Use Case Document

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Last Update:	20.05.14
Print Date:	
By:	
Distribution:	

Contents

Use cases

1 Creating Employee Account

1.1 Description

Use Case ID	WIND.UC.001
Use Case Name	Creating Employee Account
Description	Administrator create Employee Account
Activate	Administrator has initiated the process of creation employee account.
Pre-conditions	–
Post-conditions	Employee Accounts is created and Employee is Registered

1.2 Flow diagram

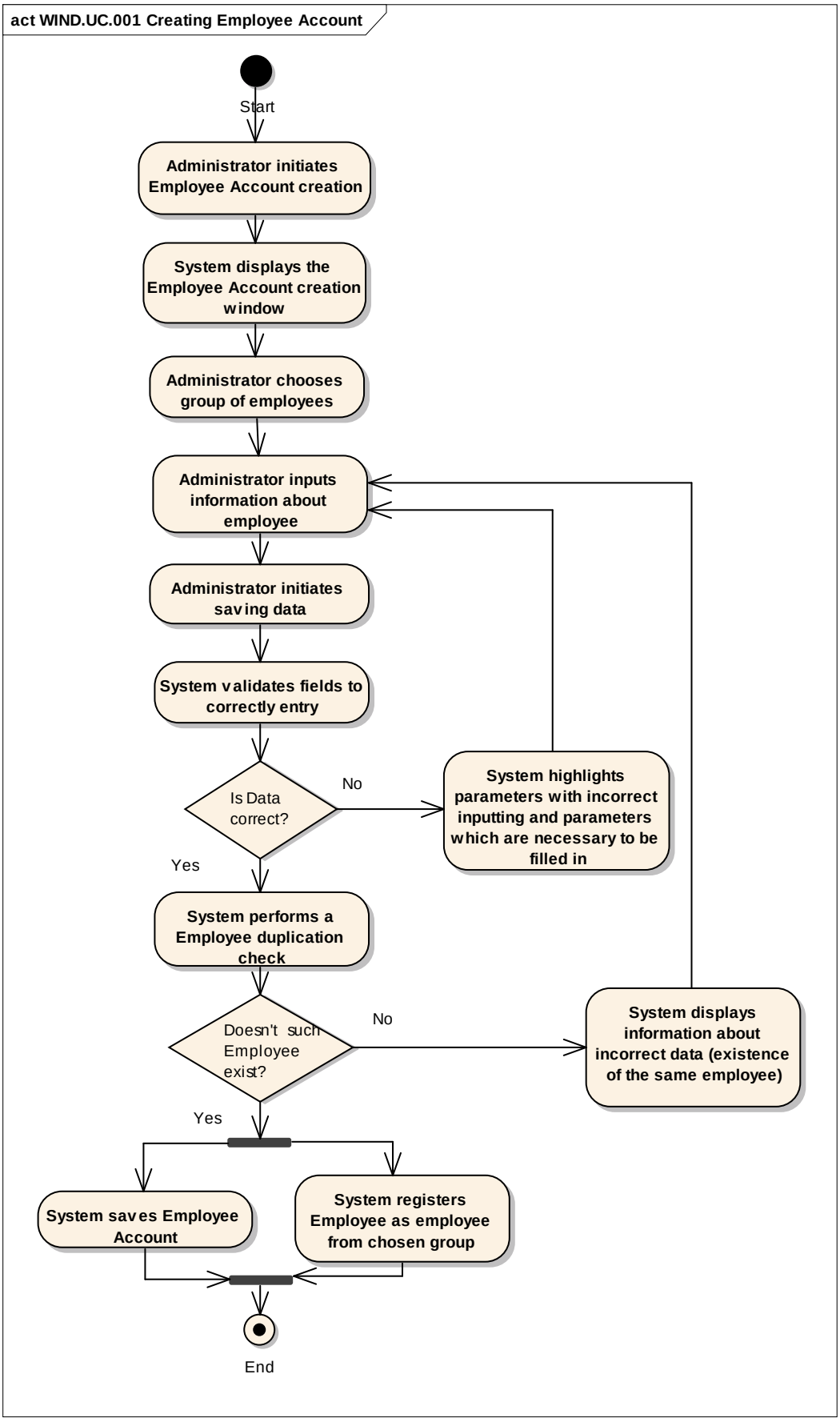

Figure 1– Creating Customer Account Flow Diagram

1.3 Base Flow

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

1.4 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 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 About Incorrect Data	System displays information about incorrect data (existence of the same employee)
			Join: Step #4 of the Base Flow: Input Information About Employee

2 Creating Customer Accounts

2.1 Description

Use Case ID	WIND.UC.002
Use Case Name	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.
Pre-conditions	Unregistered User
Post-conditions	Customer Account is created and Registered User as Customer

2.2 Flow diagram

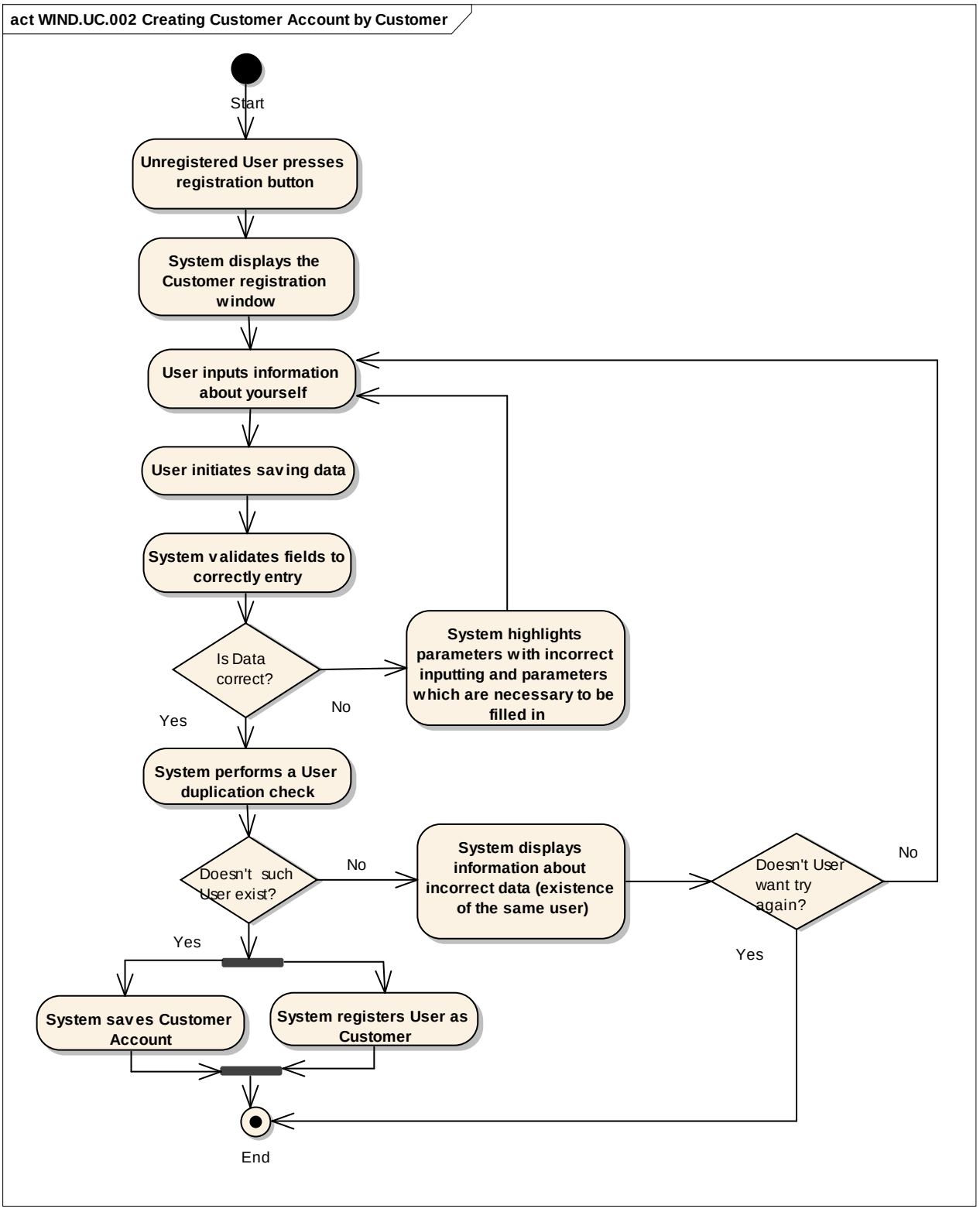

Figure 2– Creating Customer Account by Customer Flow Diagram

2.3 Base Flow

Step #	Actor	Action	Description
1	User	Presses Registration Button	Unregistered User presses registration 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 Duplication Check	System performs a User duplication check
7.1 7.2	System	Save Customer Account& Registers User As Customer	System saves Customer Account & System registers 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 Parameters	System highlights parameters with incorrect inputting 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 About Incorrect Data	System displays information 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 About Incorrect Data	System displays information about incorrect data (existence of the same)
			Join: End

3 Blocking Accounts

3.1 Description

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

3.2 Flow diagram

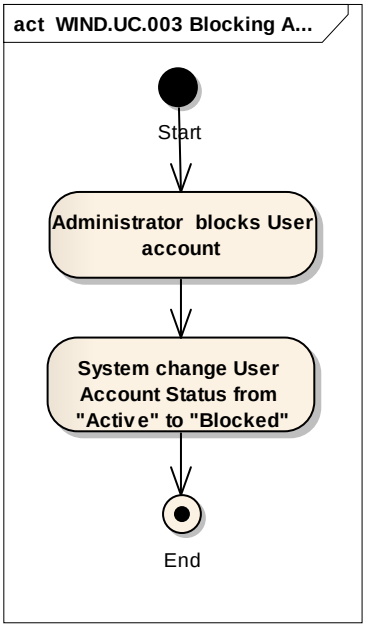

Figure 3– Blocking Accounts Flow Diagram

3.3 Base Flow

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

4 Changing Customer Password

4.1 Description

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.
Pre-conditions	Customer User forgets own password
Post-conditions	Customer Password is changed

