

## CSE213

### Customer Requirement Analysis Report (Milestone 1)

<b>Topic:</b> (No.15) Simulating operations of a Launch Company such as Sundarbans.		
<b>ID:</b> 1731237	<b>Name :</b> Abu Bakar Siddique	<b>User1:</b> Captain
		<b>User2:</b> Cabin Crew
<b>ID:</b> 1731085	<b>Name:</b> Aqib Reza	<b>User3:</b> IT Officer (System Admin)
		<b>User4:</b> Maintenance Officer
<b>ID:</b> 1731374	<b>Name:</b> Md Musaraf Hussain	<b>User5:</b> Manager
		<b>User6:</b> Finance Officer
<b>ID:</b> 1730837	<b>Name:</b> Shafayet Hossain Hridoy	<b>User7:</b> Passenger
		<b>User8:</b> Parcel Delivery Manager

#### Possible event type:

- UIE - - user input to trigger event
- UID - - user input to be considered as data
- OP – display content (output)
- PC – prerequisite check
- VL – validation check
- VR – verification check
- DP – fetching data from file system and process it to get some calculated outcome (data processing)

(All users are shown as logged into their user accounts, so log in process has been skipped)

<b>User1 name:</b> Captain			
<b>Goal-1</b>	<b>Description of Goal-1:</b> Check weather		event type
Workflow:	event-1	The captain would select the option to check the weather through the system.	UIE
	event-2	The system will load the current weather from the system.	DP
	event-3	Now the captain will be able to view the current weather.	OP
	event-4	The captain can choose whether the weather is suitable or not suitable	UIE
	event-5	If the captain chooses the weather is not suitable	UID
	event-6	The system will send a notification to the cabin crew	UIE
	event-7	If the captain chooses the weather is suitable	UID
	event-8	A notification will be sent to the cabin crew that the captain gave clearance to sail.	OP

<b>User1 name:</b> Captain			
<b>Goal-2</b>	<b>Description of Goal-2:</b> View Launch Schedule		event type
Workflow:	event-1	The captain can select the option to view launch schedule	UIE
	event-2	The system will show the launch schedule from the database	DP
	event-3	Then the captain can view all timing of incoming and outgoing launches	OP
	event-4	The captain can change the timing of when the launch will sail	UIE
	event-5	Now the system will record the new timing of the launch	UID
	event-6	If the captain wishes he can send a notification to the passengers for the updated schedule of the launch	UID

<b>User1 name:</b> Captain			
<b>Goal-3</b>	<b>Description of Goal-3:</b> Edit Navigation route		event type
Workflow:	event-1	The captain will select the option for the navigation route.	UIE
	event-2	The system will show the navigation route.	DP
	event-3	Now The captain can view the navigation route.	OP
	event-4	The captain can select the destination from <ul style="list-style-type: none"> <li>• Launch Ghat, Barisal</li> <li>• Port terminal, Barisal</li> <li>• Kuakata, Barisal</li> <li>• Chanmari boat station, Barisal</li> </ul>	UIE
	event-5	The system will update the end destination of the launch	UID
	event-6	The system will send a notification to the maintenance crew and the passengers.	OP

<b>User1 name:</b> Captain			
<b>Goal-4</b>	<b>Description of Goal-4:</b> Check personnel list		event type
Workflow:	event-1	The captain will select the option to view personnel list	UIE
	event-2	The system will show all the personnel list and under which office they work for	DP
	event-3	The captain can also view their all their information such as name, department, employee id etc	OP

<b>User1 name:</b> Captain			
<b>Goal-5</b>	<b>Description of Goal-5:</b> Send alert to crew (in an onboard emergency)		<b>event type</b>
<b>Workflow:</b>	event-1	If there is an emergency the captain can choose the option to send an S.O.S.	<b>UIE</b>
	event-2	Then the system will open a dialogue box.	<b>OP</b>
	event-3	Then the captain can write what type of emergency the launch is facing	<b>UID</b>
	event-4	The system will then record this message	<b>DP</b>
	event-5	The message will then be send out to the cabin crew and maintenance officer via notification	<b>OP</b>
	event-6	Then the cabin crew and maintenance officer can resolve the problem and notify the system	<b>DP</b>
	event-7	The system can then mark the issue as resolved and notify back to the captain.	<b>OP</b>

