Elicitation Report

Eliciting requirements is the act of getting requirements from your client, it is involved, iterative, and investigative. A good requirement elicitation process consists of effective communication between various stakeholders throughout the Software Development Life Cycle (SDLC) at different points in time. Requirement specialists must facilitate communication between software users/stakeholders and software engineers to avoid unwanted/unused features. A critical element is describing the software being specified and its purpose and prioritizing the deliverables to ensure the customer's needs are satisfied, i.e. forming the project scope. The process of eliciting requirements has multiple sources to provide a framework for managing software requirements. Goals provide motivation for the software, Domain knowledge provides the background which all elicitated requirements must be set to understand, Stakeholders provide multiple "viewpoints" of the software and SE must ensure that they are all satisfied, business rules define or constrain some aspect of the structure, operational environment requirements are derived from the environment in which the software is used in, and organizational environment is required to support a business process but not force unplanned changes. Once sources are identified, elicitation techniques can be applied to articulate requirement information as stakeholders may have a hard time expressing them. Some techniques that can be used are Interviews which is traditional but has their limitations due to stakeholder expression, Scenarios permits "what if" and "How is this done" questions to be asked, facilitated meetings allow a group to bring insight on software requirements and surface any conflicting requirements, and User stories are short, high-level descriptions of required functionality expressed in customer terms.

Description of each resource and techniques:

Requirement Sources	Description
Goal	Sometimes called a “business concern” or “critical success factor” refers to the overall, high-level objectives of the software. Goals provide the motivation for the software. SE needs to pay attention to the value and cost of goals.
Domain Knowledge	Domain knowledge provides the background which all elicitated requirements knowledge must be set in order to understand it. SE needs to acquire or have available knowledge about the application domain.
Stakeholders	Customers, users, business analysts, developers, and many others. With multiple stakeholders one group may be favored, this is why SE needs to identify, represent, and manage the “viewpoints” of many different types of stakeholders.
Business Rules	Statements that define or constrain some aspect of the structure or the behavior of the business itself.
Operational environment	Requirements derived from the environment in which the software will be executed. They must be sought actively because they can greatly affect software feasibility and costs as well as restrict design choices.
Organizational environment	Software is required to support a business process that may be conditioned by the structure, culture, and internal politics of the organization.

Requirement Techniques	Description
Interviews	“traditional” means of elicitation requirements. Important to understand the advantages and limitations and how they should be conducted.
Scenarios	Provide context to the elicitation of user requirements. Provide a framework for questions about user tasks by permitting “what if” and “how is this done” questions to be asked.
Prototypes	A valuable tool for clarifying ambiguous requirements. Act similar to scenarios by providing users with the context within to better understand the information they need to provide. There are low fidelity prototypes that are preferred to avoid stakeholder “anchoring”.
Facilitated meetings	Achieve a summative effect, whereby a group of people can bring more insight into their software requirements than by working alone. Conflicting requirements surface early resulting in a richer and more consistent set of requirements than might otherwise be achievable.

Observation	SE’s immerse themselves in the environment and observe how users perform their tasks by interacting with each other and with software tools and other resources. This technique is expensive but intrusive as it exposes processes that are subtle and complex for actors to easily describe.
User stories	This method is used in Agile methodologies and refers to short, high-level descriptions of required functionality expressed in customer terms. Template: “As a <role>, I want <goal/desire> so that <benefit>.” The aim is to avoid waste and produce reasonable estimates of the effort to implement.
Other techniques	The range of other techniques supports the elicitation of requirements from analyzing competitor’s products to applying data mining techniques to using sources of domain knowledge or customer request databases.

The requirements engineering process supports the elicitation of behavioral requirements by allowing requirements to be classified as functional and non-functional. Functional describes what the system must do, and non-functional describes how the system should do it. These functionalities are usually depicted using use case diagrams that ensure the scope is defined providing clarity to the details of the task. The requirement process also has conflict resolutions to incompatible requirements, a good way to deal with this early is by conducting facilitated meetings. To tie it all back in behavioral requirements are supported by the requirements engineering process as the creation of user stories, use case diagrams, and prototypes are great tools to identify these behavioral requirements but you must be careful with users being distracted with cosmetics rather than functionality when using prototypes.

