

Welcome to this problem lecture. The volunteers are going to present their solutions to the problems, and the class is expected to discuss and produce feedback.

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Your goal



Produce the mock-ups and views that are requested in the following slides

Your goal is to produce the mock-ups and the views that are requested in the following slides.

Your presentation



Allocate 1 min to plug your laptop, 5 min to present your solution, and 10 min for class discussion

Regarding your presentation, please, note that you have 15 minutes. Allocate one minute to plug your laptop, 5 minutes to present your models, and 10 minutes for class discussion.

Check your cables!



Check the overhead projector socket!
Bring an adapter if necessary.

Please, check the connections of our computer beforehand. Make sure that you can plug your computer to the overhead projector. Overhead projectors typically require a VGA connection; if your computer doesn't have a VGA socket, please, make sure that you have the appropriate adapter.

Come on! First volunteers, please!



Come on! First volunteers, please!

Problem #1: actors and messages



- R8.1: [Public] Register to the system as a customer or a handy worker
- R9.2: [Actors] Edit his or her personal data
- R9.3: [Actors] Exchange messages with other actors and manage them

The first problem's regarding the views required to manage actors and messages. These are the requirements that you have to model, but don't forget to review the others:

R8: An actor who is not authenticated must be able to:

R8.1: Register to the system as a customer or a handy worker.

R9: An actor who is authenticated must be able to:

R9.2: Edit his or her personal data.

R9.3: Exchange messages with other actors and manage them.

Problem #2: fix-up tasks



- R10.1: [Customers]
Manage an arbitrary number of fix-up tasks
- R11.1: [Handy workers]
Browse the catalogue of fix-up tasks
- R12.2: [Administrators]
Manage the catalogue of warranties

The second problem's regarding the views required to manage fix-up tasks. These are the requirements that you have to model, but don't forget to review the others:

R10: An actor who is authenticated as a customer must be able to:

R10.1: Manage an arbitrary number of fix-up tasks, which includes listing, showing, creating, updating, and deleting them.

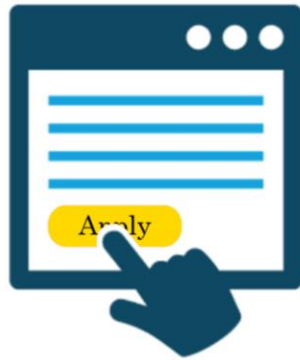
R11: An actor who is authenticated as a handy worker must be able to:

R11.1: Browse the catalogue of fix-up tasks and navigate to the profile of the corresponding customer, which includes his or her personal data plus his or her list of fix-up tasks.

R12: An actor who is authenticated as an administrator must be able to:

R12.2: Manage the catalogue of warranties, which includes listing, showing, creating, updating, and deleting them. A warranty can be updated or deleted as long as it is saved in draft mode. Once it's saved in final mode, it cannot be edited or deleted. Only warranties that are saved in final mode can be referenced by fix-up tasks.

Problem #3: applications



- R10.2: [Customers]
Manage the applications for his or her fix-up tasks
- R11.3: [Handy workers]
Manage his or her applications
- R12.5: [Administrators]
Display statistics about applications

The third problem's regarding the views required to manage applications. These are the requirements that you have to model, but don't forget to review the others:

R10: An actor who is authenticated as a customer must be able to:

R10.2: Manage the applications for his or her fix-up tasks, which includes listing and updating them. A customer may update an application to change its status from pending to either accepted or rejected; if the status is changed to accepted, then a valid credit card must be provided; in either case, he or she can add a comment to the application.

R11: An actor who is authenticated as a handy worker must be able to:

R11.3: Manage his or her applications, which includes listing them, showing them, and creating them. When a handy worker applies for a fix-up task, he or she can set an offered price, and add some comments.

R12: An actor who is authenticated as an administrator must be able to:

R12.5: Display a dashboard with a) the average, the minimum, the maximum, and the standard deviation of the number of applications per fix-up task, b) the average, the minimum, the maximum, and the standard deviation of the price offered in the applications, and c) the ratio of pending applications that cannot change its status because their time period's elapsed.

Problem #4: finders



- R37.1: [Handy workers]
Change the filters of his or her finder
- R37.2: [Handy workers]
Display the fix-up tasks in his or her finder
- R40: [Administrators]
The results of a finder are cached for one hour by default

The fourth problem's regarding the views required to manage finders. These are the requirements that you have to model, but don't forget to review the others:

R37: An actor who is authenticated as a handy worker must be able to:

R37.1: Change the filters of his or her finder.