<b>User1 name:</b> Captain			
<b>Goal-6</b>	<b>Description of Goal-6:</b> Manage cabin crew		<b>event type</b>
<b>Workflow:</b>	event-1	The captain can select manage cabin crew from the system	<b>UIE</b>
	event-2	Then the system will bring up the list off all cabin crew employees	<b>DP</b>
	event-3	Now the captain can select one or more crew members for a certain task	<b>UIE</b>
	event-4	Now the system will open a dialogue box ask for what their task is	<b>UID</b>
	event-5	The captain can now write what about the specific task	<b>UID</b>
	event-6	Now the system will say that the message has been recorded	<b>DP</b>

	event-7	Then the system will forward the message via notification to selected crew members	OP
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<b>User1 name:</b> Captain			
<b>Goal-7</b>	<b>Description of Goal-7:</b> View request maintenance		event type
Workflow:	event-1	The captain can selects view request maintenance on the launch	UIE
	event-2	Then the system will load the notification send from the maintenance officer	DP
	event-3	Now the captain can view the request and go on a inspection of that section of the launch	OP
	event-4	After inspection the captain can select from <ul style="list-style-type: none"> <li>Maintenance approved</li> <li>Maintenance denied</li> <li>Forward to manager</li> </ul>	UIE
	event-5	If he selects maintenance approved then the maintenance crew will be notified via notification	OP
	event-6	If he selects Maintenance denied then the maintenance officer will be notified via notification that it has been denied	UID
	event-7	If he selects Forward to manager then a notification will be sent to the manager that a part of the boat has been damaged and cannot be repaired	OP

<b>User1 name:</b> Captain			
<b>Goal-8</b>	<b>Description of Goal-8:</b> View improvements from manager		event type
Workflow:	event-1	The captain can select the option to view for improvements	UIE
	event-2	Now the system will load all the messages that were sent from the manager for improvement	DP
	event-3	The captain can view all the suggested improvements on the boats	OP
	event-4	The captain can inspect personally and mark it as <ul style="list-style-type: none"> <li>Improvements approved</li> <li>Improvements denied</li> </ul>	UID
	event-5	If he approves for improvement then a total bill for improvements will be sent to the manager dashboard to view	OP
	event-6	Then the system will record his response and say improvement approved	DP

<b>User2 name:</b> Cabin Crew			
<b>Goal-1</b>	<b>Description of Goal-1:</b> View orders from captain		event type
Workflow:	event-1	The cabin crew can select view orders	OP
	event-2	Now the system will load all the notifications from the captain	DP
	event-3	The crew can now view all the orders	OP
	event-4	If an order is already completed then they can mark it as "done"	UID
	event-5	If the order is yet to be completed then they can mark it as "on work"	UID

<b>User2 name:</b> Cabin Crew			
<b>Goal-2</b>	<b>Description of Goal-2:</b> View Passenger requests		event type
Workflow:	event-1	If a passenger had previously requested a service then it will appear on the cabin crew's notifications	DP
	event-2	When the cabin crew selects view requests	OP
	event-3	The system will show them which type of service the passenger has requested and from which room	OP
	event-4	If an request is already completed then they can mark it as "done"	UID
	event-5	If the request is yet to be completed then they can mark it as "on work"	UID

<b>User2 name:</b> Cabin Crew			
<b>Goal-3</b>	<b>Description of Goal-3:</b> View passenger allocation list		event type
Workflow:	event-1	If the need arises the crew can view the passenger allocation list	OP
	event-2	Now the system bring up the passenger allocation list	DP
	event-3	In the list the crew can see all the info registered to the passenger such as name, destination, cabin no. etc.	OP

<b>User2 name:</b> Cabin Crew			
<b>Goal-4</b>	<b>Description of Goal-4:</b> Request for leave		event type
Workflow:	event-1	A member of the crew can apply for a leave from the request leave option	UIE
	event-2	The system will show a dialogue box	OP
	event-3	Now they must fill out the required fields for them to apply	UID
	event-4	If they select apply, the system will show that the leave application has been saved	DP
	event-5	Now the system will send this leave application to the manager via notification	OP

<b>User2 name:</b> Cabin Crew			
<b>Goal-5</b>	<b>Description of Goal-5:</b> View request for food delivery		event type
Workflow:	event-1	If a passenger had previously requested for food service then it will appear on the cabin crew's notifications	DP
	event-2	When the cabin crew selects view food delivery	UIE
	event-3	The system will show them what the passenger have ordered what food item and from which cabin room	OP
	event-4	If the ordered food have already be delivered then they can mark it as done	UID
	event-5	If the ordered food is yet to be delivered then they can mark it as on work	UID



<b>User2 name:</b> Cabin Crew			
<b>Goal-6</b>	<b>Description of Goal-6:</b> Check Confirmation to set sail		event type
Workflow:	event-1	After the captain has cleared the boat to set sail the cabin crew will be notified	VR
	event-2	The system will show the crew that a notification has been received	DP
	event-3	Now the crew can view the notification	OP
	event-4	Now the crew can start the engine and proceed to operations on the boat	UIE

