Case Study

Brown’s Plumbing is a family owed business located in Mississauga, Ontario. Brown’s Plumbing specializes in residential plumbing repairs.

Jake Brown is a licensed plumber and he employs his son’s Aaron and Mark as apprentices. Jake’s wife, Susan manages the office, answering the phone, scheduling Jake’s time, paying the bills and following up with Customers to ensure that Brown’s Plumbing is paid. Susan reconciles bank statements, monthly and pays taxes on a quarterly basis.

Scenerio: PlanNewSewerPipeInstallation

Brown’s Plumbing’s most recent customer is having problems with their sewer pipe backing up into their basement. Camera’s show that the customer’s sewer pipe has almost collapsed and must be replaced. This job requires skills and equipment that Brown’s Plumbing doesn’t have, so Jake must coordinate with other companies to get the job done.

The most labour intensive part of the job is to dig the hole to sewer pipe. The pipe is located, 9 feet under the client’s driveway, so Jake calls his friend Fred who owns and operates a Back-hoe to see if he’s available to do the digging. After that, Jake calls Joe’s Haulage Company to book their services to remove the unwanted asphalt and debris once the job is done. The customer wants the he hole eventually filled with the correct material so that this never happens again, so Jake calls Bob’s Sand and Gravel to order crushed gravel to be delivered on the day.

Jake then checks his stock of piping and finds that he doesn’t have an 8 foot length of sewer pipe, so he calls Galliano’s plumbing supply to order the correct pipe. Jake then calls the municipality to ask the Town Engineer to stop by the property, the morning of the repair to mark gas and water lines. Jake then calls the customer to confirm that the job is organized and ready to proceed on the chosen date.

Question 1: Business Processes

In the space below, list all of the individual processes and actors for the Scenerio: PlanNewSewerPipInstallation. Do not add any process or actors not mentioned in the scenario.

|  |  |
| --- | --- |
| Processes Performed | Actors |
| ContactPlumbingCompany  HireStaff  HireContractor  PayBills  DigSewerPipe  RemoveDebris  OrderMaterials  OrderEquipment  RequestTownEnginner  Evaluate Work |  |

Question2: Business Use Case Diagram

In the space below, complete the Business Use Case Diagram for the Scenario PlanNewSewerPipeInstallation

Question 3: Business Use Case Specifications

In the templates provided, write Business Use Case Specifications for two of the Business Use Cases from your diagram.

Business Use Case Name:

Short Description:

Actors:

Trigger:

Results:

Business Use Case Name:

Short Description:

Actors:

Trigger:

Results:

Question 4: Stakeholder Diagram

In the space below, complete a stakeholder map including all stakeholders from the case study and scenario. Do not add any of your own.

|  |  |
| --- | --- |
| Meet their needs | Key Player |
| Least Important | Show Consideration |