R37.2: Display the fix-up tasks in his or her finder.

R40: The results of a finder are cached for one hour by default. The administrator should be able to configure that period at will in order to adjust the performance of the system. The minimum time's one hour and the maximum time's 24 hours.

Problem #5: complaints



- R35.1: [Customers] Manage his or her complaints
- R36.1: [Referees] List complaints and self-assign them
- R37.4 :[Handy worker] Write notes on referee's reports

The fifth problem's regarding the views required to manage complaints. These are the requirements that you have to model, but don't forget to review the others:

R35: An actor who is authenticated as a customer must be able to:

R35.1: Manage his or her complaints, which includes listing, showing, and creating them.

R36: An actor who is authenticated as a referee must be able to:

R36.1: List the complaints that no referee has self-assigned and self-assign one of them.

R37: An actor who is authenticated as a handy worker must be able to:

R37.4: Write a note regarding any of the reports that a referee's written regarding any of the complaints in which he or she's involved.

Problem #6: endorsements



- R48.1: [Customers]
Manage his or her endorsements
- R49.1: [Handy workers]
Manage his or her endorsements
- R50.1: [Administrators]
Launch a process that computes a score for every customer and handy worker

The sixth problem's regarding the views required to manage endorsements. These are the requirements that you have to model, but don't forget to review the others:

R48: An actor who is authenticated as a customer must be able to:

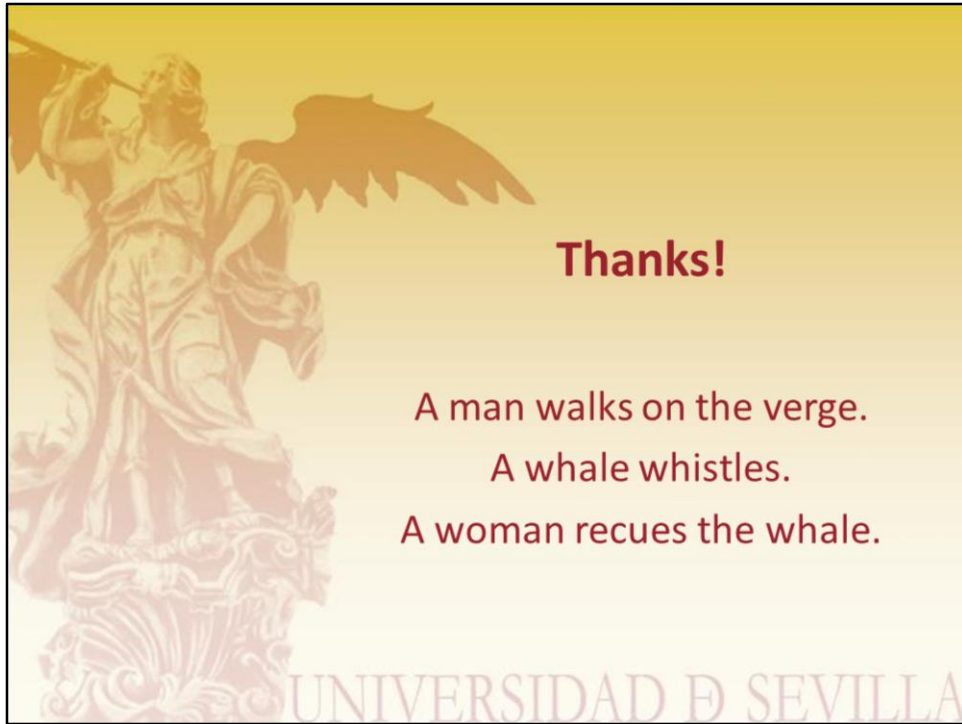
R48.1: Manage his or her endorsements, which includes listing them, showing them, creating an endorsement about a handy worker who has been involved in any of his or her fix-up tasks, updating them, and deleting them.

R49: An actor who is authenticated as a handy worker must be able to:

R49.2: Manage his or her endorsements, which includes listing them, showing them, creating an endorsement about a customer for whom he or she's worked, updating them, and deleting them.

R50: An actor who is authenticated as an administrator must be able to:

R50.1: Launch a process that computes a score for every customer and handy worker. The score is computed building on the endorsements that they've got. The system must analyse the comments in the endorsements and compute the number of positive words (p) and the number of negative words (n). The score must be computed as $p - n$ normalised to range -1.00 up to +1.00 using a linear homothetic transformation.



Thanks for attending this lecture! See you soon.