<b>User2 name:</b> Cabin Crew			
<b>Goal-7</b>	<b>Description of Goal-7:</b> Check Work shift		event type
Workflow:	event-1	The cabin crew can select the check shift option	UIE
	event-2	The system would ask for their "Employee ID"	VR
	event-3	If the id is found then the system will show their work shift	DP
	event-4	Then the crew could see if their shift is during <ul style="list-style-type: none"> <li>The day</li> <li>The night</li> </ul>	OP
	event-5	The crew can also request to change their shift	UIE
	event-6	Then the system would send a request to the maintenance officers dashboard via notification	DP

<b>User2 name:</b> Cabin Crew			
<b>Goal-8</b>	<b>Description of Goal-8:</b> Receive alert from captain (onboard emergency)		<b>event type</b>
<b>Workflow:</b>	event-1	If there is an emergency the cabin crew will receive a S.O.S alert notification form the captain	<b>DP</b>
	event-2	Then the system will show a emergency message from the captain.	<b>OP</b>
	event-3	The cabin crew would follow the emergency instruction from the captain	<b>UIE</b>
	event-4	The cabin crew will try to resolve the problem	<b>UIE</b>
	event-5	If it is a global emergency then the crew will also send a notification to all the passengers	<b>DP</b>
	event-6	The system will then ask to state the type of emergency <ul style="list-style-type: none"> <li>Abandon ship (in case of fire, storm etc.)</li> <li>Ask to co-operate</li> <li>Send a written message</li> </ul>	<b>UID</b>
	event-7	If the crew chooses to send a message, then the system will ask to write a message	<b>UID</b>
	event-8	Then the crew can write down that message and send it to the passengers	<b>DP</b>
	event-9	Now the system will say that the message has been recorded	<b>OP</b>

User3 name: IT Officer (System Admin)			
Goal-1	Description of Goal-1: Add user		event type
Workflow:	event-1	The admin can press the option to add a new user to the system	UIE
	event-2	The system will ask input all the fields for the user	UID
	event-3	Then the admin will select which role the new user will go under	UID
	event-4	Then press save to store all the entered data into database	DP
	event-5	System will notify admin that the "Data has been saved"	OP
	event-6	The system will show the credentials in order for the user to log in for the first time	UIE

User3 name: IT Officer (System Admin)			
Goal-2	Description of Goal-2: Modify user		event type
Workflow:	event-1	The admin can check for concurrent users	UIE
	event-2	Then the system will ask which user the admin is trying to find	DP
	event-3	Then the admin can enter name or id for the system to find	UID
	event-4	If the user exists system will confirm and then proceed	DP
	event-5	Then admin can modify fields of the concurrent user	UID
	event-6	System will show all the updated fields for the user have been updated	OP
	event-7	Then save all the entered data into system database	DP
	event-8	System will notify admin that "Data has been saved"	OP

<b>User3 name:</b> IT Officer (System Admin)			
<b>Goal-3</b>	<b>Description of Goal-3:</b> Edit user privileges		event type
Workflow:	event-1	The admin can select for the desired users class	UIE
	event-2	Then the system will confirm and show the current user class access	OP
	event-3	Then the admin can then select extend or revoke access of this user class	UID
	event-4	If he chooses to revoke then current user class access will be shown	OP
	event-5	Then admin can select the one who wishes to remove	UIE
	event-6	But if he chooses to extend then current user class access	UIE
	event-7	Then the system will show a list of available features the user class can have access to	OP
	event-8	After selection system will notify admin that "the data has been saved" to database	DP

<b>User3 name:</b> IT Officer (System Admin)			
<b>Goal-4</b>	<b>Description of Goal-4:</b> Notify if system is under maintenance		event type
Workflow:	event-1	The admin can select the show notification to all users	UIE
	event-2	Then select which feature of the system is being updated or is being fixed	UID
	event-3	A notification "under maintenance" will appear to all users about the maintenance	OP
	event-4	Then all the user class who uses that feature will not be able to access that feature	UIE
	event-5	After the issue has been resolved the admin can again send out a notification to all users	UID
	event-6	All user will receive that notification once again	OP
	event-7	If it is resolved than that user class can once again use that feature	UIE

<b>User3 name:</b> IT Officer (System Admin)			
<b>Goal-5</b>	<b>Description of Goal-5:</b> Delete user		event type
Workflow:	event-1	The admin can check for concurrent users	UIE
	event-2	Then the system will ask which user the admin is trying to find	UID
	event-3	Then the admin can enter name or id for the system to find	UID
	event-4	If the user exists system will confirm and then proceed	UIE
	event-5	Then admin can delete the selected user including all user data	UID
	event-6	System will show that the selected "user has been deleted"	OP