4.2 Flow diagram

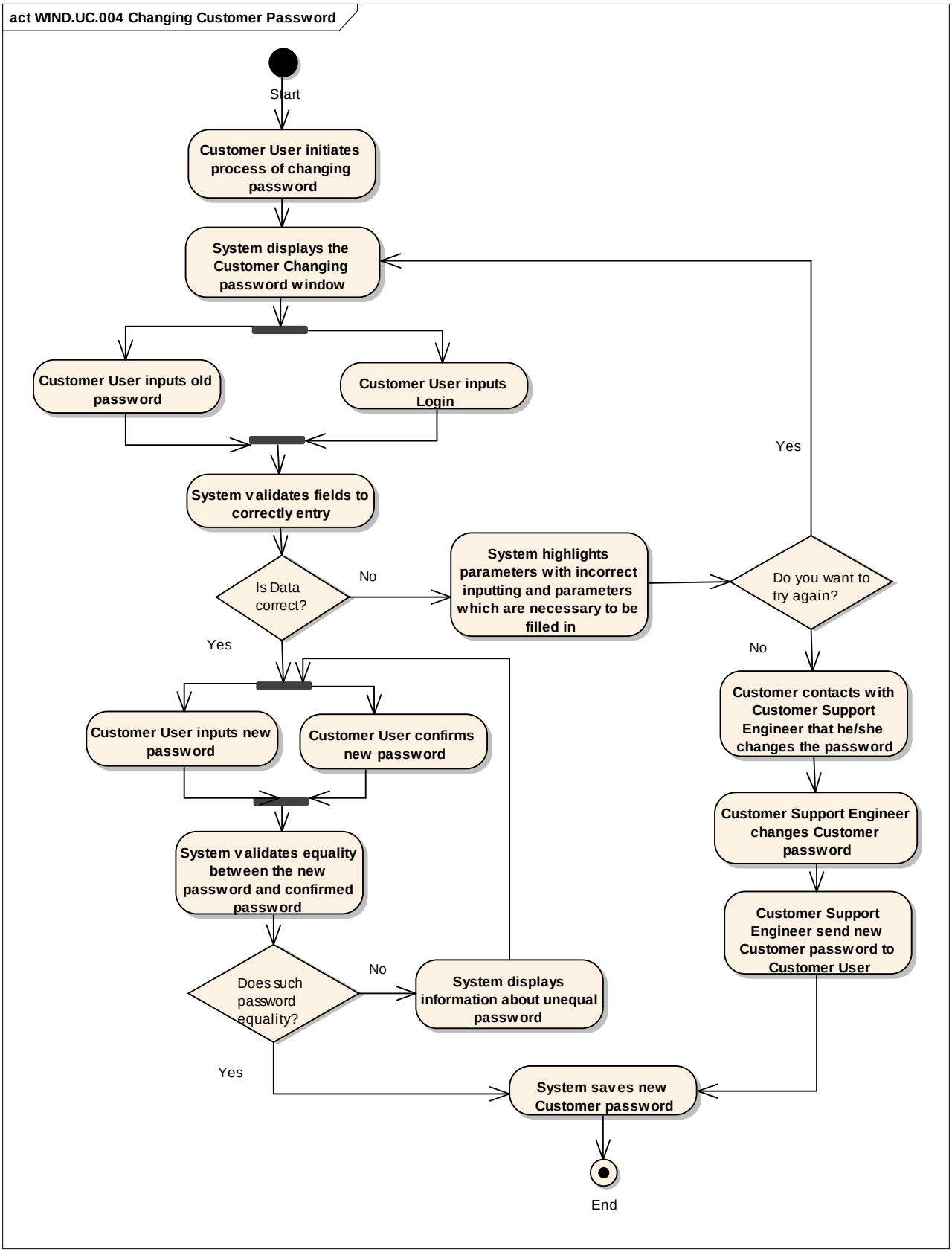

Figure 4 – Changing Customer Password Flow Diagram

4.3 Base Flow

Step #	Actor	Action	Description
1	Customer User	Presses Changing Password button	Customer User initiates process of changing password
2	System	Display Customer Changing Password Window	System displays the Customer Changing password window
3	Customer User	Inputs Login & Password Information	User inputs Login & Password information
4	System	Validates Fields	System validates fields to correctly entry
5	Customer User	Inputs & Confirms new Password Information	Customer User inputs & confirms new password
6	System	Validates new Password Fields	System validates equality between the new password and confirmed password
7	System	Saves new Customer Password	System saves new Customer 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 information about unequal password	System displays 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 parameters	System highlights parameters with incorrect inputting and parameters which are necessary to be filled in
2	Customer User	Approves Inputting his Login/password Data second time	Customer User approves, that he want to Input his Login/password 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 his Login/password Data second time	User disapproves, that he want to Input his Login/password Data second time
2	Customer User	Contacts with Customer Engineer about password changing	Customer contacts with Customer Support Engineer that he/she changes the password
3	Customer Support Engineer	Changes Customer Password	Customer Support Engineer changes Customer password
4	Customer Support Engineer	Sends new Customer Password to user	Customer Support Engineer send new 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.
Pre-conditions	Service Instance existed in the System
Post-conditions	Service Instance is reviewed.

5.2 Flow diagram

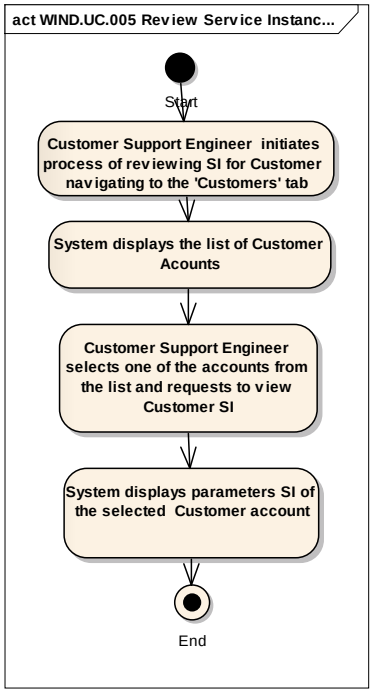

Figure 5– Review Service Instance Flow Diagram

5.3 Base Flow

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

6.2 Flow diagram

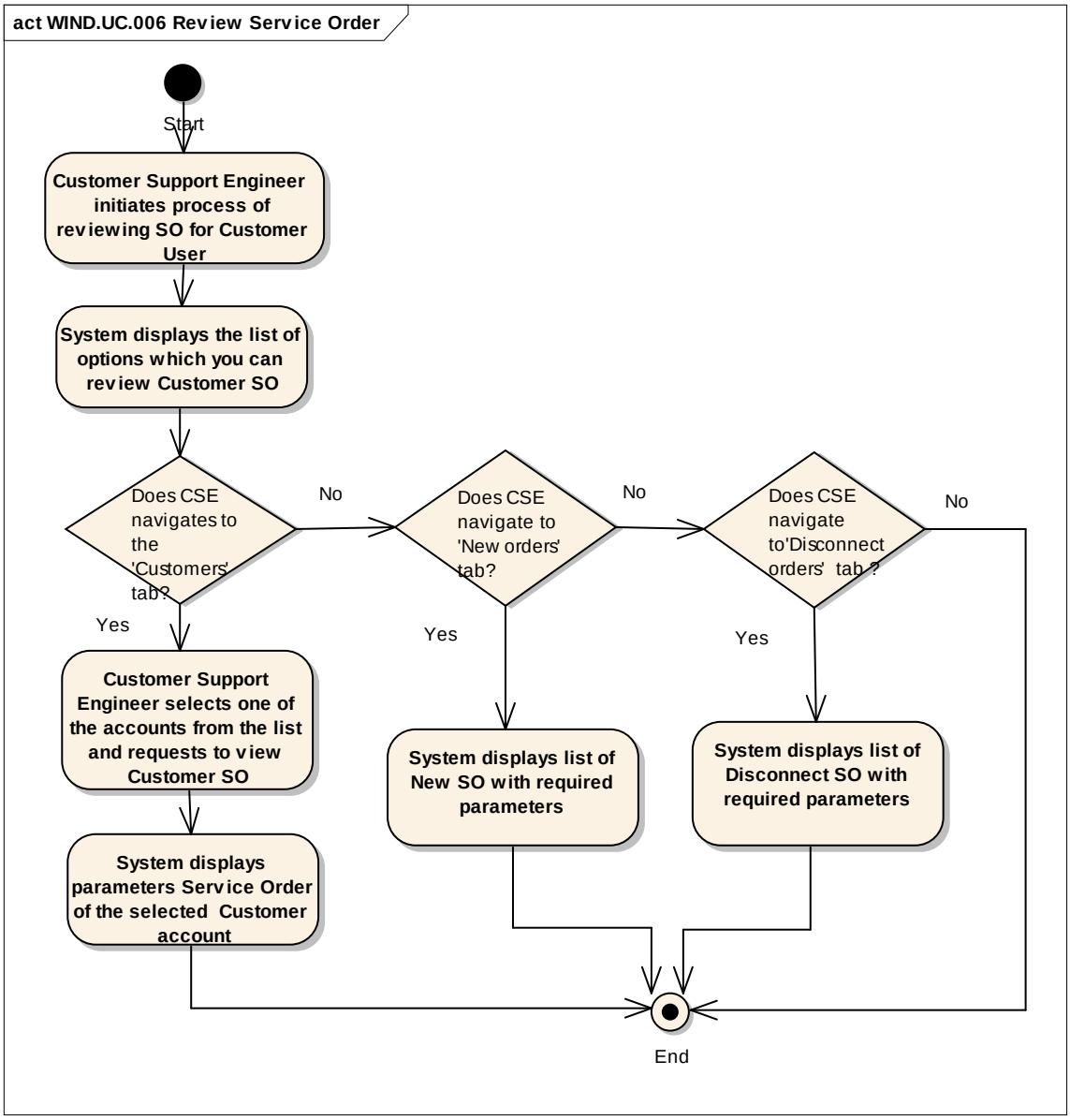

Figure 6– Review Service Order Flow Diagram

6.3 Base Flow

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

7 Creating Service Order

7.1 Description

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.
Pre-conditions	–
Post-conditions	Service Order is created

