

Use Case: Request Time Off

Description

An employee requests for permission not to attend all or a portion of a currently scheduled shift from the operations team.

Primary Actor

Employee

Supporting Actors

Operations administrator

Pre-Conditions

The user is logged in to the scheduling system
The user has a schedule from which to request hours off

Post Conditions

Success end condition

Request for time off is entered, and is displayed in the 'pending' state on their system awaiting review from an operations administrator

Failure end condition:

A request for time off is not saved in the system for review

Minimal Guarantee

A user cannot grant their own time off without approval from a member of the operations team who is authorized to approve time off requests

Main Success Scenario

1. User logs in to the system
2. User clicks on the folder in the left hand side of the window that says 'Schedules'
3. User clicks on the link that says "My Schedule"
4. User selects the date from the calendar where they want to request time off
5. At the bottom of that days schedule, user clicks the "Add an activity button"

6. Under Activity, user should select appropriate option of “FT approved time off” if they are full-time or “PT approved time off” if they are part-time
7. Under the start dropdown boxes, user should enter the time they wish their approved time off to start, including the AM or PM option
8. Under the end dropdown boxes, user should enter the time they wish their approved time off to end, including the AM or PM option
9. User may enter any comments in the comment field
10. User clicks submit
11. The request shows up at the bottom of the schedule under the “pending” category, until a member of operations reviews it for approval/denial

Extensions

- 11 a. User gets an error message preventing the request.
 1. User should try request again, starting from step 5, making sure everything is entered correctly and that the times are available in their schedule
 2. If error continues, contact supervisor for assistance

Variations

Step 2 – User may click the “Open the scheduleViewer” link under the home screen calendars “My schedule for today:”, “My schedule for this week:” and “My schedule for next week” – If this is done Step 3 will be skipped

Step 4 – If the user is requesting time off in the current week, they can simply go to step five

Frequency: Will vary depending on the employee, and time of year, with number of employees about a few hundred requests per day

Assumptions

Employee is not under probation for requesting time off

Special Requirements

The user cannot authorize time off for themselves, they must have authorization from a member of operations