The fundamental challenges of requirement elicitation begin directly with the stakeholder's needs not being clear. The overall challenges are stakeholder clarity, expression, priority, complexity, changes, validation, tracing, and documentation. Some stakeholders may not want to give detailed explanations of the software to be produced and rather give a list of things they want to be done, which would be considered requirements gathering rather than elicitation. Stakeholders may not be comfortable expressing requirements or are not aware of needed requirements, this is why the use of observations, facilitated meetings, and interviews help to try to capture underlying requirements which were not expressed. The prioritization of requirements is another challenge to tackle as stakeholders may not notice the importance of a requirement until later or are reluctant due to their biases. The complexity of stakeholder requirements is another challenge that may occur due to their loaded ideas that may seem simple in theory but extremely difficult to implement, a good way to mitigate complex requirements is by making multiple requirements/user stories out of wanted features. One of the greatest challenges is the change of requirements BA and SE must be ready for any changes that the stakeholder may want this is all part of the Agile process. Validating and tracing requirements may be difficult in some developments but they can usually be noticed when creating requirements by providing unique identifiers to each requirement and testing the requirements under the specified circumstance. The last challenge of requirement elicitation that differs depending on the methodology being used is documentation, agile methodologies tend to avoid extensive documentation due to their iterative patterns, but waterfall/linear methodologies need extensive documentation to confirm they can continue to their next step. Note: these may not be all the challenges but are the most I could think of.

The process I took to elicit requirements began with me messaging my sponsor Edward McCarthy to meet for an interview to identify the problem /opportunity and the reason software is needed. This led to a couple more interviews to clarify some assumptions and misconceptions and identify the goals, stakeholders, and business rules that the BLRB must adhere to. After identifying the main sources I began eliciting requirements in the form of interviews and mostly user stories. I used User stories to elicit requirements from additional stakeholders, but sadly interactions with these stakeholders were only a couple of messages explaining the premise of the software to formulate user stories. Facilitated meetings or more interviews were not settled due to the extreme weather in Texas causing most stakeholders to have no way to communicate with me for a week or two. The complete set of requirements were obtained using interviews and user stories, but since this is an iterative process more requirements will be added with our upcoming prototype and potentially more interviews will be held.

Requirement Sources -

Goals of the BLRB -

- Reduce busywork
- Improve response times
- Create consistencies in answers and resolutions
- Advance customer interaction
- Allocate resources to imperative deals.
- Increased revenue
- Boomi’s Legal Advisory Bot will be developed by August 16th, 2021 by allocating developer resources during the summer.
- BLRB will notify the user of an incorrect input with a pop-up within 10 seconds of the error encountered.
- Once the user enters a single question, BLRB will provide a correct answer within 5 seconds.
- Users are able to input complaints/suggestions on the help page of BLRB for the legal department to take into consideration when doing monthly updates (undecided) or if a hotfix is needed.
- BLRB will only be used by Boomi personnel by only allowing those who obtain special permission from the developers or hold a unique id special to Boomi personnel to create an account. Account verification must take about 3 minutes to confirm that the personnel is from Boomi in the form of two-step verification.

Stakeholders -

- Business Analyst: William Angola
- Edward McCarthy (leadership role and legal support at Dell Boomi)
- Customers: 12,000+ With the likes of 23andMe, A10Networks, AMCAP, American Cancer Society, and American Express)
- Software Engineers
- CEO: Chris McNabb
- Chief Operating Officer: Christopher Port
- Chief Revenue Officer: William Corkery
- Ed Macosky: Head of Product
- Rajesh Raheja: Senior Vice President of R&D and Engineering
- Mandy Dhaliwal: Chief Marketing Officer
- Carolyn Koehn: Chief Financial Officer
- Joe Brown: Chief Information Security Officer
- Chief Legal Officer: Ron Zollman
- Megan Jacobs: Human Resources Business Partner
- Dell Boomi's Employees
- Legal Department
- Sales Team member
- Dell Tech
- Account Receivable
- Finance
- Sales Engineering
- Account Executive