7.2 Flow diagram

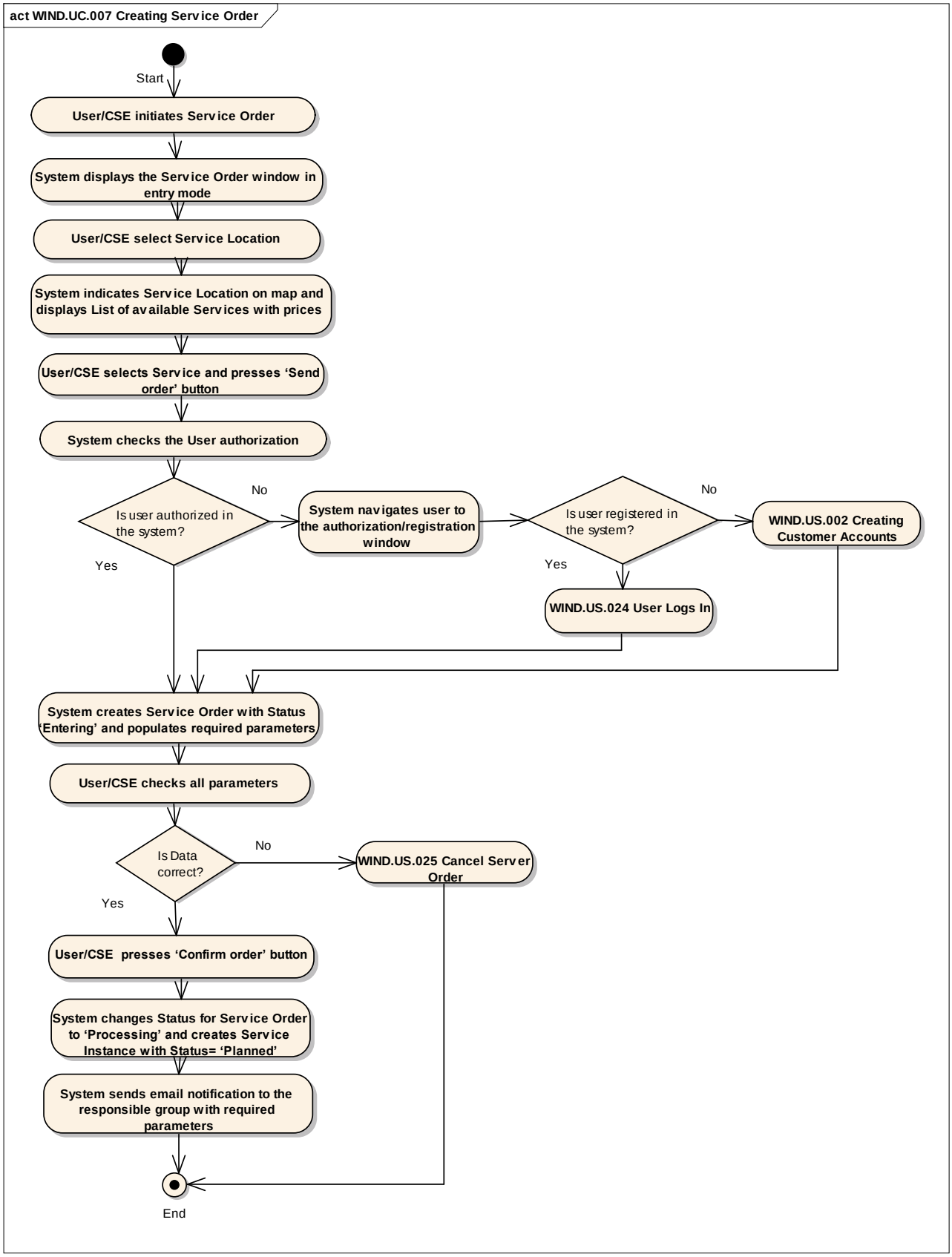

Figure 7— Creating Customer Account Flow Diagram

7.3 Base Flow

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	Checks user authorized or not: 1. If user authorized in the system, the system: - Creates Service Order with Status 'Entering' - 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 2. If user didn't authorize in the system, the system navigates user to the authorization/registration window (go to Alternative Flow 1)	
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	1. Changes Status for Service Order to 'Processing' and creates Service Instance with Status= 'Planned' Changes Status for Service Order to 'Pending for Activation'. 2. Sends email notification to the responsible group with the next parameters: Task ID, User ID, Type, Status, Role_ID, Service_order_id	

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/registration 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

8.1 Description

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
Pre-conditions	–
Post-conditions	Customer Support Engineer created new Customer Account.

8.2 Flow diagram

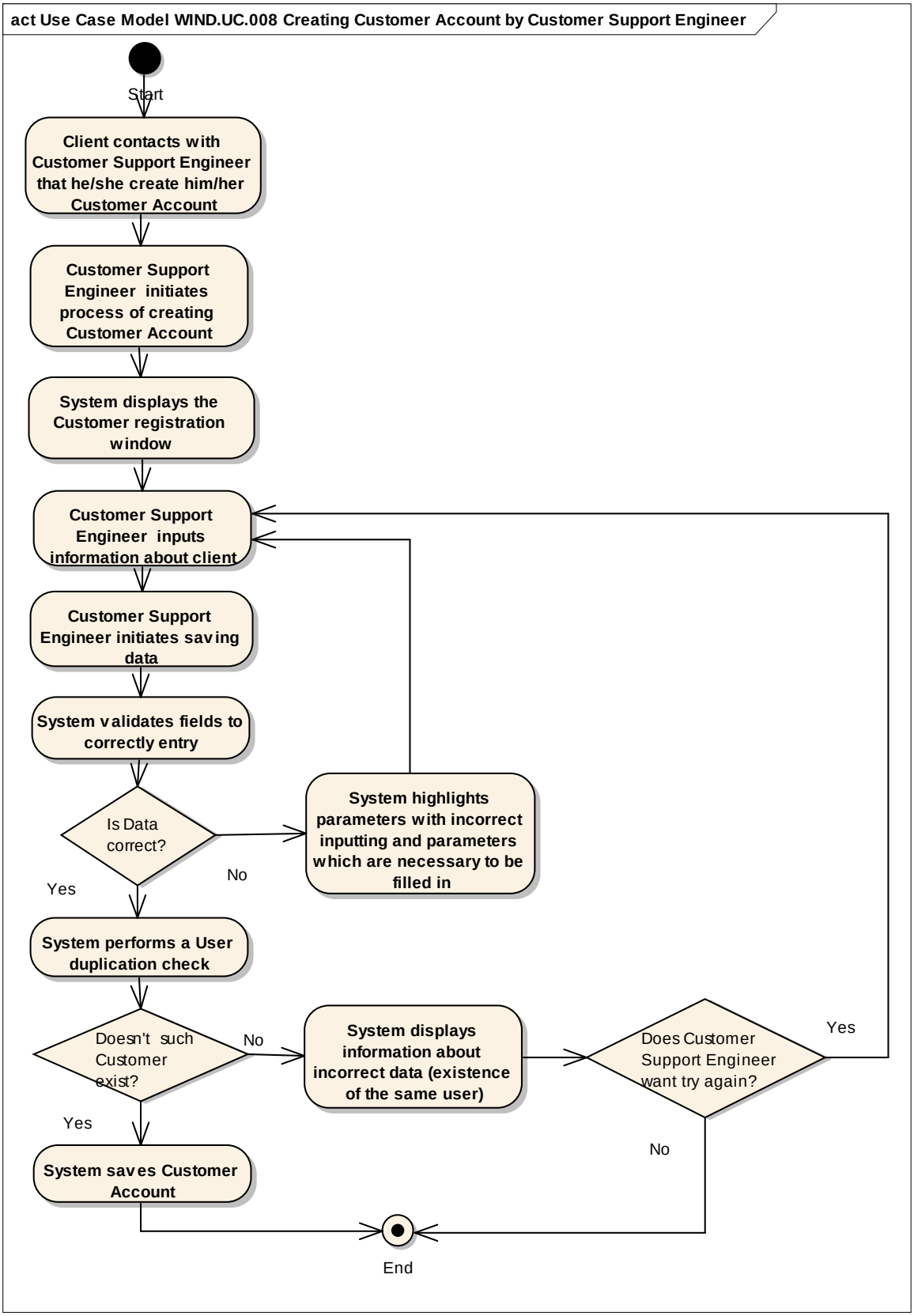

Figure 8– Creating Customer Account by Customer Support Engineer Flow Diagram

8.3 Base Flow

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 which are necessary filled in & inputted incorrect	System highlights parameters with incorrect inputting and parameters which are necessary to be filled in
			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 about incorrect data	System displays information 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 about incorrect data	System displays information 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.
Pre-conditions	Service Order is created
Post-conditions	Service Order is completed

9.2 Flow diagram

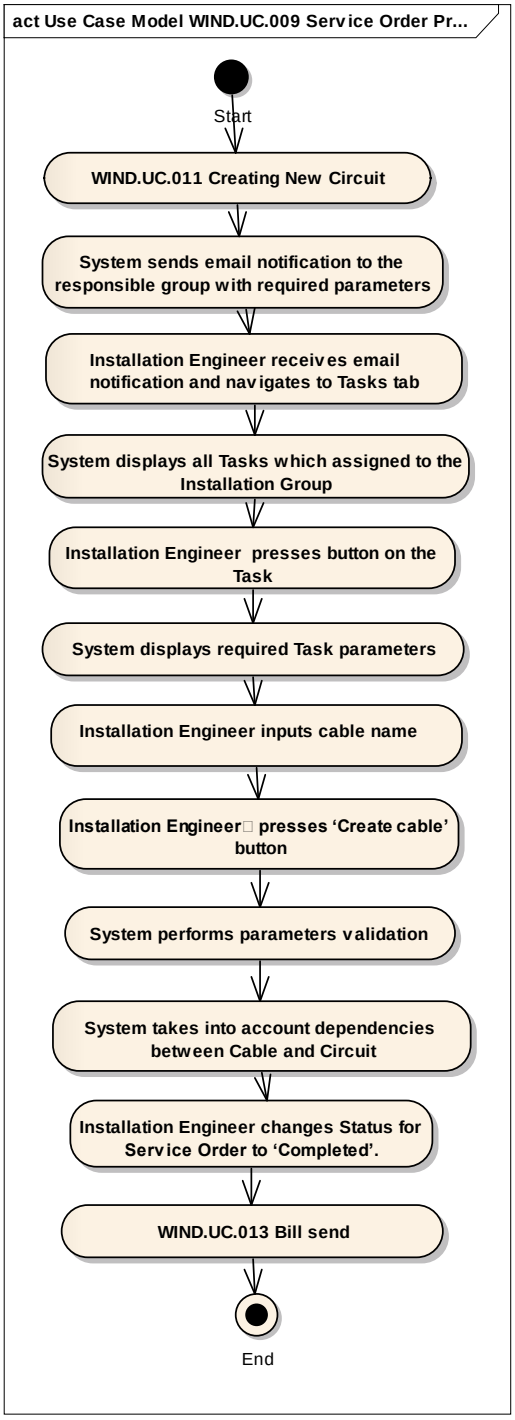

Figure 9– Creating Customer Account Flow Diagram

9.3 Base Flow

Step #	Actor	Action	Description
1			WIND.UC.011 Creating New Circuit
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	1. Inputs cable name 2. Presses ‘Create cable’ button	1. Installation Engineer inputs cable name 2. Installation Engineer presses ‘Create cable’ button
8	Installation Engineer	Presses ‘Complete’ button	Installation Engineer presses ‘Complete’ button
9	System	1. Performs parameters validation 2. Takes into account dependencies between Cable and Circuit Sends email notification to the Customer with the service instance and service order parameters	1. System performs parameters validation 2. System takes into account dependencies between Cable and Circuit Sends email notification to the Customer with the service instance and service order parameters
10	Installation Engineer	Changes Status for Service Order to ‘Completed’.	Installation Engineer changes 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
Use Case Name	Creating New Router in System
Description	Describes the process of Creation New Router in System
Activate	
Pre-conditions	User/CSE initiated New Router creation process
Post-conditions	New Router is created.