<b>User3 name:</b> IT Officer (System Admin)			
<b>Goal-6</b>	<b>Description of Goal-6:</b> Add system functionality		<b>event type</b>
<b>Workflow:</b>	event-1	The admin can select import and add new system features	<b>UIE</b>
	event-2	Then select all other user class who can view the new feature	<b>OP</b>
	event-3	He can also choose the user classes able to edit data in this new system feature	<b>UID</b>
	event-4	After finalizing all selections the system will confirm that the new feature has been added successfully	<b>UIE</b>
	event-5	Then notify all other user that a new feature is available	<b>OP</b>
	event-6	User classes with access to this feature will get the notification to their access to read/write data	<b>OP</b>
	event-7	Then the system will show a list of available features the user class can have access to	<b>OP</b>
<b>User3 name:</b> IT Officer (System Admin)			
<b>Goal-7</b>	<b>Description of Goal-7:</b> Generate report		<b>event type</b>
<b>Workflow:</b>	event-1	The admin can select create report	<b>UIE</b>
	event-2	Then select between all existing users and sub-users	<b>OP</b>
	event-3	Then the system will prompt for daily or weekly	<b>UID</b>
	event-4	After selecting the summary duration the system will proceed	<b>DP</b>
	event-5	After gathering and calculating all user data the admin will be able to view the generated report	<b>OP</b>
	event-6	The admin can also select the share option to forward this report to the manager user class	<b>UID</b>
	event-7	Then the system will show a notification on the managers dashboard that a "report has been received"	<b>OP</b>

<b>User3 name:</b> IT Officer (System Admin)			
<b>Goal-8</b>	<b>Description of Goal-8:</b> Check passenger complains		event type
Workflow:	event-1	The admin can select the show complaints option	UIE
	event-2	Then system will load all the passenger complaints from the database	DP
	event-3	Now the admin can view all the complaints files individually	OP
	event-4	After careful assessment if the admin sees repeating complaints he can create a user feedback	UID
	event-5	Which the system will record in a dialogue box	UID
	event-6	Then the system will say that "user feedback has been recorded"	DP
	event-7	This feedback will be sent to the manager dashboard for review and improvements	OP

<b>User4 name:</b> Maintenance Officer			
<b>Goal-1</b>	<b>Description of Goal-1:</b> Give clearance to start		<b>event type</b>
Workflow:	event-1	Maintenance officer can select Clearance	DP
	event-2	Then the system will ask if "the officer wants to give clearance?"	
	event-3	If the officer selects "yes" then maintenance officer can send that "the launch has been cleared to start"	
	event-4	And then the system will notify the captain via notification	UID
	event-5	Then the captain will receive the notification on his dashboard	UID
	event-6	If he selected "no" then the system will take him back to event-2	
<b>User4 name:</b> Maintenance Officer			
<b>Goal-2</b>	<b>Description of Goal-2:</b> Create inspection report		<b>event type</b>
Workflow:	event-1	Maintenance officer can select inspection	DP
	event-2	Then the system will ask for time and date for the report	
	event-3	If there were no issues then maintenance officer can that "the launch has been cleared to start"	
	event-4	And then the system will notify the captain via notification	UID
	event-5	The maintenance officer can also choose the option to forward his daily report to the captain	UID
	event-6	System will show that the report has been send	UIE
	event-7	Then the captain will receive the report on his dashboard	UID



<b>User4 name:</b> Maintenance Officer			
<b>Goal-3</b>	<b>Description of Goal-3:</b> Request for maintenance		<b>event type</b>
Workflow:	event-1	Maintenance officer can select request maintenance	DP
	event-2	Then the system will ask the officer that "what type of inspection is requested?"	UID
	event-3	The officer can select between <ul style="list-style-type: none"> <li>• Engine check</li> <li>• Deck check</li> <li>• Damage check</li> <li>• Weather check</li> </ul>	UIE
	event-4	After selection now system will open a dialogue box	OP
	event-5	Where the officer will write down his request	UID
	event-6	The system will now show that "the request has been recoded"	DP
	event-7	This message will now be sent to the captains dashboard to view	OP
<b>User4 name:</b> Maintenance Officer			
<b>Goal-4</b>	<b>Description of Goal-4:</b> Inform captain about engine failure		<b>event type</b>
Workflow:	event-1	The maintenance officer can the option for announce engine failure	UIE
	event-2	The system will show a dialogue box	OP
	event-3	Now he can write and specify what type of failure it is	UID
	event-4	The system will send the message to the captains dashboard for him to view and decide	DP
	event-5	The system will say that "message has been sent"	OP