Business Rules -

Key	Summary	Description	T
DB-12	We care about the effect our leadership has on our people. We invest in them, develop them, and help them achieve their aspirations.	Principle of Dell Technologies describing the business selflessness.	!
DB-11	We recognize we are not always right and not always the smartest person in the room, and we know our successes are shared.	Principle of Dell Technologies to display humility.	!
DB-10	We are optimistic about our people, their potential, and the future while balancing it with the realities and challenges we face.	Principle of Dell Technologies supporting optimism in the business.	!
DB-9	We carefully define success and are relentless about communicating that vision in terms that are simple and compelling.	Principle of Dell Technologies to depict their vision.	!
DB-8	We rely on facts, we are agile and change direction when it's the right thing to do.	Principle of Dell Technologies describing their judgment.	!
DB-7	We cultivate ambition, energy, and grit in ourselves and in others, but bound our ambition with a strong desire to do the right thing.	Principle of Dell Technologies describing their drive and grit to do the right thing.	!
DB-6	We know that strong relationships bring not only great business success but great personal fulfillment.	Principle of Dell Technologies to maintain great relationships with all.	!
DB-5	We believe integrity must always govern our fierce desire to win.	Value of Dell Technologies upholding the integrity of the business.	!
DB-4	We believe in being accountable to an exceptional standard of excellence and performance.	Value of Dell Technologies being held accountable for their results.	!
DB-3	We believe our ability to innovate and cultivate breakthrough thinking is our engine for growth, success, and progress.	Value of Dell Technologies describing their success which stems from innovation.	!
DB-2	We believe in and value our people. We perform better, are smarter, and have more fun working as a team than as individuals.	Another value of Dell Technologies focusing on teamwork.	!
DB-1	We believe our customer relationships are the ultimate differentiator and the foundation for our success.	This is one of the values of Dell Technologies focusing on customer success.	!

12 issues

Limitations -

Key	Summary	Description	Labels
DB-40	The legal department's answers are to comply with Boomi's policies and rules.	All answers provided by the legal department must conform to Boomi's policies and rules.	Limitation
DB-39	The correction of answers provided by BLRB is to be handled by the legal department.	If there are any errors in the answers provided by the legal department, they must update answers to comply with Boomi's policies and rules.	Limitation
DB-38	BLRB's interface will be built using SceneBuilder (subject to change).	Personal preference but if other applications are better for building interfaces I will use those.	Limitation
DB-37	BLRB answers will be made by the legal department and not by developers due to expertise.	Developers should not be providing legal information.	Limitation
DB-36	BLRB's creation of databases and scale may be hindered by my knowledge in the field, I have never built software to a company scale.	Personal limitation as I am not certain of my expertise to create BLRB at an efficient level.	Limitation
DB-35	BLRB must provide correct legal answers to uphold Boomi's value of integrity,	Incorrect legal answers cannot be provided as they will create confusion and complications, harming one of Boomi's core values being integrity.	Limitation
DB-34	BLRB will only be used by Boomi personnel.	BLRB is only to be used by Dell Boomi employees as legal information is not public information unless given access to.	Limitation
DB-33	BLRB must be written using Java, Python, or C++.	Language constraint placed on BLRB as these are the languages I would feel comfortable creating software in.	Limitation
DB-32	The system can only go down for maintenance between (Undecided time frame).	By setting a specific time frame for updates or maintenance it will provide a consistent cycle for developers/legal department to complete tasks and avoid unwanted downtime as Boomi has employees around the globe.	Limitation
DB-31	Passwords must have (at least one special character, at least one upper case letter, and at least one lower case letter) and at least 8 characters long.	Passwords must have (at least one special character, at least one upper case letter, and at least one lower case letter) and at least 8 characters long.	Limitation

10 issues

Constraints -

Key	Summary	Description	Linked Issues	T
DB-70	BLRB databases architecture will be H2. (Subject to change)	This is a volatile constraint placed on my current knowledge of databases. The system will need to use Java as its programming language to use this database architecture. Using any other programming language will require a different database architecture which is possible.		
DB-69	Users cannot only enter numbers when asking questions to the BLRB.	Invalid inputs are not wanted to avoid unnecessary response bot outputs. It should only output if the specified question was not found.		
DB-68	A legal counsel can only update/remove a maximum of 5 legal questions at a time.	Having a limit on the number of legal questions that can be updated/removed will help avoid the Legal information databases from being corrupted. Databases tend to lock up and cause errors when massive changes occur.		
DB-67	The BLRB must use the same password requirement from the Dell Hub interface.	Interface constraint placed on the BLRB to follow the same password requirement placed on the hypothetical big system "Dell Hub".	DB-31	
DB-66	The BLRB will only go down for maintenance between (Undecided time frame).	Duration constraint placed on the system. Having specific time frames provide a consistent cycle for all users/developers of the BLRB.	DB-32	
DB-55	The BLRB database must be backed up after every legal counsel change.	Data constraint placed to preserve the integrity of the database if massive errors occur or unwanted changes need to be rolled back. [Data constraint]		
DB-54	The BLRB will only provide answers to commonly asked legal questions.	Design constraint placed by the legal department to ensure that more complicated tasks are dealt with properly. [Design constraint]		
DB-53	Only legal counsels can create/update/remove legal questions.	Specific user constraint placed on the BLRB to avoid incorrect legal answers being provided by the response bot harming the legal department's correctness. [Specific user constraint]	DB-40 , DB-39 , DB-37	
DB-52	The BLRB must be created using one of the programming languages	Programming language constraints placed on the BLRB due to my expertise in creating software with these languages. [Language constraint]	DB-33	