10.2 Flow diagram

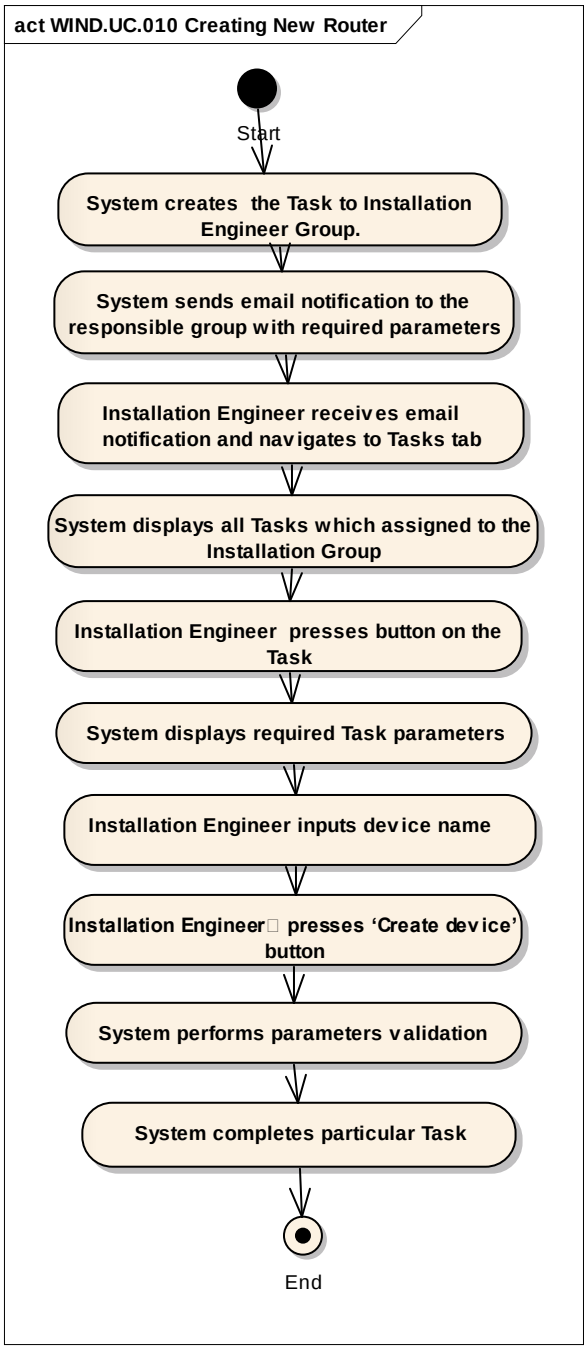

Figure 10– Creating New Router in System Flow Diagram

10.3 Base Flow

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	1. Inputs device name 2. Presses ‘Create device’ button	1. Installation Engineer inputs device name 2. Installation Engineer presses ‘Create device’ button
8	System	Performs parameters validation	System performs parameters validation
9	System	Completes particular Task	System completes particular Task

11 Creating New Circuit in System

11.1 Description

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.
Pre-conditions	New Circuit in System task initialized
Post-conditions	New Circuit is created

11.2 Flow diagram

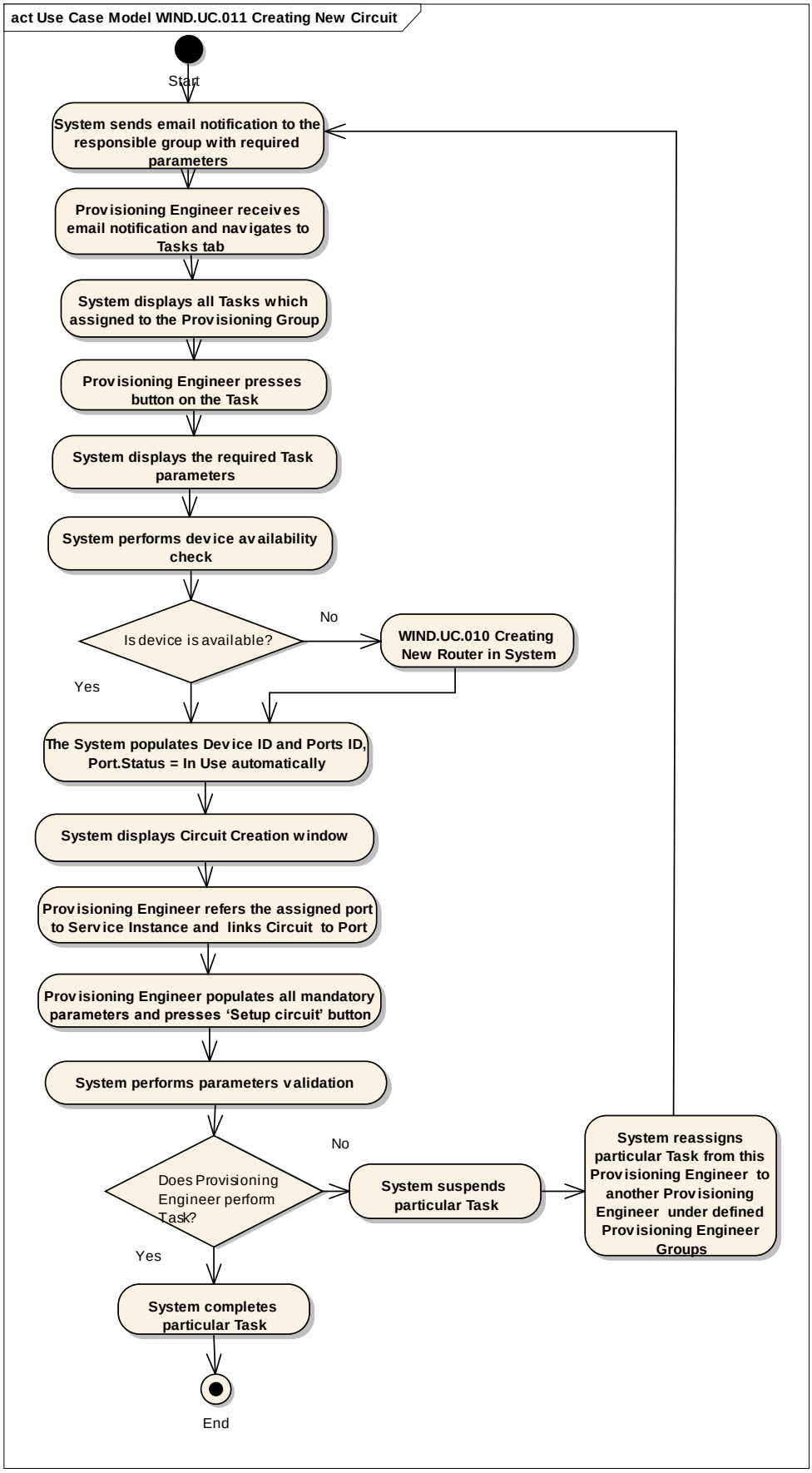

Figure 11 – Creating New Circuit in System Flow Diagram

11.3 Base Flow

Step #	Actor	Action	Description
1	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	1. Performs device availability check 2. Populates Device ID and Ports ID, Port.Status = In Use automatically	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 Task	System suspends particular Task
2	System	Reassigns particular Task between Provisioning Engineers	System reassigns particular Task from this Provisioning Engineer to another Provisioning 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

12.1 Description

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.
Pre-conditions	Removing the Circuit in System task initialized
Post-conditions	The Circuit is removed

12.2 Flow diagram

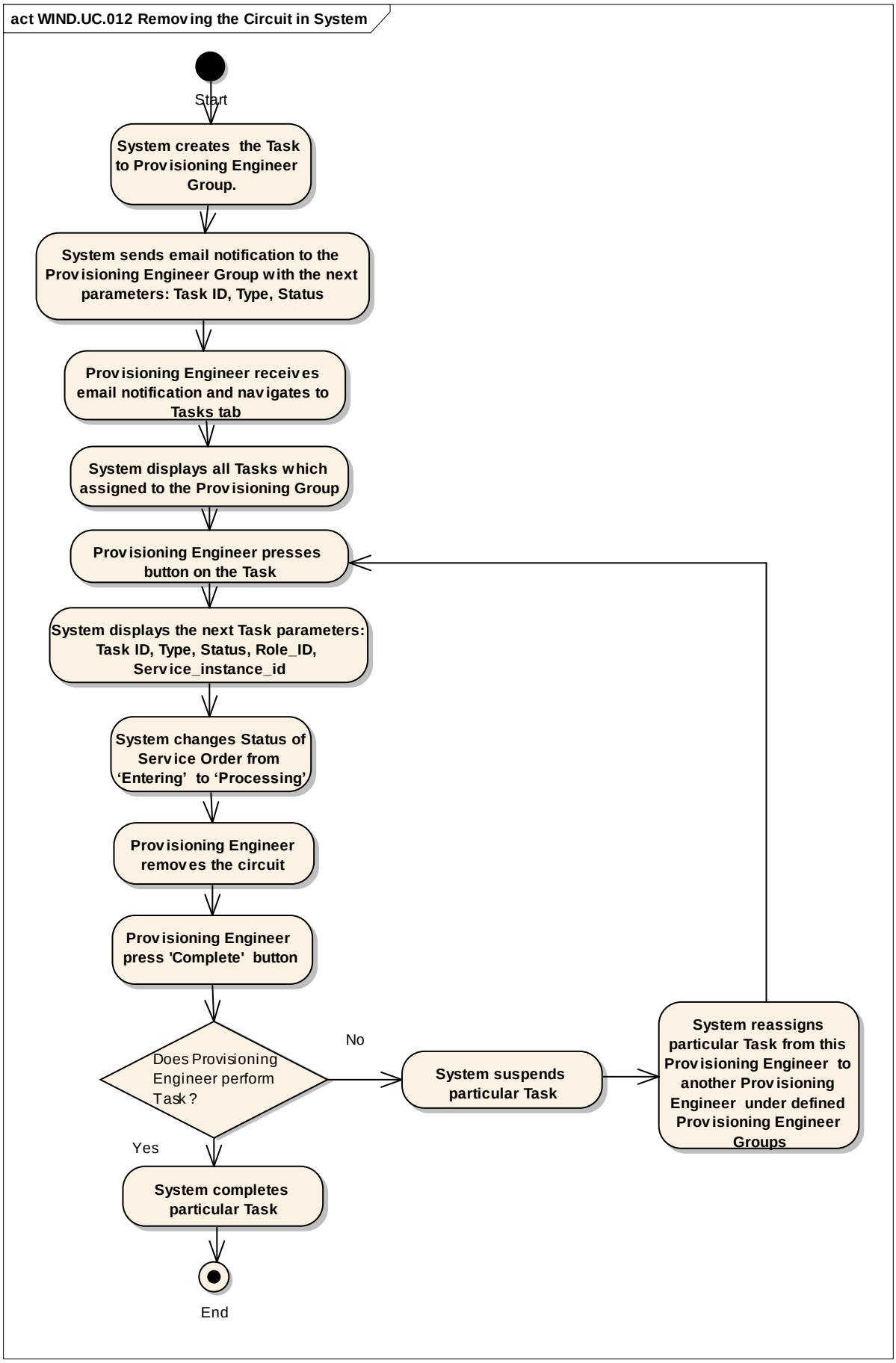

Figure 12 – Removing Circuit in System Flow Diagram

12.3 Base Flow

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 Task	System suspends particular Task
2	System	Reassigns particular Task between Provisioning Engineers	System reassigns particular Task from this Provisioning Engineer to another Provisioning Engineer under defined Provisioning Engineer Groups
			Join: Step #4 of the Base Flow: Provisioning Engineer Group presses button on the Task

