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Software Engineering

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**Problem 6.6 (Assignment # 4)**

**Solution:**

**Use case:** Web-based Application

**Primary actor:** Citizens (Users)

**Goal:** To online report about the potholes.

**Pre-condition:** The system must be fully functional and accept the complaints from the citizens about the potholes.

**Trigger:** The citizen reports about the pothole i.e. logs on to website and provides information about the location and severity of the pothole by filling the questionnaire.

**Scenario:**

* Citizen login to website.
* Citizen provides the information (Name, Phone number, Address).
* Citizen complaints about the pothole.
* Citizen fills the information about damage potholes.
* Citizen verifies by submitting information.
* Citizen views the complaint.
* Citizen logs out the website.

**Exceptions:**

* Invalid information by citizen.
* System generate inappropriate error messages.
* Internet service not available.
* Some important question left unfilled.

**Priority:** Essential

**Channel to Actor:** web-based system

**Secondary Actors:** Administration Team

**Channels to Secondary actors:** website is the major channel.

**Open Issues:**

* Should the system be able to show working status on pothole?
* How much time required to access the reports.
* Any other way to use the system without citizen’s personal information.