	Java, Python, or C++.			
DB-51	Only Boomi personnel will be able to use the BLRB.	This constraint was provided by the legal department to maintain and secure the privacy of Boomi's legal information. [Specific user constraint]	DB-34	

10 issues

Elicitation Techniques -

Questions -

- Software Engineers
  - Is the proposed system provided an acceptable tool for Boomi's departments to receive answers to commonly asked questions?
  - What will be the best platform to implement this system in?
    - Is there any platform we could integrate this system into or should an external app be created?
    - Are there any benefits with the platform chosen?
  - What programming language will be utilized to create the system?
    - Python, Java, C++, or business preferred language
  - What type of programming style?
    - Functional, Object-Oriented?
  - How will response "bot" questions/answers be stored?
    - Database (if so which), cloud-based resources?
    - Should an additional system interact with the storage of these questions/answers of the response bot or should the legal department have direct access to this storage?
  - What tools will be utilized to create the UI of the system?
    - Scenebuilder? or other tools I'm not aware of
  - How are updates/bugs going to be handled?
    - Is there going to be some sort of feed to receive complaints/feedback from the users?
    - Will the software engineering team contact the legal department directly when dealing with the system or is there a middle man?
  - Can a certain time frame be set for certain features of the system? I.e. can we put a date on the system deployment?
    - What type of process model will be used for the development of this system? (Waterfall, V-model, Sawtooth, Spiral, Unified, Prototyping, Continous delivery) (Linear or Agile)
  - How will security within the system be assured?
  - Is there anything else I should be asking you?
- Dell Boomi Employees
  - Is the current system for contacting the legal department about legal questions frustrating, inconsistent, or undesirable in any way?
    - If so help me understand why?
    - Learning from the old system could provide some insight/features for the new system.
  - Are there any ways in which the current system the legal department is using could improve?
    - How would that benefit you?
  - What if a response "bot" was to take the place of the legal department for commonly asked legal questions how would you want your questions answered?
    - How would you want it to interact with you? Do you prefer something visual or is a plain text response sufficient?
  - What are some legal questions you find yourself asking the legal department? If any?
  - What is your preferred platform to elicit answers from the legal department?
    - Phone calls, messages, emails? Potentially websites?
  - What aspect of the proposed system excites you?
    - What aspect is the most/least valuable?
  - Is there anything else I should be asking you?
- Chief Legal Officer: Ron Zollman
  - What is the most time-consuming task within the legal department?
    - Is there a potential solution for this task or is relieving time from other tasks sufficient.
  - Is the current system for answering questions from other departments lacking in any way?
    - Do you find yourself answering tedious questions?
  - Is the legal team satisfied with the current system in place for answering questions?
  - What's the motivation for solving this problem?
  - How is the system proposed beneficial for the legal department?
    - What's the motivation for solving this problem?
  - Could you describe an environment in which the system will be used?
  - What should happen if the system were to fail?

        - What procedures will take place?
    - How do you judge the system's success?
    - Is there anything else I should be asking you?
- Edward McCarthy
    - What problem are you trying to solve? (This was the first conversation which we came up with the system)
    - Who could influence this project?
    - Could there be any unintended consequences with the new system?
        - Does the legal team receive more questions than before? related to tech or how to use the system?
        - Does the bot not recognize some commonly asked questions?
    - Are there any more policies that the system should conform to?
        - Are there additional rules from the code of conduct that should be added?
    - Could you describe an environment in which the system will be used?
    - How would you judge the product's success?
        - Efficiency, security, reliability?
    - What procedures are set in place if the system were to be comprised?
    - How do you expect the legal counsels to interact with the system?
        - Should a separate system be put in place for updating the response "bot" or should the legal department be trained to update the system directly?
    - Is there anything else I should be asking you?
- Legal Department
    - What frustrates you with the current system for answering questions?
        - Help me understand why?
    - What is the motivation for solving this problem?
    - What goals could this system help you accomplish?
    - How would you describe the system?
    - What aspects of the system excite you?
    - Is the team comfortable updating commonly asked questions when needed?
        - This could be done with a separate system or training to update the system directly.
    - Is there anything else I should be asking you?