13 Bill Sending

13.1 Description

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.
Pre-conditions	Bill Sending task initialized
Post-conditions	The Bill sent

13.2 Flow diagram

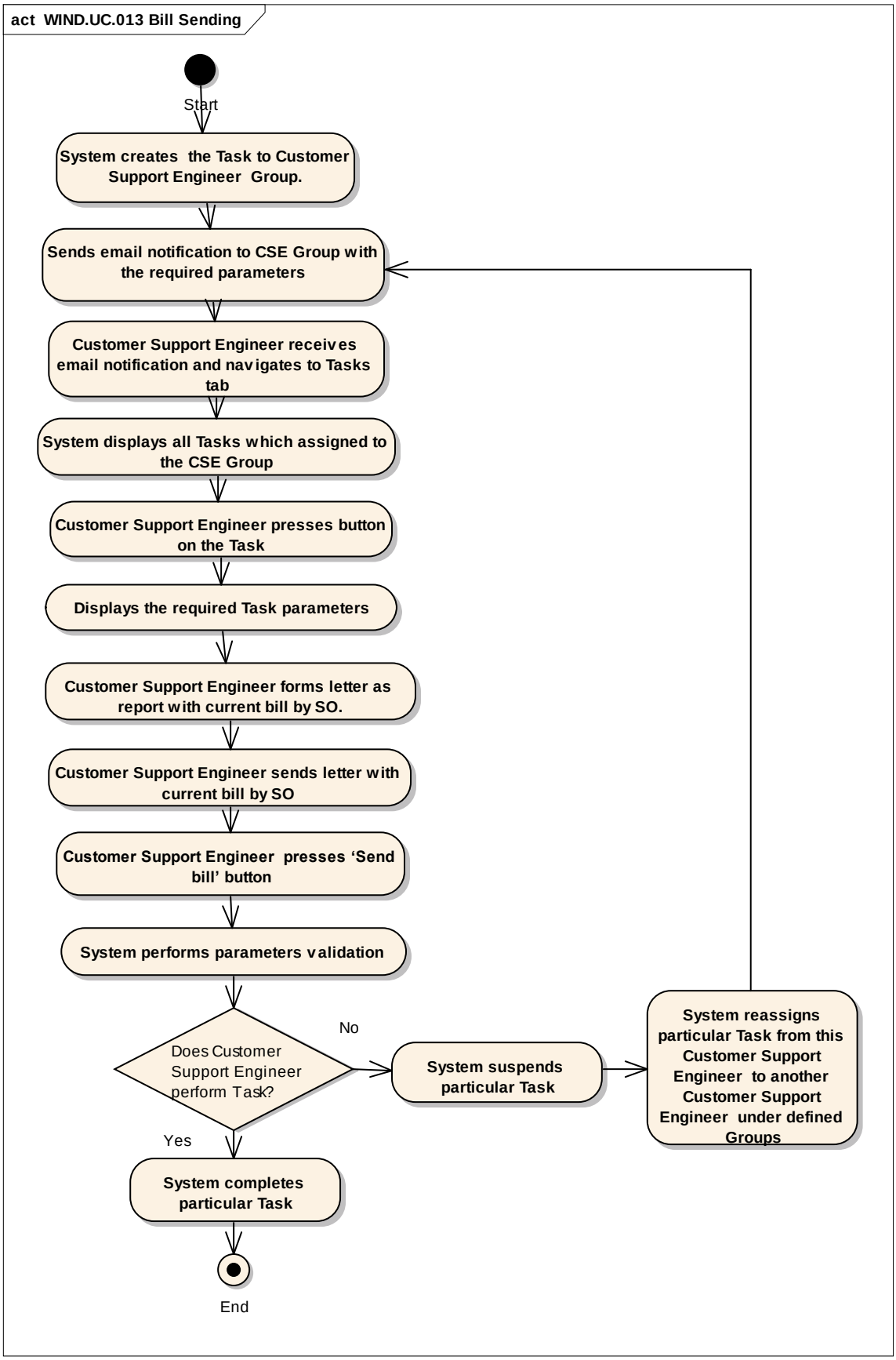

Figure 13 – Bill Sending in System Flow Diagram

13.3 Base Flow

Step #	Actor	Action	Description
1	System	Creates Task to Customer Support Engineer Group	System creates the Task to Customer Support Engineer Group
2	System	Sends email notification to CSE Group with the required parameters	System sends email notification to the responsible group with the next parameters: Task ID, Type, Status
3	Customer Support Engineer	Receives email notification and navigates to Tasks tab	Customer Support Engineer receives email notification and navigates to Tasks tab
4	System	Displays all Tasks which assigned to the Customer Support Engineer Group	System displays all Tasks which assigned to the Customer Support Engineer Group
5	Customer Support Engineer	Presses button on the Task	Customer Support 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	Customer Support Engineer	Forms letter as report with current Bill by SO	Customer Support Engineer forms letter as report with current bill by Service Order.
8	Customer Support Engineer	Sends letter with current Bill by SO	Customer Support Engineer sends letter with current bill by Service Order
9	Customer Support Engineer	Presses ‘Complete’ button	Installation Engineer presses ‘Send bill’ 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
11	System	Completes particular Task	System completes particular Task

13.4 Alternative Flow

Step#	Actor	Action	Description
			Entry Point: Step #10 of the Base Flow: Performs parameters validation
1	System	Suspends particular Task	System suspends particular Task
2	System	Reassigns particular Task between Provisioning Engineers	System reassigns particular Task from this Provisioning Engineer to another Provisioning 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
Use Case Name	Creating Service Instance
Description	Describes the process of Service Instance creation in System
Activate	System has initiated the process of Service Instance creation
Pre-conditions	Service Order created
Post-conditions	Service Instance created

14.2 Flow diagram

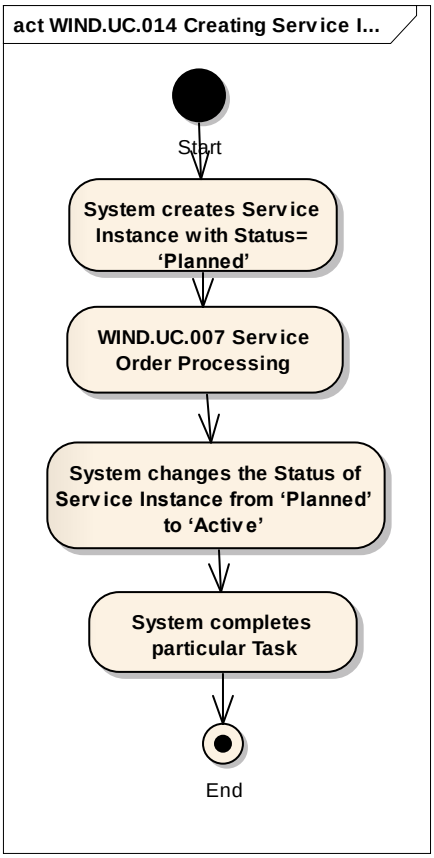

Figure 14 – Creating Service Instance Flow Diagram

14.3 Base Flow

Step #	Actor	Action	Description
1	System	Creates the Service Instance with Status = 'Planned'	System creates the Service Instance with Status = 'Planned'
2		Service Order Processing	WIND.UC.007 Service Order Processing
3	System	Changes the Status of SI to 'Active'	System changes the Status of Service 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
Pre-conditions	Customer User/CSE initiated modification for Service Instance
Post-conditions	Parameters for Service Instance modified