<b>User4 name:</b> Maintenance Officer			
<b>Goal-5</b>	<b>Description of Goal-5:</b> View Request for changing shifts		<b>event type</b>
<b>Workflow:</b>	event-1	The maintenance officer can view the requests in shifts from his dashboard	OP
	event-2	The request will show which cabin crew has requested it by viewing their name and employee id	VR
	event-3	Now the officer can view their shifts	OP
	event-4	He can also select either <ul style="list-style-type: none"> <li>Accept request</li> <li>Deny request</li> </ul>	UIE
	event-5	If he choose to accept request then he will be taken to another window there he can re-assign the employee to Day from Night or to Night from Day shifts	UIE
	event-6	Then the system will update it into the database	DP
	event-7	If he chooses Deny request from event-4 then a "request denied" notification will be sent to that cabin crew employee	UIE
<b>User4 name:</b> Maintenance Officer			
<b>Goal-6</b>	<b>Description of Goal-6:</b> Make critical announcement		<b>event type</b>
<b>Workflow:</b>	event-1	The maintenance officer can the option for critical announcement	UIE
	event-2	The system will show a dialogue box	OP
	event-3	Now he can write and specify what type of emergency it is	UID
	event-4	The system will send the message to all user on the boat such as Captain, cabin crew, passenger and parcel manager	DP
	event-5	The system will say that "message has been sent"	OP

<b>User4 name:</b> Maintenance Officer			
<b>Goal-7</b>	<b>Description of Goal-7:</b> Request for leave		event type
Workflow:	event-1	The maintenance officer can apply for a leave from the request leave option	UIE
	event-2	The system will show a dialogue box	OP
	event-3	Now they must fill out the required fields for the duration of his leave	UID
	event-4	If he selects apply, the system will show that the "leave application has been saved"	DP
	event-5	Now the system will send this leave application to the manager on his dashboard	OP

<b>User4 name:</b> Maintenance Officer			
<b>Goal-8</b>	<b>Description of Goal-8:</b> Generate maintenance report		event type
Workflow:	event-1	The maintenance officer can select create report	UIE
	event-2	Then the system will ask for time and date for the report	PR
	event-3	Then the system will prompt for daily or weekly	VR
	event-4	After confirmation the system will save the report	DP
	event-5	And then the system will notify the captain via notification	OP
	event-6	System will show that the report has been send	UIE
	event-7	Then the captain will receive the report on his dashboard	OP

<b>User5 name:</b> Finance Officer			
<b>Goal-1</b>	<b>Description of Goal-1:</b> Update payroll		event type
Workflow:	event-1	The finance officer will press the employee option	UIE
	event-2	A new popup will show	OP
	event-3	list of employees going to appear in the screen	OP
	event-4	Option to modify or set salary of the employees	UID
	event-5	Upon clicking pay option payment will be made	VR
	event-6	Employee notified by the system that salary has been credited	VL
	event-7	system also sends a confirmation message to the finance	DP

<b>User5 name:</b> Finance Officer			
<b>Goal-2</b>	<b>Description of Goal-2:</b> Manage budget		event type
Workflow:	event-1	Finance officer can manage budget by selecting manage budget option	DP
	event-2	A window appears with all the sections where budgets need to allocate	OP
	event-3	After considering all the expenses includes (upgrade or buying equipment's), officer allocates budget accordingly	UIE
	event-4	System records all the data in database	UIE
	event-5	Now the budget is available for manager to view	DP

<b>User5 name:</b> Finance Officer			
<b>Goal-3</b>	<b>Description of Goal-3:</b> Generate finance report		event type
Workflow:	event-1	Finance officer can generate finance report (daily, weekly) by selecting generate report from the system	UIE
	event-2	System going to load all the finance data from database includes income and expenses	VR
	event-3	System shows the data	OP
	event-4	Upon selecting generate report, a report can be made by officer	UIE
	event-5	He uploads the report in a pdf format to the system for manager to review	DP
	event-6	System saves the pdf	DP

<b>User5 name:</b> Finance Officer			
<b>Goal-4</b>	<b>Description of Goal-4:</b> Calculate customer total bill		event type
Workflow:	event-1	Finance officer can select customer Total bill option	UIE
	event-2	After a passenger ask for services (food, locker etc.) system counts the bill of that service	VR
	event-3	System shows the bill to finance officer	OP
	event-4	Officer can make a total bill by selecting generate bill	UIE
	event-5	Officer uploads it to the database so that passengers can see their due bills	DP
<b>User5 name:</b> Finance Officer			
<b>Goal-5</b>	<b>Description of Goal-5:</b> Receive payment (ticket-parcel)		event type
Workflow:	event-1	The finance officer can select the receive payment option	UIE
	event-2	System shows method of payment <ul style="list-style-type: none"> <li>Physical Payment</li> <li>Payment through System</li> </ul>	VR
	event-3	If the passenger selects Physical Payment, it can be done by physically purchasing from ticket booth. If passenger selects Payment through system, Finance officer can make the arrangement through system	OP
	event-4	If a customer wants to pay for parcel, payment method applies the same as before	UIE
	event-5	The total bill of a passenger can be paid by the same payment method	DP