Answers -

- Dell Tech: As a sales team member within Dell Technologies, we often make software and hardware sales to large enterprises, and certain Boomi branded products are combined with the Dell Technology products on one order form, for ease of customer review and to expedite the sale process. We need to work with the Boomi legal department in those instances to make certain the needed Boomi legal terms and conditions are in place, on the order form. It would be helpful to have certain of the information readily available in a self-help tool, both so that I can get quick access to the answers, but also so that I don't feel like I'm bothering the Boomi legal team.
- Accounts Receivable: I've worked in the finance department in Boomi for seven years, and as part of my role, I oversee collections from customers who fail to pay their bills as they become due. After an account is more than 90 days past due, we need information from the Boomi legal department in order to send the customer a notice of material breach and/or to send the customer account to a third-party collections lawyer. I know the Boomi legal team is a busy group, and they are more focused on closing deals to bring in new revenue as opposed to chasing down customers that refuse to pay for services. To the extent they could make the information we need available through a software tool we could access and navigate on our own, that would create a ton of efficiencies.
- Finance: The Boomi finance team is called on the approved negotiated terms and conditions in customer contracts that relate to the payment of amounts due, including requests to make monthly payments, request to pay bills other than 30-days after receipt of invoice, requests for refund rights, etc. We coordinate with the Boomi legal team to determine how those negotiated terms find their way into the final contract. We are a pretty tech-savvy group of finance experts, so we always welcome new technologies in finding ways to speed up processes and avoid human error. The Q&A "bot" sounds like it could be quite helpful in interacting with the legal leaders.
- Sales Engineering: As a Sales Engineer, my role is to make sure customers understand how our products work, which security protocols we have in place to protect their personal data that we process as part of our primary Boomi products and services, and to approve changes to legal documents that pertain to our data privacy and security protocols. I could see some real value in having quick access to information that we otherwise need to obtain from a lawyer, in person.
- Account Executive: My role as an account executive (AE) at Boomi allows me to the primary point of contact for the customer. I essentially "own" the customer account, from making the initial pitch to working with the customer on what products and services work best for their use case, and where applicable, in escalating issues to the Boomi legal leadership team when customers have questions that are outside of my area of expertise (like the terms and conditions of our contracts!). Any tool to get me information more quickly would be beneficial, both to me and to the legal team, so that they could focus on more substantive and critical issues the company faces.
- Ed McCarthy, Legal Counsel, Dell Technologies. My primary job is to advise the company leadership in order to avoid bad legal risks. As part of that, I'm tasked with negotiating Master Service Agreements and Cloud-based "as a service" deals with customers primarily in North America, but also globally. I served as the primary Legal escalation point for revenue deals and manage internal negotiation positions as to operational and risk issues presented in the contracts. I collaborate with Sales, Operations, Finance, Legal, Tax, Insurance, Privacy, and IT Security groups to ensure that agreements meet Company policies and protect the Company's interests. The job requires that we lawyers provide time-sensitive support to Account Management teams on Sales transactions while balancing business needs and risks. Recognizing risks and providing creative solutions to resolve issues is a key part of daily work. The

chief goal is to convey complex and legally complicated information to Business Leaders in a concise and professional manner. Because Dell Boomi Inc is the fastest growing subsidiary of Dell Technologies and a rapidly growing supplier of the best cloud integration platform on the market, my team handles a substantial volume of sales, inbound and outbound licenses, compliance matters, any disputes, all legal issues pertinent to a worldwide cloud services business. Having the type of software that provides stakeholders with reliable answers to questions that would otherwise need to come from a lawyer – and take time away from more time-sensitive and critical issues – could create some efficiencies and make a meaningful impact on the company.

Use Cases -

Primary Actor	Use Cases
Legal Counsel	B2. Update legal answer. B3. Remove legal question.
Sales Engineer	B1. Ask a legal question. B4. Create an account.

