays the next Task parameters: Task ID, Type, Status, device_id(name), port_id(name), Customer location, Provider location	System displays the next Task parameters: Task ID, Type, Status, device_id(name), port_id(name), Customer location, Provider location
19	Provisioning Engineer	Unassigns the port of the router, brakes reference between the assigned port and Service Instance	Provisioning Engineer unassigns the port of the router, brakes reference between the assigned port and Service Instance
20	System	Documents port as 'free, so the port can later be reused for new SI	System documents port as 'free', so the port can later be reused for new SI
21	Provisioning Engineer	Presses 'Complete' button	Provisioning Engineer presses 'Complete' button
22	System	Performs parameters validation	System performs parameters validation
23	System	<ul> <li>changes the Status of SI to 'Disconnected'</li> <li>changes the Status of SO to 'Completed'</li> </ul>	<ul> <li>System changes the Status of Service         Instance from 'Active' to         "Disconnected'</li> <li>System changes the Status of Service         Order from 'Processing' to         "Completed'</li> </ul>
24	System	Completes particular Task	System completes particular Task

#### 17 E-mail Notification

## 17.1 Description

Use Case ID	WIND.UC.017
Use Case Name	E-mail Notification
Description	Describes the process of E-mail Notification
Activate	System has initiated the process of E-mail Notification
<b>Pre-conditions</b>	-
<b>Post-conditions</b>	User notificated by E-mail

# 17.2 Flow diagram

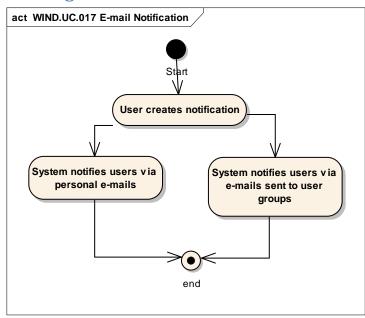


Figure 17 — E-mail Notification Flow Diagram

#### 17.3 Base Flow

Step #	Actor	Action	Description
1	User	Creates notification.	User creates notification.
2	System	Notifies users via personal e-mails	System notifies users via personal e-mails

Step #	Actor	Action	Description
1	User	Creates notification.	User creates notification.
2	System	Notifies users via e-mails sent to	System notifies users via e-mails sent to
		user groups	user groups

#### **18 Creating RI Reports**

#### 18.1 Description

Use Case ID	WIND.UC.018
<b>Use Case Name</b>	Creating RI Reports
Description	Describes the process of RI Reports Creation
Activate	User has initiated the process of RI Reports Creation
<b>Pre-conditions</b>	-
<b>Post-conditions</b>	RI Report created

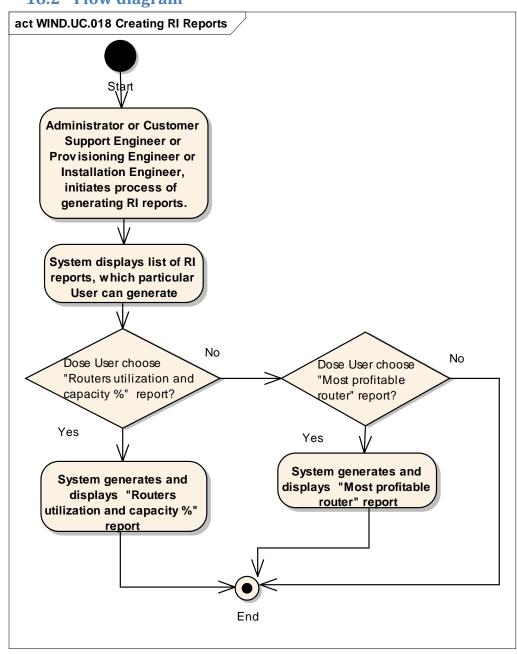


Figure 18 — Creating RI Reports Flow Diagram

Step #	Actor	Action	Description
1	Administrator, Customer	Initiates process of	Administrator or Customer
	Support Engineer,	generating RI reports	Support Engineer or Provisioning
	Provisioning Engineer,		Engineer or Installation Engineer
	Installation Engineer		initiates process of generating RI
			reports.
2	System	Displays list of RI reports	System displays list of RI
		for particular User	reports, which particular User
			can generate
3	System	Generate and display	System generate and display
		"Routers utilization and	"Routers utilization and capacity
		capacity %" report	%" report