<b>User5 name:</b> Finance Officer			
<b>Goal-6</b>	<b>Description of Goal-6:</b> Manage Budget reallocation request		event type
Workflow:	event-1	Finance officer gets budget reallocation request from manger	DP
	event-2	Officer can view the request by selecting View budget reallocation	OP
	event-3	System loads the request in a pop-up massage box	UIE
	event-4	Now the officer can view the request	UIE
	event-5	Officer modifies the budget from budget manage budget option	DP
	event-6	System saves the updated budget	UID
	event-7	A notification sends to the officer from system that budget has been updated	UID
<b>User5 name:</b> Finance Officer			
<b>Goal-7</b>	<b>Description of Goal-7:</b> Request for leave		event type
Workflow:	event-1	Finance Officer can apply for leave from the option request leave	UIE
	event-2	A dialogue box appears	OP
	event-3	Need to fill the required fields for apply	UID
	event-4	After selecting apply, system going to save the application	DP
	event-5	A notification from system sends to Manager	OP

<b>User5 name:</b> Finance Officer			
<b>Goal-8</b>	<b>Description of Goal-8:</b> Manage ticketing price		event type
Workflow:	event-1	Finance officer can manage ticket price by selecting Mange ticket price option	UID
	event-2	A window appears with ticket price	OP
	event-3	If price needed to increase or decrease, officer inputs the desired price on the price option	UIE
	event-4	officer saves the price	UID
	event-5	System updates the price and show it to the ticket price section while passenger viewing	DP

<b>User6 name:</b> Manager			
<b>Goal-1</b>	<b>Description of Goal-1:</b> Check employee list		event type
Workflow:	event-1	Manager selects the employee option	UIE
	event-2	system going to show a List of employee appears with their name, employee id, department, and salary	DP
	event-3	manager can view the list of employees	OP



<b>User6 name:</b> Manager			
<b>Goal-2</b>	<b>Description of Goal-2:</b> Check budget		event type
Workflow:	event-1	Manager can check budget by show budget option	UIE
	event-2	a pop up window appears	OP
	event-3	System loads the budget	DP
	event-4	Manager can now view the budget from the system	OP
<b>User6 name:</b> Manager			
<b>Goal-3</b>	<b>Description of Goal-3:</b> Check overall user feedback		event type
Workflow:	event-1	Manager can select the show feedback option	DP
	event-2	System going to show feedbacks sent by IT officer	OP
	event-3	Now manager can view every Feedback.	UIE
<b>User6 name:</b> Manager			
<b>Goal-4</b>	<b>Description of Goal-4:</b> Suggest Improvement		event type
Workflow:	event-1	Manager can suggest improvement to the captain after reviewing all the feedback provided by It officer	UIE
	event-2	Manger selects suggest improvement option	OP
	event-3	A dialogue box appears	DP
	event-4	Manger writes down and sent it to the captain	OP
	event-5	System saves the massage and delivers it to the captain	DP

<b>User6 name:</b> Manager			
<b>Goal-5</b>	<b>Description of Goal-5:</b> View finance report		event type
Workflow:	event-1	The manager can View the finance report from the system by selecting Show Finance report option	DP
	event-2	A pdf including total finance report loads into the system	OP
	event-3	Manager can download the file and view the report	UIE

<b>User6 name:</b> Manager			
<b>Goal-6</b>	<b>Description of Goal-6:</b> Request budget reallocation		event type
Workflow:	event-1	After getting total bill for equipment's improvement or replacement from captain, manager can request budget reallocation to finance officer	DP
	event-2	Manager can request budget reallocation to finance officer by selecting budget reallocation option	OP
	event-3	System will show a pop up where manager specifies the bill for reallocate	UIE
	event-4	System saves the data and sends it to finance officer	UIE
	event-5	Now the data is available for viewing to finance officer	DP

<b>User6 name:</b> Manager			
<b>Goal-7</b>	<b>Description of Goal-7:</b> Manage Leave application		event type
Workflow:	event-1	After receiving a leave of absence request from employees, system notifies manager	UIE
	event-2	Manager goes to the system and views the application	OP
	event-3	A reply box appears	DP
	event-4	if granted or rejected, manager can notify by sending a reply to the employees	OP
	event-5	System delivers the reply to employees	UIE

