**Question#1:**

1. **Online Shopping:**

**Actors:**

**Primary Actor:** Customer.

**Scecondary Actor:** Web Administrator.

**Use Case:**

**Use case Title:** Online shopping.

**Primary Actor:** Customer.

**Pre-condition:**

1. User must have electricity and internet connection.
2. Website must be programmed to provide shopping items and their details for shopping.
3. The items must be available on the website.
4. The user details must be available to the website.

**Trigger:** To use online shopping website.

**Scenario:**

1. Citizen logs onto the website.
2. Citizen enters his/her username.
3. Citizen enters his/her password.
4. Website authenticates the username and password.
5. System allows the user to proceed to the main web-page.
6. User clicks on the “search box” and types the required item.
7. User clicks on the “search” button.
8. System displays the list of the available searched item.
9. User browsers the list.

**Exceptions:**

1. Loss of internet connections or electricity.

**Frequency of Use:** can be used 24/7.

**Channel to the Actors:** Website.

**Secondary Actors:** Web-administrator and Courier service.

**Channel to the secondary actors:** Website.

1. **Online Shopping:**

**Use Case of Log-in:**

**Use case Title:** login to the website.

**Primary Actor:** Customer.

**Pre-condition:**

1. User must have electricity and internet connection.
2. Website must be programmed to provide shopping items and their details for shopping.

**Trigger:** To use online shopping website.

**Scenario:**

1. Citizen logs onto the website.
2. Citizen enters his/her username.
3. Citizen enters his/her password.
4. Website authenticates the username and password.
5. Website displays the error message
6. System allows the user to proceed to the main web-page.

**Alternative flow of Events:**

**Exceptions:**

**Frequency of Use:**

**Channel to the Actors:**

**Secondary Actors:**