Step #	Actor	Action	Description
			Entry Point:
			Step #2 of the Base Flow: Displays list of RI
			reports for particular User
1	System	Generate and display "Most	System generate and display "Most profitable
	-	profitable router" report	router" report

## 19 Creating SI Reports

#### 19.1 Description

Use Case ID	WIND.UC.019	
<b>Use Case Name</b>	Creating SI Reports	
Description	Describes the process of SI Reports Creation	
Activate	User has initiated the process of SI Reports Creation	
<b>Pre-conditions</b>	-	
<b>Post-conditions</b>	SI Report created	

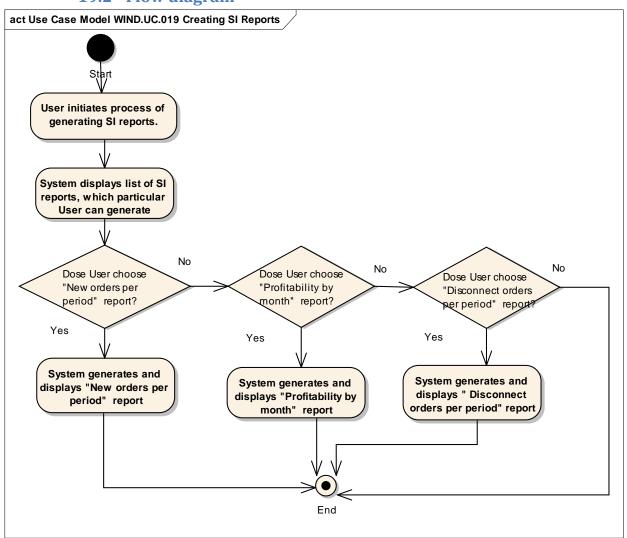


Figure 19 — Creating SI Reports Flow Diagram

Step	# Actor	Action	Description
1	User	Initiates process of generating SI	User initiates process of generating SI
		reports	reports
2	System	Displays list of SI reports for particular User	System displays list of SI reports, which particular User can generate
3	System	Generate and display "New orders per period" report	System generate and display "New orders per period" report

# 19.4 Alternative Flow 1

Step #	Actor	Action	Description
			Entry Point:
			Step #2 of the Base Flow: Displays list of
			SI reports for particular User
1	System	Generate and display	System generate and display "Profitability
		"Profitability by month" report	by month" report

Step #	Actor	Action	Description
			Entry Point:
			Step #2 of the Base Flow: Displays list of
			SI reports for particular User
1	System	Generate and display "Disconnect	System generate and display "Disconnect
		orders per period" report	orders per period" report

## **20 Creating CIA Reports**

## 20.1 Description

Use Case ID	WIND.UC.020
<b>Use Case Name</b>	Creating CIA Reports
Description	Describes the process of CIA Reports Creation
Activate	User has initiated the process of CIA Reports Creation
<b>Pre-conditions</b>	-
<b>Post-conditions</b>	CIA Report created

# 20.2 Flow diagram

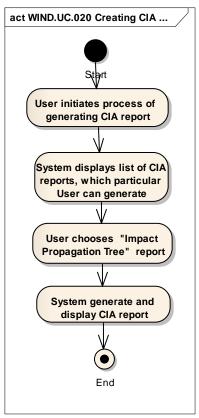


Figure 20 — Creating CIA Reports Flow Diagram

Step #	Actor	Action	Description
1	User	Initiates process of generating	User initiates process of generating CIA
		CIA reports	report
2	System	Displays list of CIA reports for	System displays list of CIA reports, which
		particular User	particular User can generate
3	User	Chooses "Impact Propagation	User chooses "Impact Propagation Tree"
		Tree" report	report
4	System	Generate and display chosen	System generate and display chosen CIA
		CIA report	report