<b>User6 name:</b> Manager			
<b>Goal-8</b>	<b>Description of Goal-8:</b> Sent notice to all employees		event type
Workflow:	event-1	Manager can send notice to all employees	DP
	event-2	after selecting a specific department employee or all employees, a message box appears	OP
	event-3	Manager writes down notice in the box	UIE
	event-4	system delivers the message to targeted employees with a notification	UIE
	event-5	Manager also gets a "Notice Delivered" pop up message from the system	DP

<b>User7 name:</b> Passenger			
<b>Goal-1</b>	<b>Description of Goal-1:</b> View Launch Schedule		event type
Workflow:	event-1	The passenger can select the option to view launch schedule	UIE
	event-2	The system will show the launch schedule from the database	DP
	event-3	Then the passenger can view all timing of incoming and outgoing launches	OP
	event-4	If the schedule is updated the passenger will receive that notification	DP

<b>User7 name:</b> Passenger			
<b>Goal-2</b>	<b>Description of Goal-2:</b> Passenger Allocation List		event type
Workflow:	event-1	The passenger selects the passenger allocation list	UIE
	event-2	Then the system will load and view the seats that are available on that ship	DP
	event-3	Now he can view all the available seats on that particular launch	DP
	event-4	If user wishes to not select any seats from this launch he can return to View Launch Schedule list	UIE
	event-5	Then he can select another ship on that list	UIE
	event-6	The passenger can book one or multiple seats on the same launch	UID
	event-7	The system will book the current seats temporarily till the passenger decides to pay for them.	UID

<b>User7 name:</b> Passenger			
<b>Goal-3</b>	<b>Description of Goal-3:</b> Purchase Ticket		event type
Workflow:	event-1	The passenger can choose to purchase tickets from either pre booked ticket or he can go to Goal-2 and then come back here again	UIE
	event-2	If the passenger has booked tickets previously, then the system will show the pre booked tickets list	OP
	event-3	Now the passenger can select to purchase the tickets	UIE
	event-4	The system will verify again if those tickets are available or not	VR
	event-5	Now the passenger can select the payment option	UIE
	event-6	The system will load the available payment options	UIE
	event-7	Now the passenger choose to pay it through the system or physically pay it directly in the ticket booth	UIE
	event-8	After payment is done the system will show that the ticket has been purchased	OP
	event-9	The system will now record all the information such as passenger name, destination, payment etc to database.	DP

<b>User7 name:</b> Passenger			
<b>Goal-4</b>	<b>Description of Goal-4:</b> Purchase food or view menu		event type
Workflow:	event-1	The passenger can select the option of view the menu	UIE
	event-2	The system will load the food and beverage menu from the database	DP
	event-3	The passenger can now see the menu and choose his desired food and drinks from to menu to order them	OP
	event-4	After he is done selecting his food, the system will calculate and show the total bill to the passenger	UID
	event-5	Now the passenger can proceed to payment option	UIE
	event-6	Now the passenger can choose to pay it through the system or physically pay it directly at the counter in the launch	UIE
	event-7	If the passenger choose to pay it through the system, it will confirm the payment	UIE
	event-8	The system will show a notification to cabin crew to deliver the food at the allocated seat or cabin	OP

<b>User7 name:</b> Passenger			
<b>Goal-5</b>	<b>Description of Goal-5:</b> Request for a safety locker		event type
Workflow:	event-1	The passenger can choose the option to request for a safety locker	UIE
	event-2	The system will now check for available lockers from the database	VR
	event-3	The passenger can view the list of locker available at that moment	OP
	event-4	Now the passenger has to choose a locker from the available list	UIE
	event-5	The system will notify cabin crew that a passenger has requested for a safety locker	OP
	event-6	Now the cabin crew will guide the passenger to his safety locker when he arrives	UIE
	event-7	The system will record which safety locker has been assigned to the passenger	DP

<b>User7 name:</b> Passenger			
<b>Goal-6</b>	<b>Description of Goal-6: Request for cabin service</b>		event type
Workflow:	event-1	The passenger can choose the option to request for cabin service	UIE
	event-2	The system will load the services available	DP
	event-3	Then the user can choose from the available services: <ul style="list-style-type: none"> <li>Request for cleaning cabin</li> <li>Request for extra pillows and blankets</li> <li>Request for personal assistance from cabin crew</li> </ul>	UIE
	event-4	After selecting from the available options, the system will send a notification to the cabin crew	OP
	event-5	Now the cabin crew will come to assist the passenger when necessary	UIE

<b>User7 name:</b> Passenger			
<b>Goal-7</b>	<b>Description of Goal-7: Check due bill</b>		event type
Workflow:	event-1	The passenger can choose the option Check due bill	UIE
	event-2	The system will calculate the total bill using the database	DP
	event-3	Then the system will load the the calculated total bill	OP
	event-4	Now the passenger can view his total bill till that moment	OP
	event-5	The passenger can choose to pay the total bill through the system or pay it to the counter before leaving the launch	UIE