15.2 Flow diagram

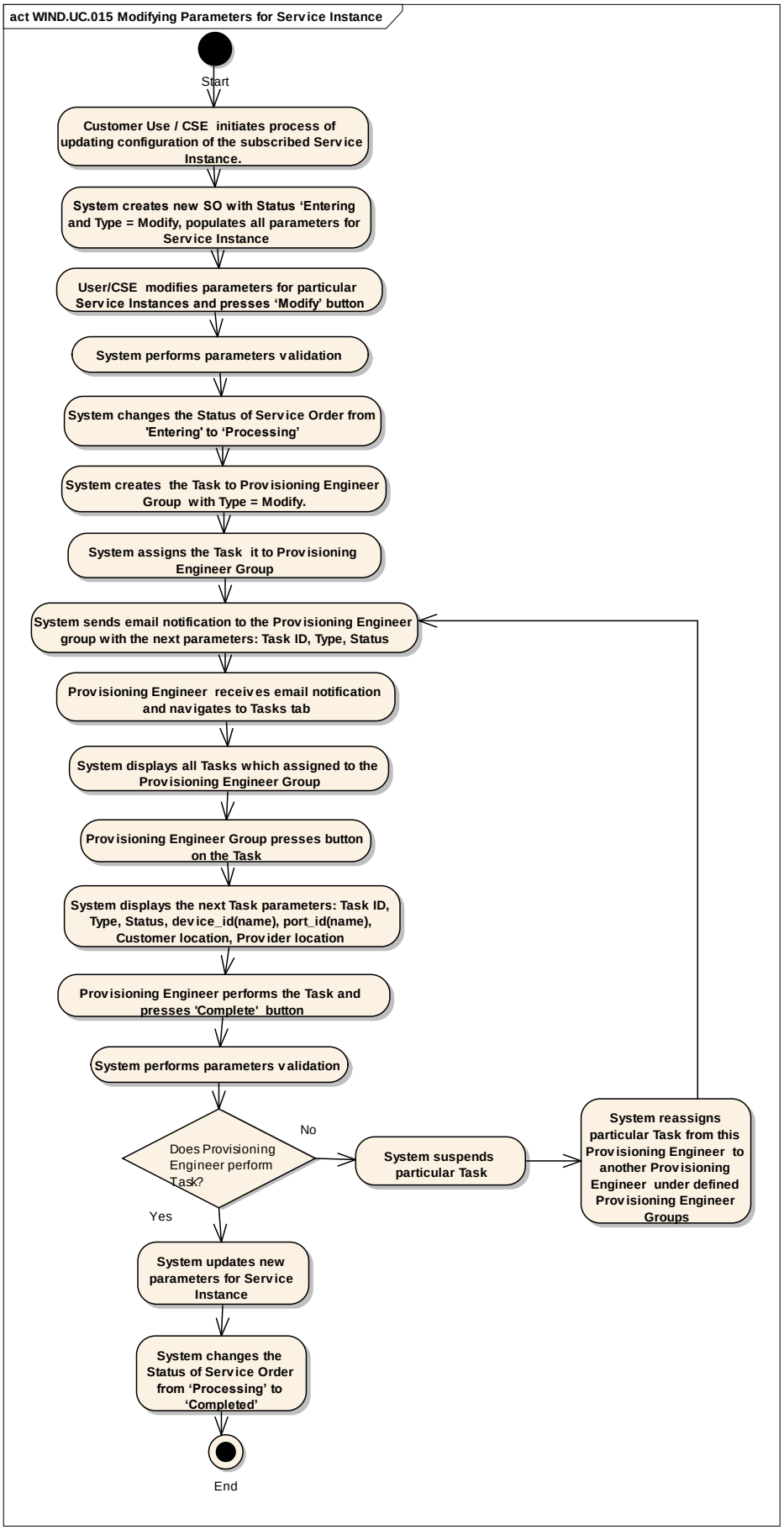

Figure 15 – Modifying Parameters for Service Instance Flow Diagram

15.3 Base Flow

Step #	Actor	Action	Description
1	Customer User/CSE	Initiates process of updating configuration of the subscribed SI.	Customer User initiates process of updating configuration of the subscribed Service Instance.
2.1 **2.2**	System	– Creates new SO with Status 'Entering and Type = Modify – Populates all parameters for Service Instance	System Creates new SO with Status 'Entering and Type = Modify and populates all parameters for Service Instance
3.1 **3.2**	User/CSE	– Modifies parameters for particular Service Instances – Presses 'Modify' button	User/CSE modifies parameters for particular Service Instances and presses 'Modify' button
4	System	Performs parameters validation	System performs parameters validation
5	System	Creates the Task to Provisioning Engineer Group	System creates the Task to Provisioning Engineer Group
6.1-6.5	System	– Performs parameters validation – Changes the Status of Service Order from 'Entering' to 'Processing' – Creates the Task with Type = Modify – Assigns Task to Provisioning Engineer Group – Sends email notification to the Provisioning Engineer group with the next parameters: Task ID, Type, Status	– System performs parameters validation – System changes the Status of Service Order from 'Entering' to 'Processing' – System creates the Task with Type = Modify – System assigns Task to Provisioning Engineer Group – System sends email notification to the Provisioning Engineer group with the next parameters: Task ID, Type, Status
7	Provisioning Engineer	Receives email notification and navigates to Tasks tab	Provisioning Engineer receives email notification and navigates to Tasks tab
8	Provisioning Engineer	Provisioning Engineer Group presses button on the Task	Provisioning Engineer Group presses button on the Task
9	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
10	Provisioning Engineer	– Performs the Task – Presses 'Complete' button	Provisioning Engineer performs the Task and presses 'Complete' button
11.1 **11.2** **11.3**	System	– Performs parameters validation – Updates new parameters for Service Instance – 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 between Provisioning Engineers	System reassigns particular Task from this Provisioning Engineer to another Provisioning Engineer under defined Provisioning Engineer Groups
			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
Pre-conditions	Customer User/CSE initiated the process of disconnection for Existing Service Instance initialized
Post-conditions	Existing Service Instance disconnected

16.2 Flow diagram

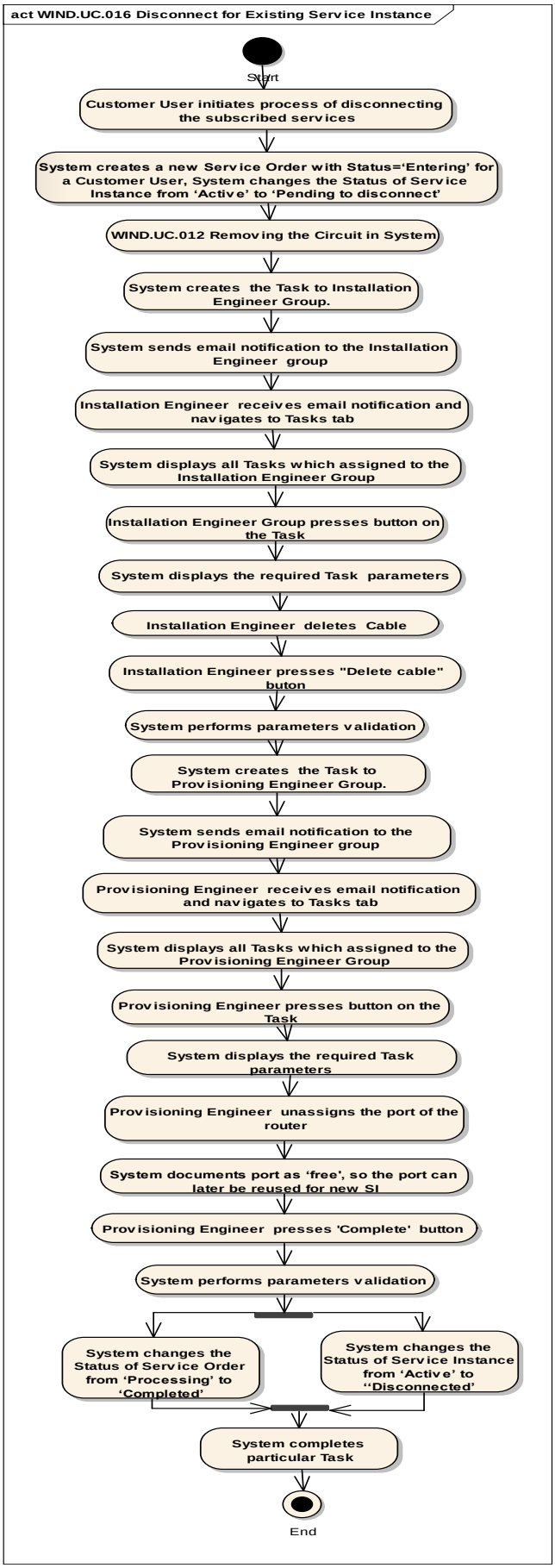

Figure 16 – Disconnect for Existing Service Instance Flow Diagram

16.3 Base Flow

Step #	Actor	Action	Description
1	Customer User	Initiates process of disconnection the subscribed products and services.	Customer User initiates process of disconnecting the subscribed products and services.
2	System	– Creates a new Service Order with Status='Entering' for a Customer User – Changes the Status of Service Instance from 'Active' to 'Pending to disconnect'	System creates a new Service Order with Status='Entering' for a Customer User, System changes the Status of Service Instance from 'Active' to 'Pending to disconnect'
3			WIND.UC.012 Removing the Circuit in System
4	System	Creates the Task to Installation Engineer Group	System creates the Task to Installation Engineer Group.
5	System	– Sends email notification to the Installation Engineer group with the next parameters: Task ID, Type, Status	– System sends email notification to the Installation Engineer group with the next parameters: Task ID, Type, Status
6	Installation Engineer	Receives email notification and navigates to Tasks tab	Installation Engineer receives email notification and navigates to Tasks tab
7	System	Displays all Tasks which assigned to the Installation Engineer Group	System displays all Tasks which assigned to the Installation Engineer Group
8	Installation Engineer	Presses button on the Task	Installation Engineer presses button on the Task
9	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
10	Installation Engineer	Deletes Cable	Installation Engineer deletes Cable
11	Installation Engineer	Presses "Complete" button	Installation Engineer presses "Complete" button
12	System	Performs parameters validation	System performs parameters validation
13	System	Creates the Task to Provisioning Engineer Group.	System creates the Task to Provisioning Engineer Group.
14	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
15	Provisioning Engineer	Receives email notification and navigates to Tasks tab	Provisioning Engineer receives email notification and navigates to Tasks tab

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	- changes the Status of SI to ‘Disconnected’ - changes the Status of SO to ‘Completed’	- System changes the Status of Service Instance from ‘Active’ to ‘‘Disconnected’ - System changes the Status of Service Order from ‘Processing’ to ‘Completed’
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
Pre-conditions	-
Post-conditions	User notificated by E-mail