#### **21 Exporting Reports**

#### 21.1 Description

Use Case ID	WIND.UC.021	
<b>Use Case Name</b>	Exporting Reports	
Description	Describes the process of Reports Exporting	
Activate	User has initiated the process of Reports Exporting	
<b>Pre-conditions</b>	-	
<b>Post-conditions</b>	Reports are exported	

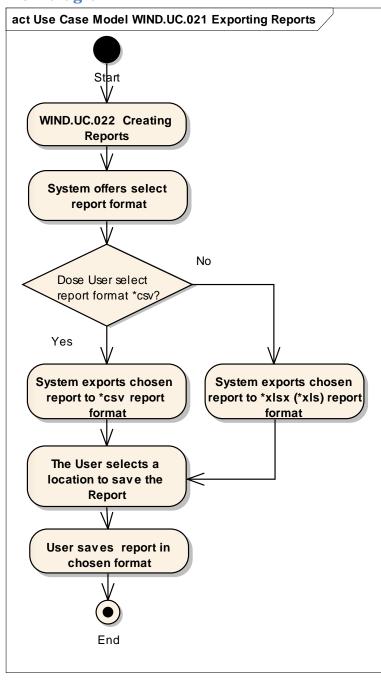


Figure 21 — Exporting Reports Flow Diagram

Step #	Actor	Action	Description
1		Creating Reports	WIND.UC.022 Creating Reports
2	System	Offers select report format	System offers select report format
3	System	Exports report to *csv format	System exports chosen report to *csv report format
4	User	Selects a location to save the report	User selects a location to save the report
5	User	Saves report in chosen format	User saves report in chosen format

Step #	Actor	Action	Description
			Entry Point:
			Step #2 of the Base Flow: Offers select report
			format
1	System	Exports report to *xls	System exports chosen report to *xlsx (*xls) report
		format	format
			Join:
			Step #4 of the Base Flow: Selects a location to save
			the report

## **22 Creating Reports**

#### 22.1 Description

Use Case ID	WIND.UC.022	
<b>Use Case Name</b>	Creating Reports	
Description	Describes the process of Reports Creation	
Activate	User has initiated the process of Reports Creation	
<b>Pre-conditions</b>	-	
<b>Post-conditions</b>	Reports are created	

#### 22.2 Flow diagram

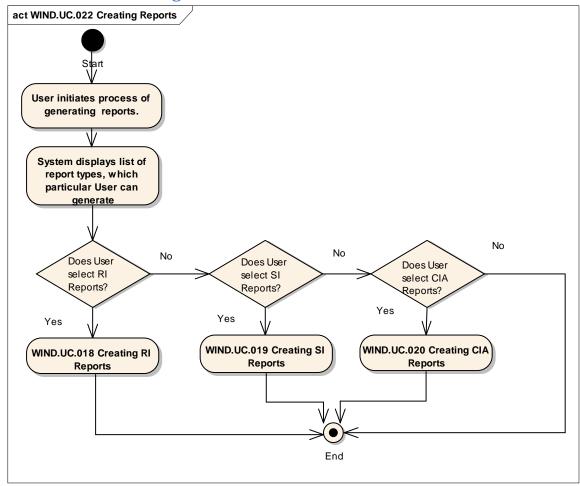


Figure 23 — Creating Reports Flow Diagram

Actor	Action	Description
User	Initiates process of generating	User initiates process of generating
	reports	reports
System	Displays list of report types	System displays list of report types, which
		particular User can generate
	Creating RI Reports	WIND.UC.018 Creating RI Reports
	User	User Initiates process of generating reports  System Displays list of report types

## 22.4 Alternative Flow 1

Step #	Actor	Action	Description
			Entry Point:
			Step #2 of the Base Flow: Displays list of report types
1		Creating SI Reports	WIND.UC.019 Creating SI Reports

Step #	Actor	Action	Description
			Entry Point:
			Step #2 of the Base Flow: Displays list of report types
1		Creating CIA Reports	WIND.UC.020 Creating CIA Reports