<b>User7 name:</b> Passenger			
<b>Goal-8</b>	<b>Description of Goal-8:</b> File a Complaint		event type
Workflow:	event-1	The passenger can select the option of File a Complaint	UIE
	event-2	The system will show a dialog box	UID
	event-3	Now the passenger can write a complaint in that dialog as input	UID
	event-4	The system will save the input in the database	UID
	event-5	Now the system will send the complaint to the IT officer	OP
	event-6	The system will then send an automated message to the passenger "Your feedback has been recorded, We will get back to you regarding this as soon as possible. Thank you for your patience."	OP

<b>User8 name:</b> Parcel Delivery Manager			
<b>Goal-1</b>	<b>Description of Goal-1:</b> View Launch Schedule		event type
Workflow:	event-1	The manager can select the option to view launch schedule	UIE
	event-2	The system will show the launch schedule from the database	DP
	event-3	Then the manager can view all timing of incoming and outgoing launches	OP
	event-4	If the schedule is updated the managed will receive that notification	DP

<b>User8 name:</b> Parcel Delivery Manager			
<b>Goal-2</b>	<b>Description of Goal-2:</b> Check Delivery List		event type
Workflow:	event-1	The manager can select the option to view delivery list	UIE
	event-2	The system will show the delivery list from the database	DP
	event-3	Then the manager can view all the parcels that needs to be delivered	OP
	event-4	He can also view the delivery details such as address, contact no, etc	OP

<b>User8 name:</b> Parcel Delivery Manager			
<b>Goal-3</b>	<b>Description of Goal-3:</b> Edit Delivery List		event type
Workflow:	event-1	The manager can select the option to edit delivery list	UIE
	event-2	The system will show the delivery list from the database	DP
	event-3	Then the manager can view all the parcels that needs to be delivered	OP
	event-4	He can also view and edit the delivery details such as address and contact no.	OP
	event-5	The system will notify that the edited information has been saved	DP

<b>User8 name:</b> Parcel Delivery Manager			
<b>Goal-4</b>	<b>Description of Goal-4:</b> Remove Item from delivery list		event type
Workflow:	event-1	The manager can select the option to remove item from delivery list	UIE
	event-2	The system will show the delivery list from the database	DP
	event-3	Then the manager can view all the parcels	OP
	event-4	If a parcel has already been delivered the manager can remove it from the list	UID
	event-5	The system will notify that the entry has been removed from the list	DP

<b>User8 name:</b> Parcel Delivery Manager			
<b>Goal-5</b>	<b>Description of Goal-5:</b> View request to cancel delivery		event type
Workflow:	event-1	The manager can select the option to view the cancel delivery notification	UIE
	event-2	The system will show the notifications from the list	DP
	event-3	Then the manager can view all the request for canceled parcels	OP
	event-4	When parcel is requested to cancel from the customer he can remove it from the delivery list	UID
	event-5	The system will notify that the entry has been removed from the list	OP
	event-6	Then the system will notify the manager to take the canceled parcel to the counter	DP
	event-7	The customer has to collect the canceled parcel from the counter	UIE

User8 name: Parcel Delivery Manager			
Goal-6	Description of Goal-6: Add parcel to delivery list		event type
Workflow:	event-1	The manager can select the option to add parcel to delivery list	UIE
	event-2	The system will ask for contact name, address and contact number.	PR
	event-3	The manager can input all the details	UID
	event-4	Now system will notify that all the details have been stored in the database	DP
	event-5	The system will now update the delivery list	OP

User8 name: Parcel Delivery Manager			
Goal-7	Description of Goal-7: Accept requests for lost parcels		event type
Workflow:	event-1	The manager can view the notification if a parcel is marked lost by the cabin crew	UIE
	event-2	Then the system will show the manager details of the lost parcel	DP
	event-3	Then the manager can open the delivery list	UIE
	event-4	The system will show the delivery list	OP
	event-5	The manager can now mark the parcel as lost	UID
	event-6	The system will notify that the delivery list has been updated	DP

<b>User8 name:</b> Parcel Delivery Manager			
<b>Goal-8</b>	<b>Description of Goal-8:</b> Accept and view payments		event type
Workflow:	event-1	The manager can select the option to view payments	UIE
	event-2	The system will the will show the cost of delivery to the manager	DP
	event-3	The manager can ask the customer to pay it through the system or to pay it physically at the counter	UIE
	event-4	If the payment is made through the system, the system will update the manager that a payment has been made	PR
	event-5	The manager can now can mark the entries as paid	VR
	event-6	The system will notify that the entries has been saved	DP