Use Cases

ACTORS:

Staff

Students

USE CASES

Staff

* Sort issues by status
  + Group Issue by status
* Add incident to knowledge base
* Advertise maintenance

User

* Change incident state
* Capture Incident data
* View Issue
* Comment on issue
* Report issue
* Categorize issue

Descriptions

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| USE CASE | | DESCRIPTION | ACTOR |
| Sort Issue by status | | Staff can sort current issues based on their completion status | Staff |
|  | Group Issue by status | Issues may be naturally grouped based on their completion status | Staff |
| Add incident to knowledge base | | A completed issue can be added as an article to a knowledge base for users to see | Staff |
| Advertise maintenance | | Current or planned maintenance can be advertised on the main page as a notification to users | Staff |
| Capture incident data | | The form to capture the data of an incident will have multiple fields to better describe the information relating to the issue | User |
| View issue | | IT Staff can view any issue that has been submitted to the system. Users can also view the issue they submitted to the system | User |
| Comment on issue | | All relevant parties can comment on an ongoing issue until its state has been changed to resolved | User |
| Report issue | | Any user can report an issue to the ticket system | User |
| Categorize issue | | When submitting an issue the user can set its category from a list | User |