17.2 Flow diagram

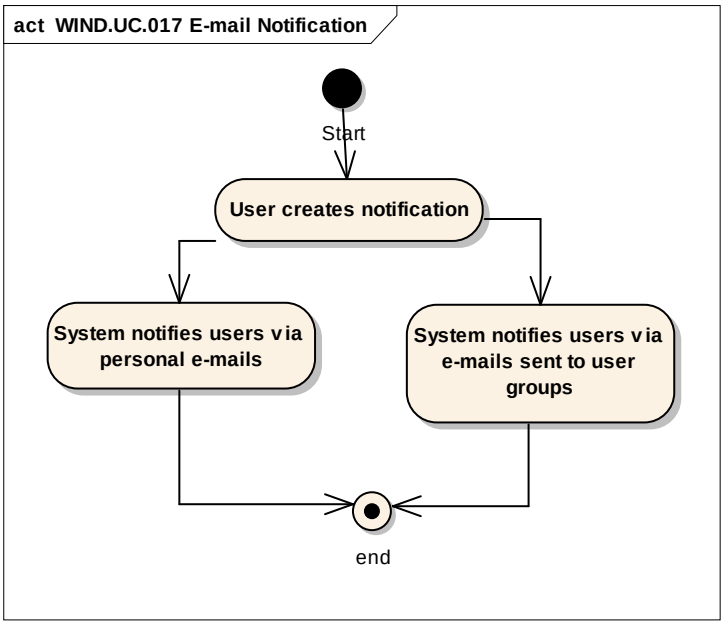

Figure 17 ─ E-mail Notification Flow Diagram

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

17.4 Alternative Flow 1

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

18 Creating RI Reports

18.1 Description

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

18.2 Flow diagram

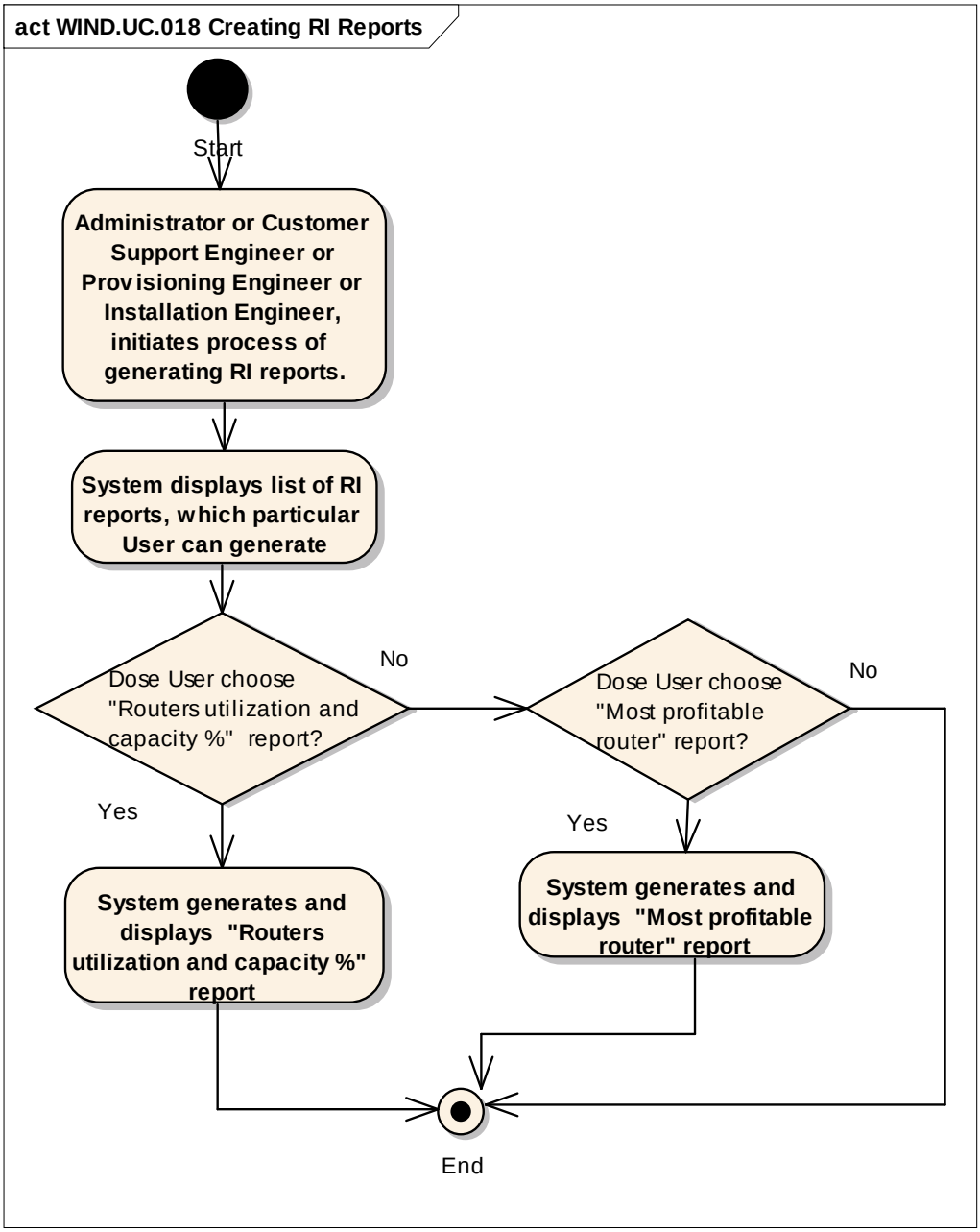

Figure 18 – Creating RI Reports Flow Diagram

18.3 Base Flow

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

18.4 Alternative Flow 1

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 profitable router” report	System generate and display “Most profitable router” report

19 Creating SI Reports

19.1 Description

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

19.2 Flow diagram

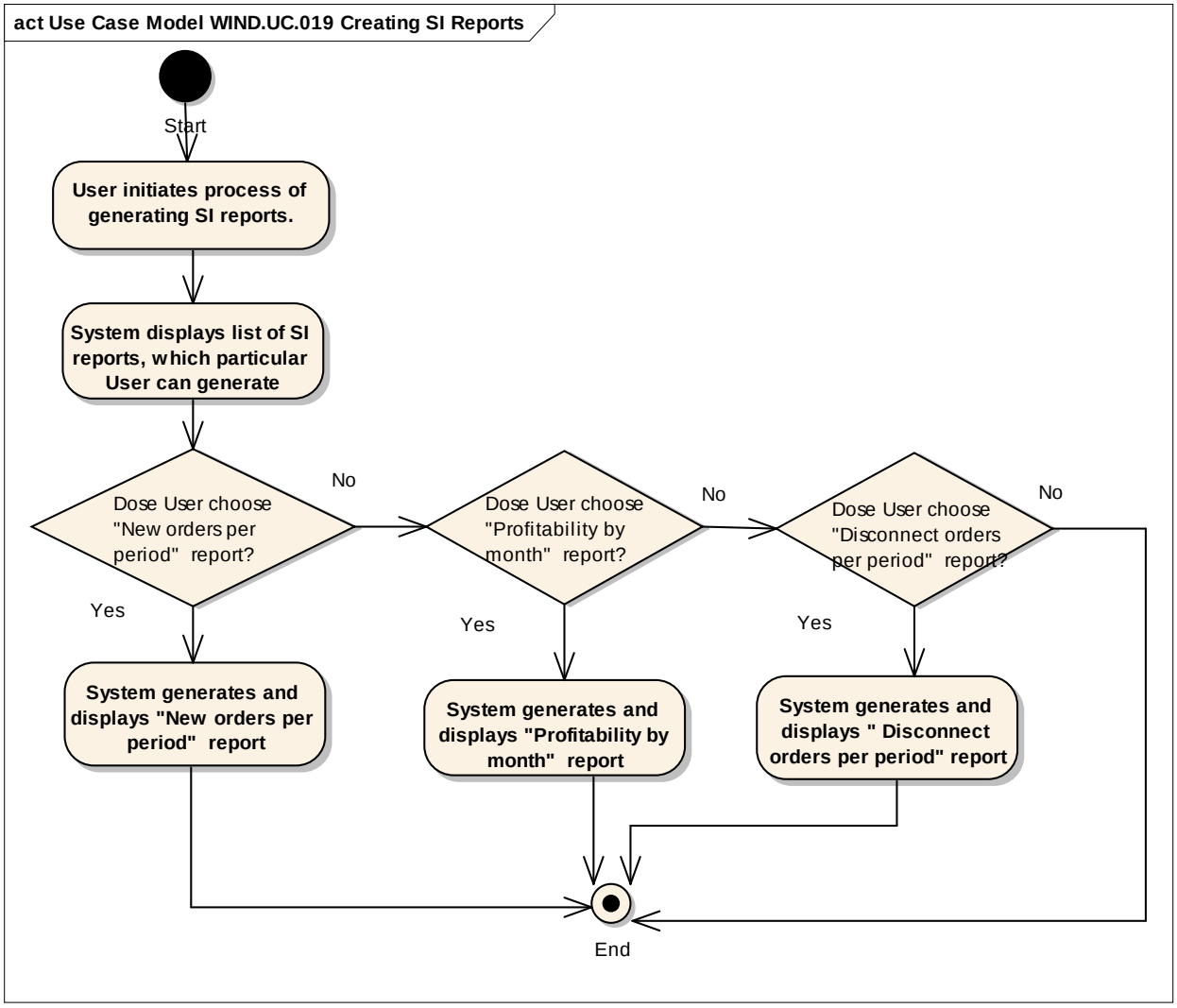

Figure 19 – Creating SI Reports Flow Diagram

19.3 Base Flow

Step #	Actor	Action	Description
1	User	Initiates process of generating SI reports	User initiates process of generating SI 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 “Profitability by month” report	System generate and display “Profitability by month” report

19.5 Alternative Flow 2

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 orders per period” report	System generate and display “Disconnect orders per period” report

20 Creating CIA Reports

20.1 Description

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

20.2 Flow diagram

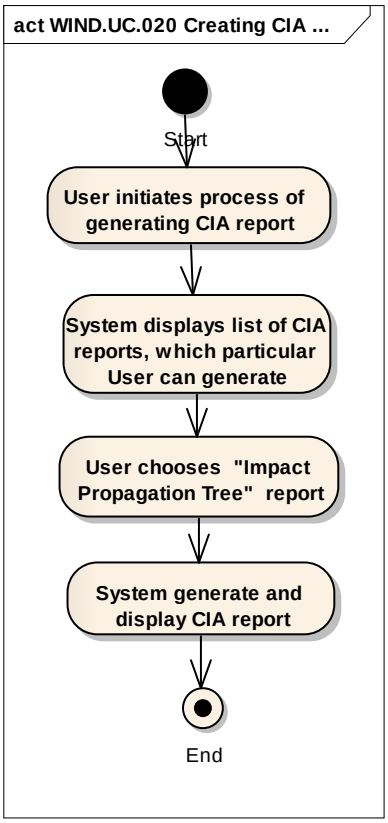

Figure 20 ─ Creating CIA Reports Flow Diagram

20.3 Base Flow

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

21 Exporting Reports

21.1 Description

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

21.2 Flow diagram

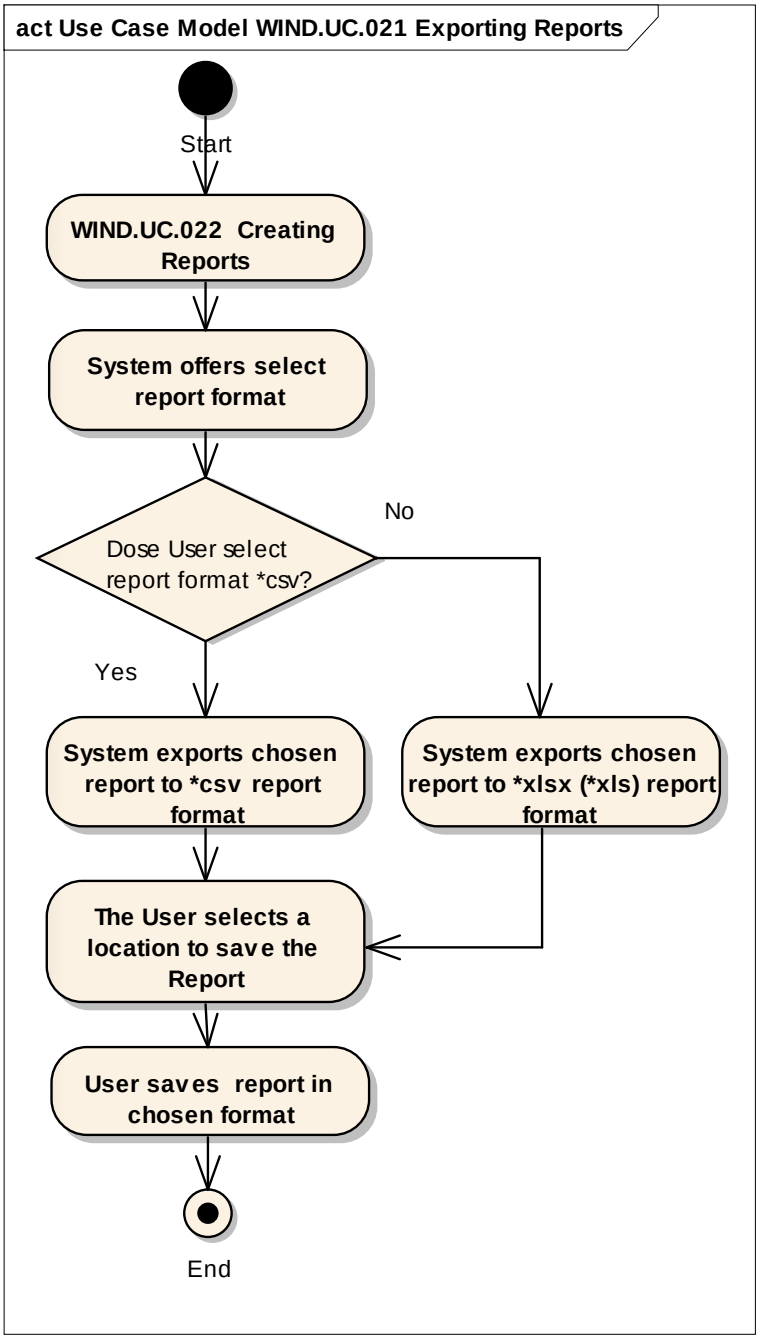

Figure 21 – Exporting Reports Flow Diagram

21.3 Base Flow

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

21.4 Alternative Flow 1

Step #	Actor	Action	Description
			Entry Point: Step #2 of the Base Flow: Offers select report format
1	System	Exports report to *xls format	System exports chosen report to *xlsx (*xls) report 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
Use Case Name	Creating Reports
Description	Describes the process of Reports Creation
Activate	User has initiated the process of Reports Creation
Pre-conditions	-
Post-conditions	Reports are created