UC ID and Name:	UC-B1 Ask a legal question		
Created By:	William Angola	Date Created:	3/5/2021
Trigger:	A Boomi personnel wants answers to a legal question.		
Description:	Boomi personnel may need to ask legal questions when producing legal documents that pertain to data privacy and security protocols or when dealing with customers. The outcome will produce answers pertaining to these legal questions or provide ways to contact the legal department if the answer is not provided.		
Preconditions:	1. Boomi personnel must be logged in to the BLRB. 2. Boomi personnel has a legal question.		
Postconditions:	1. Answer to the legal question. 2. Allows input for more legal questions if needed.		
Normal Flow:	**1.0 Ask a single legal question** 1. Boomi personnel logs in to the BLRB. 2. BLRB prompts the Boomi personnel to enter or select a question. 3. Boomi personnel selects or enters a question. 4. BLRB displays the correct answer according to the questions.		
Alternative Flows:	**1.1 Ask multiple legal questions** 1. Boomi personnel logs in to the BLRB. 2. BLRB prompts the Boomi personnel to enter or select a question. 3. Boomi personnel selects or enters a question. 4. BLRB displays the correct answer according to the questions. 5. BLRB prompts the user if they need help with more questions. 6. Return to step 3.		
Exceptions:	**1.0.E1 Question asked does not have an answer.** 1. BLRB prompts the Boomi personnel of the inconvenience. 2. BLRB displays legal department contact info and highlights the help button for a complete view of all legal contacts.		
Business Rules:	• DB-34 • DB-35 • DB-39		

UC ID and Name:	UC-B2 Update legal answer		
Created By:	William Angola	Date Created:	3/6/2021

