**Resolve – User Guide**

**Version 1.0**

**School of Dentistry**

**University of Washington, Seattle**



**Revision and Signoff Sheet**

**Change Record**

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Author** | **Version** | **Change Reference** |
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**Reviewers**

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# Introduction

Resolve is a case/request management software

# Know Issues

Same person/approver should not belong in multiple groups.

This is due to the database schema, where the key for approver table is composite, comprising of UserID and CaseID, so for the same case, a person cannot be an approver twice. This behavior can be modified with schema changes; however, it is not advised to change the schema as it will require changes at multiple places in the codebase. The current schema adheres to the business requirement and meets segregation of duty (SOD) principle. According to SOD, one person should not handle 2 conflicting approvals concurrently. E.g. A person belonging to HR group may approve a hiring request and if he/she belong to the Finance group as well then, they could approve/modify the hiring budget as well.