22.2 Flow diagram

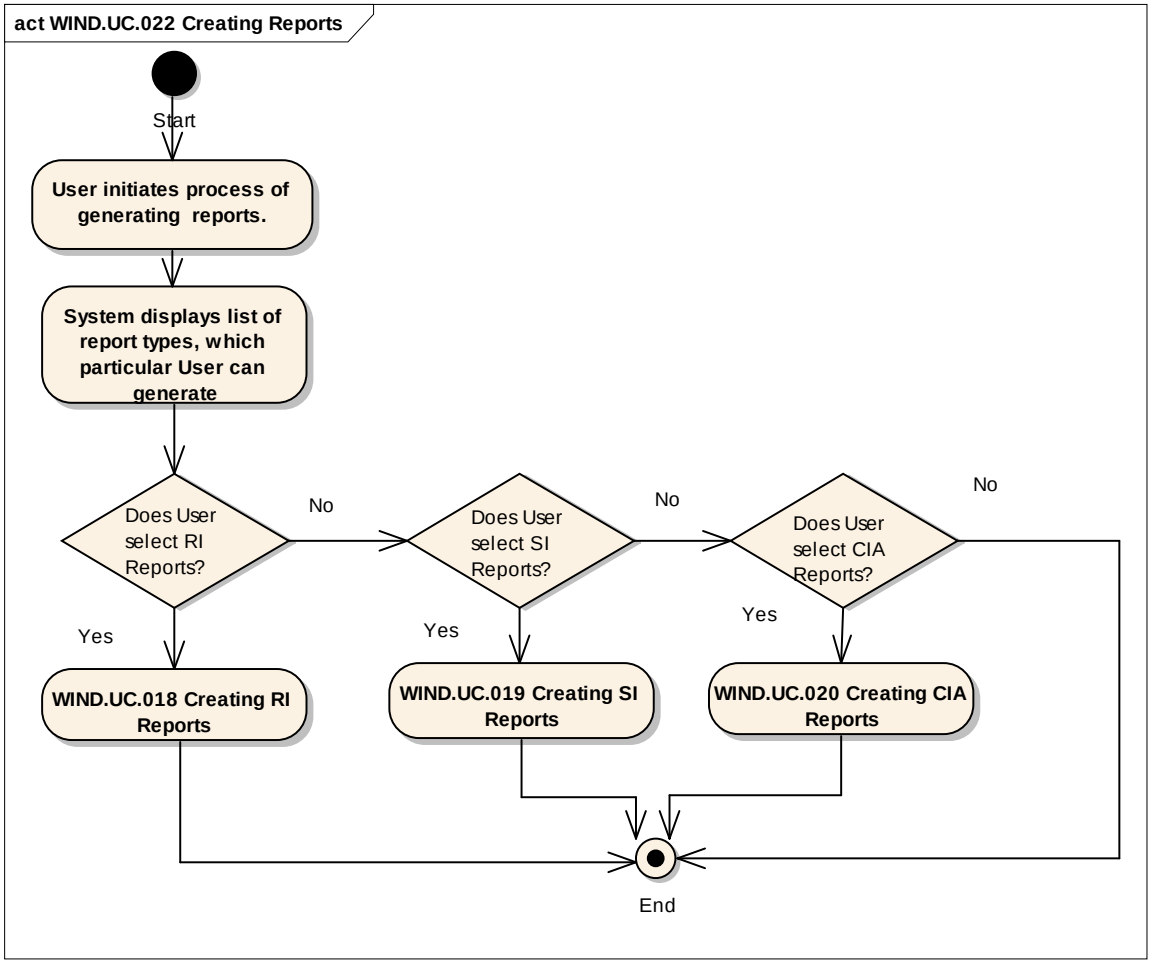

Figure 23 – Creating Reports Flow Diagram

22.3 Base Flow

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

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

22.5 Alternative Flow 2

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
Use Case Name	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
Pre-conditions	-
Post-conditions	Service Instance by Customer reviewed

23.2 Flow diagram

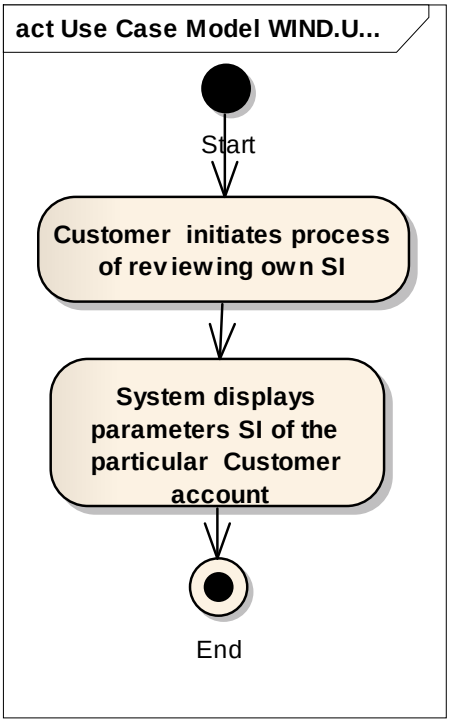

Figure 23– Review Service Instance by Customer Flow Diagram

23.3 Base Flow

Step #	Actor	Action	Description
1	Customer User	Initiates process of reviewing own SI	Customer User initiates process of 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
Use Case Name	User Logs In
Description	Describes the process of User's Logging In
Activate	User has initiated the process of Logging In
Pre-conditions	-
Post-conditions	User Loggined In

24.2 Flow diagram

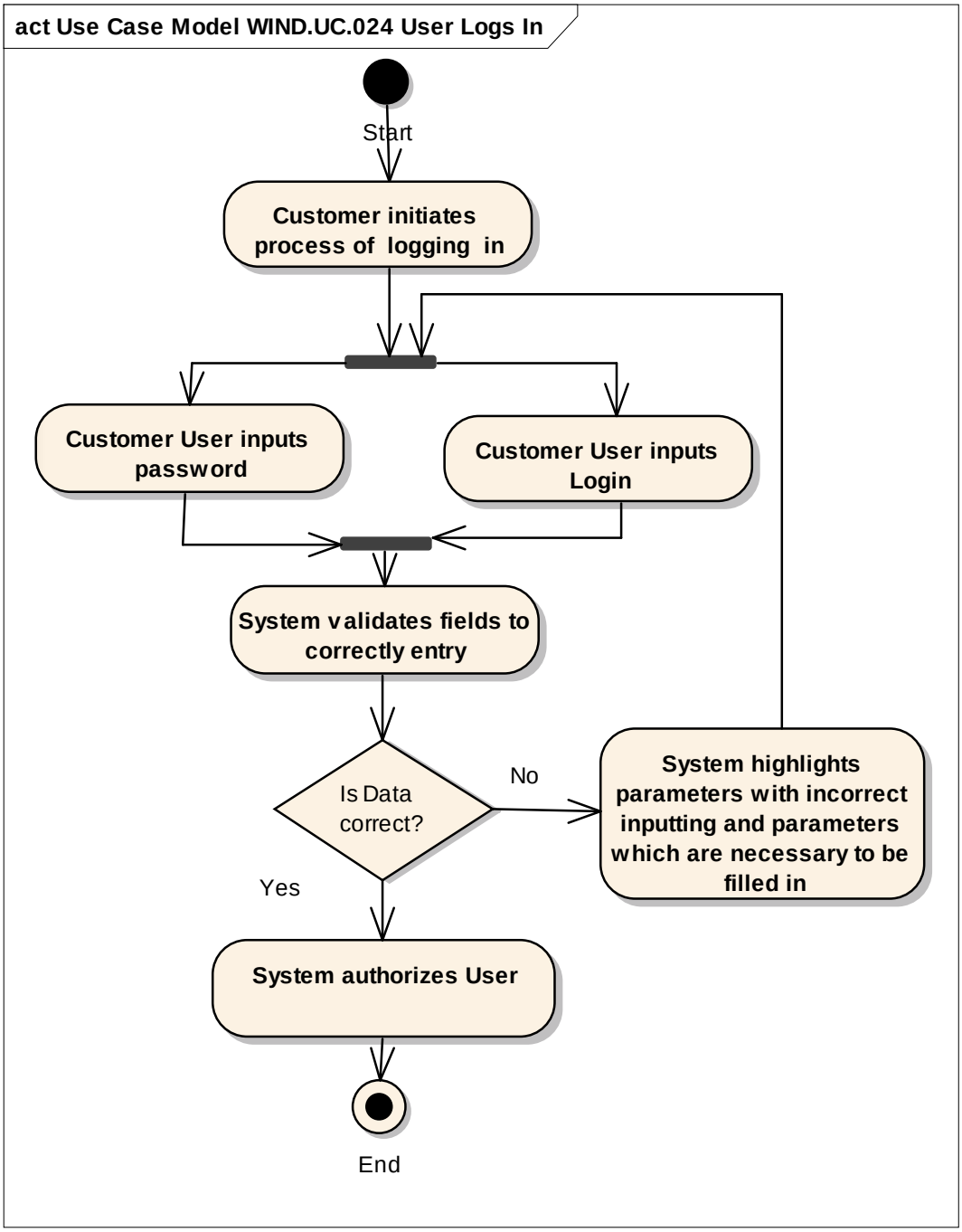

Figure 24– User Logs In Flow Diagram

24.3 Base Flow

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

24.4 Alternative Flow 1

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

25 Cancel Service Order

25.1 Description

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

25.2 Flow diagram

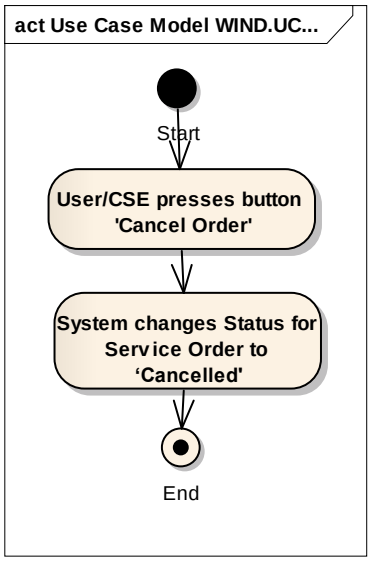

Figure 25– User Logs In Flow Diagram

25.3 Base Flow

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'