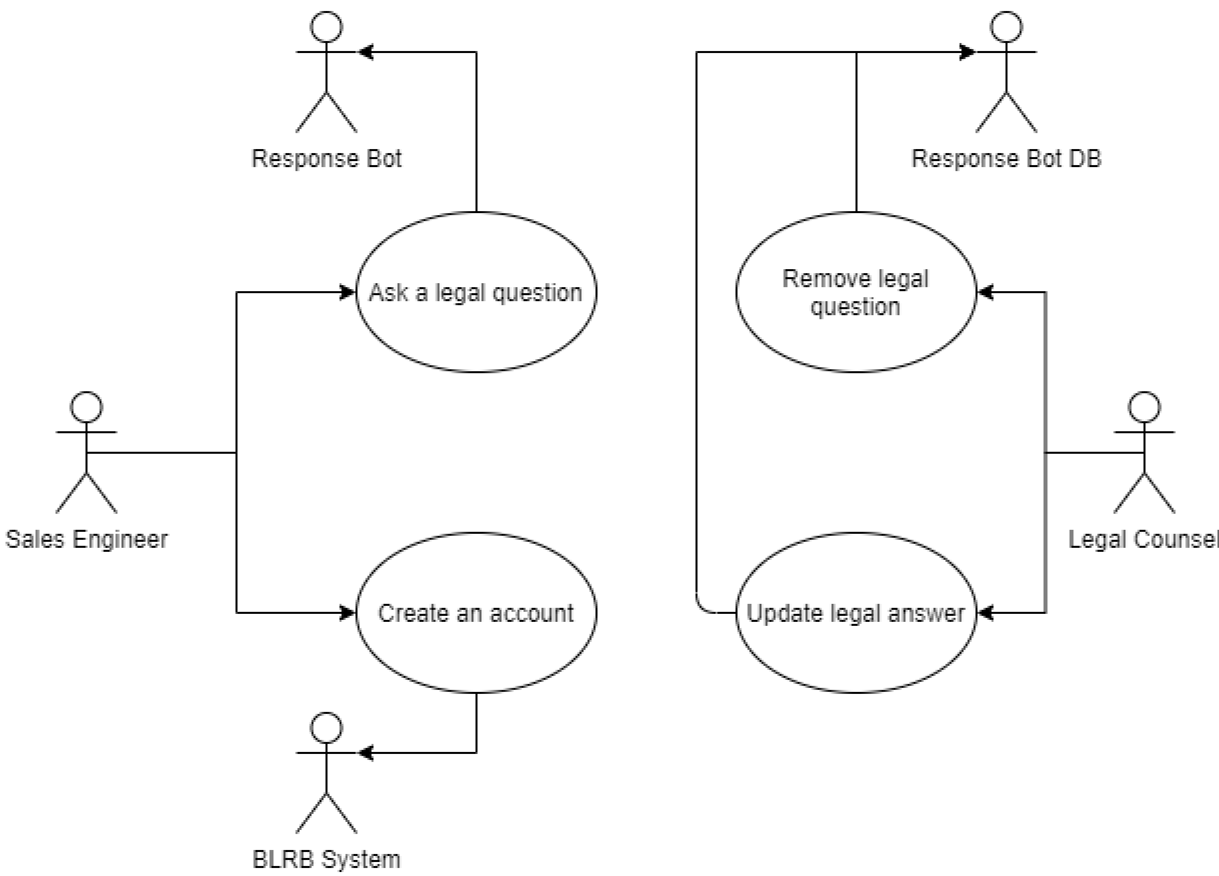
Primary Actor:	Legal Counsel	Secondary Actors:	Developers
Trigger:	If a Legal Counsel finds or is notified of an error within a legal answer.		
Description:	A Legal Counsel will want to update a legal answer if an error is found or Boomi policies have changed to uphold the correctness of all legal answers to avoid confusion. The outcome will provide correct legal answers to maintain the integrity of BLRB.		
Preconditions:	1. Legal Counsel must be logged in to BLRB. 2. Legal Counsel enters the update page.		
Postconditions:	1. Current legal questions/answers are saved into a data warehouse in the case of corrupted data and it needs to rollback. 2. BLRB responses are updated and are reflected in its responses.		
Normal Flow:	**1.0 Update a single legal answer** 1. Legal Counsel logs in to the BLRB. 2. BLRB acknowledges legal counsel log in with a prompt. 3. Legal Counsel selects update page. 4. BLRB displays the view of current legal questions and answers. 5. Legal Counsel selects questions to be updated. 6. BLRB displays questions selected in edit mode. 7. Legal Counsel updates question/answer. 8. BLRB prompts if changes are complete before committing the change. 9. Legal Counsel confirms changes and returns to view mode.		
Alternative Flows:	**1.1 Updated multiple legal answers** 1. Legal Counsel logs in to the BLRB. 2. BLRB acknowledges legal counsel log in with a prompt. 3. Legal Counsel selects update page. 4. BLRB displays the view of current legal questions and answers. 5. Legal Counsel selects questions to be updated. 6. BLRB displays questions selected in edit mode. 7. Legal Counsel updates question/answer. 8. Return to step 5 until no other question is going to be updated. 9. BLRB prompts if changes are complete before committing the change. 10. Legal Counsel confirms changes and returns to view mode.		
Exceptions:	**1.0.E1 Changes are not confirmed.** 1. BRLB alerts Legal Counsel if he/she attempts to exit pages before confirming changes. 2. If the Legal Counsel does not confirm changes, questions/answers will not change and roll-back to their original state.		
Business Rules:	• DB-34 • DB-37 • DB-39 • DB-40		

UC ID and Name:	UC-B3 Remove legal question.		
Created By:	William Angola	Date Created:	3/6/2021
Primary Actor:	Legal Counsel	Secondary Actors:	Developers
Trigger:	If a Legal Counsel finds a question that is not fit or follows Boomi's policies and rules.		
Description:	A Legal Counsel will want to remove legal questions if they don't abide by Boomi's policies and rules and must be approved by legal leaders. The outcome will result in consistent and correct inputs from Boomi personnel mitigating confusion.		
Preconditions:	1. Legal Counsel must be logged in to BLRB. 2. Legal Counsel must be on the update page.		
Postconditions:	1. BLRB provides the legal counsel with a verification number and updates once the request removal has been confirmed or denied.		

