**Concrete scenarios business support**

Order a new part for a broken truck

Ferd works at the business support of the logistics company. Ferd checks his email and sees a mail containing a message about a broken truck. Ferd checks the system and sees that a driver left a note for truck seven. The note tells Ferd that the speedometer of truck number seven is broken. Ferd starts up his internet browser and navigates to their truckpart supplier. He orders a new speedometer. When that is done he sets truck number seven as inactive in the system until it has been repaired. All other departments will be notified about this change.

Order a new part for a broken truck (Fail)

Ferd Checks his email and finds a mail containing a message about a broken truck. Ferd checks the system and sees that a driver left a note for truck seven. The note tells Ferd that the speedometer of truck number seven is broken. Ferd starts up his internet browser and navigates to their truckpart supplier. Here he finds that there is no backup for a part at this moment and will delay this issue for a later time.

Archiving incoming paperwork

Ferd gets an email from Geert (who is working at the Order & Invoices department of the logistics company) containing paperwork that needs to be stored. Ferd logs in to the system and navigates to the correct upload form for his paperwork (e.g. if Ferd needs to upload an order he navigates to a form for an order) starts uploading the documents to the system. When Ferd finished storing all documents he saves his work and logs off.

Archiving incoming paperwork(fail)

Ferd gets an email from Geert (who is working at the Order & Invoices department of the logistics company) containing paperwork that needs to be stored. Ferd logs in to the system and navigates to the correct upload form for his paperwork (e.g. if Ferd needs to upload an order he navigates to a form for an order) starts uploading the documents to the system. When Ferd tries to store the file the system crashes because of lack of memory.

Arranging a new truck

Ferd gets a new mail. It comes from the technician. This message contains information about the truck that was broken a few weeks ago which Ferd had ordered parts for. Furthermore makes this mail clear that the truck cannot be repaired anymore. Next up Ferd opens his internet browser and navigates to their truck supplier. He orders a new truck. After he orders this truck, opens Ferd the system where he updates the old truck’s status to : “debricated” and adds the new truck to the system. And updates the attribute status to : “To be delivered”. After this Ferd saves his work and closes the system.

Arranging a new truck(fail)

Ferd gets a new mail. It comes from the technician. This message contains information about the truck that was broken a few weeks ago which Ferd had ordered parts for. Furthermore makes this mail clear that the truck cannot be repaired anymore. Next up Ferd opens his internet browser and navigates to their truck supplier. The site shows him a message that this truck is not available anymore. After this Ferd contacts the CEO, discussing a possibility to buy another truck that is not of the same type. When the CEO agrees Ferd orders that truck.