# 23 Review Service Instance by Customer

## 23.1 Description

Use Case ID	WIND.UC.023
<b>Use Case Name</b>	Review Service Instance by Customer
Description	Describes the process of Service Instance by Customer Reviewing
Activate	User has initiated the process of Service Instance by Customer Reviewing
<b>Pre-conditions</b>	-
<b>Post-conditions</b>	Service Instance by Customer reviewed

# 23.2 Flow diagram

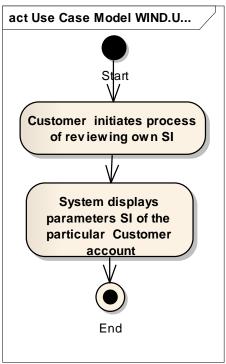


Figure 23— Review Service Instance by Customer Flow Diagram

Step #	Actor	Action	Description
1	Customer	Initiates process of reviewing	Customer User initiates process of
	User	own SI	reviewing own SI
2	System	Displays parameters SI of the particular Customer account	System displays parameters SI of the particular Customer account

#### 24 User Logs In

#### 24.1 Description

Use Case ID	WIND.UC.024	
<b>Use Case Name</b>	User Logs In	
Description	Describes the process of User's Logging In	
Activate	User has initiated the process of Logging In	
<b>Pre-conditions</b>	-	
<b>Post-conditions</b>	User Loggined In	

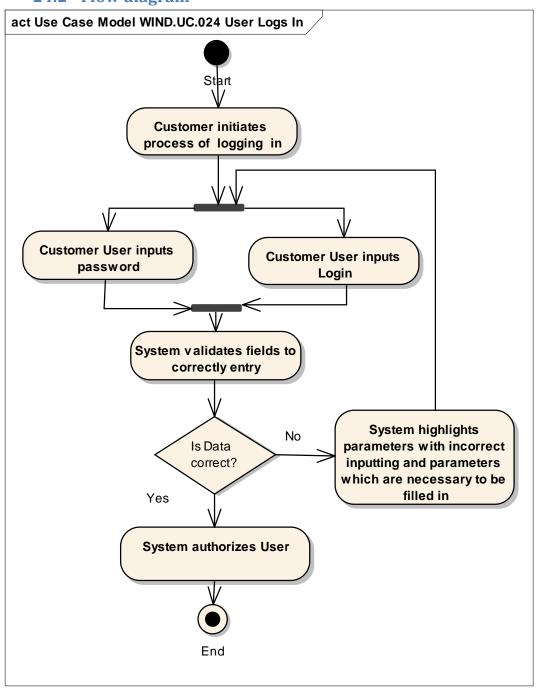


Figure 24— User Logs In Flow Diagram

Step #	Actor	Action	Description
1	Customer	Initiates process of logging in	Customer User initiates process of
	User		generating reports
2	Customer	Inputs personal data information	Customer User inputs Login &
	User		Password information
3	System	Validates fields to correctly entry	System validates fields to correctly entry
4	System	Authorizes User	System authorizes User

Step #	Actor	Action	Description
			Entry Point:
			Step #3 of the Base Flow: Validates fields to correctly entry
1	System	Highlights	System highlights parameters with incorrect inputting and
		parameters with	parameters which are necessary to be filled in
		incorrect	
		inputting	
			Join:
			Step #2 of the Base Flow: Inputs personal data information

## 25 Cancel Service Order

# 25.1 Description

Use Case ID	WIND.UC.025
<b>Use Case Name</b>	Cancel Service Order
Description	Describes the process of Cancelling Service Order
Activate	User/CSE presses button 'Cancel Order'
<b>Pre-conditions</b>	Service Order is created with status "Entering"
<b>Post-conditions</b>	Service Order is cancelled

# 25.2 Flow diagram

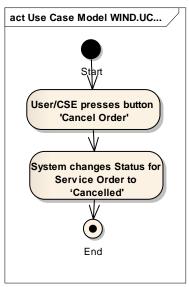


Figure 25— User Logs In Flow Diagram

Step #	Actor	Action	Description
1	User/CSE	Presses button 'Cancel Order'	User/CSE presses button 'Cancel Order'
2	System	Changes Status for Service Order to 'Cancelled'	System changes Status for Service Order to 'Cancelled'