Normal Flow:	**1.0 Delete a single legal question.** 1. Legal Counsel logs in to the BLRB. 2. BLRB acknowledges legal counsel log in with a prompt. 3. Legal Counsel selects update page. 4. BLRB displays the view of current legal questions and answers. 5. Legal Counsel selects questions to be deleted. 6. BLRB displays questions selected in edit mode. 7. Legal Counsel selects delete button and inputs description. 8. BLRB prompts the Legal Counsel to confirm the delete. 9. Legal Counsel confirms delete reason. 10. BLRB displays verification number and returns to view mode, no changes will occur until legal leaders confirm the reason for removal.
Alternative Flows:	**1.1 Delete multiple legal questions.** 1. Legal Counsel logs in to the BLRB. 2. BLRB acknowledges legal counsel log in with a prompt. 3. Legal Counsel selects update page. 4. BLRB displays the view of current legal questions and answers. 5. Legal Counsel selects questions to be deleted. 6. BLRB displays questions selected in edit mode. 7. Legal Counsel selects delete button and inputs description. 8. BLRB prompts the Legal Counsel to confirm the delete. 9. Legal Counsel confirms delete reason. 10. Return to step 5 until no other questions want to be deleted. 11. BLRB displays verification number and returns to view mode, no changes will occur until legal leaders confirm the reason for removal.
Exceptions:	**1.0.E1 Changes are not confirmed** 1. BRLB alerts Legal Counsel if he/she attempts to exit pages before confirming changes. 2. If the Legal Counsel does not confirm the delete reason, verification numbers and request for removal will not be processed to legal leaders. **1.0.E2 No delete description is provided** 1. BRLB alerts Legal Counsel that input is needed. 2. Return to Step 4 of normal flow.
Business Rules:	• DB-34 • DB-35 • DB-37 • DB-39 • DB-40

UC ID and Name:	UC-B4 Create an account.		
Created By:	William Angola	Date Created:	3/6/2021
Trigger:	Boomi personnel needs access to legal answers		
Description:	All Boomi personnel must create an account to have access to Boomi's legal information. The outcome is to increase security within BLRB and avoid unauthorized access.		
Preconditions:	1. Boomi personnel must have a device to access BLRB's home page. 2. Boomi personnel must have a unique id specific to Boomi to create an account to restrict its access to only Boomi personnel. 3. Passwords are restricted to DB-31 standards.		
Postconditions:	1. Boomi personnel has an account created with a unique username and password.		

Normal Flow:	**1.0 Create an account with the create account button.** 1. Boomi personnel opens BLRB's home page. 2. Boomi personnel selects the create account button. 3. BLRB displays the create account form. 4. Boomi personnel fills out the create account form. 5. BLRB confirms account creation and sends authentication confirmation to Boomi's personnel email. 6. Boomi personnel can log in.
Alternative Flows:	**1.1 Account creation canceled.** 1. Step 3 of normal flow. 2. Boomi personnel may cancel at any time when filling out the create account form. **1.2 Create an account after selecting login.** 1. Boomi personnel opens BLRB's home page. 2. Boomi personnel selects the login button. 3. BLRB displays a prompt for login info. 4. Boomi personnel does not have an account yet, so they select the create account button found in the login view. 5. Return to step 3 of normal flow.
Exceptions:	**1.0.E1 Invalid information.** 1. BLRB's create account form provides a detailed format wanted for each field. 2. If Boomi personnel fails to enter the correct format, then BLRB will alert Boomi personnel of mistakes. 3. Repeat step 2 until there are no errors in the information.
Business Rules:	• DB-31 • DB-34 • DB-38



User Stories -

Key	Summary	Description	T	P

DB-20	As a Legal Counsel, I want the response bot to provide stakeholders with reliable answers to questions that would otherwise need to come from a lawyer so that more time-sensitive and critical issues could be dealt with.	As a Legal Counsel, I want a type of software that provides stakeholders with reliable answers to questions that would otherwise need to come from a lawyer – and take time away from more time-sensitive and critical issues – that could create some efficiencies and make a meaningful impact on the company.		
DB-19	As a Account Executive, I want a tool for quick legal information so that the legal team can focus on more substantive and critical issues.	As a Account Executive, Any tool to get me information more quickly would be beneficial, both to me and to the legal team, so that they could focus on more substantive and critical issues the company faces.		
DB-18	As a Sales Engineer, I want quick access to legal information so that I don't need to communicate with the legal team in person.	As a Sales Engineer, I want some real value in having quick access to information that we otherwise need to obtain from a lawyer, in person.		
DB-17	As a Account Receivable, I want relatively available legal information to access and navigate on my own so that the business process is more efficient.	As a Account Receivable, I want information we need available through a software tool we could access and navigate on our own, which would create a ton of efficiencies.		
DB-16	As a Sales member, I want quick access to legal answers so that I don't feel like I'm disturbing the Boomi legal team.	As a Sales team member, It would be helpful to have certain information readily available in a self-help tool, both so that I can get quick access to the answers, but also so that I don’t feel like I’m bothering the Boomi legal team.		

5 issues