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| **Use Case Name** | Fire Employee | |
| **Scenario** | Fire an employee | |
| **Triggering Event** | Human Resource Management Team request firing an employee | |
| **Brief Description** | HRM request firing an employee, manager confirms firing through employee reports | |
| **Actors** | HRM, Manager, Employee | |
| **Related Use Cases** | None | |
| **Stakeholders** | HRM, Employee, Manager | |
| **Precondition** | HRM team must collect enough evidence to fire employee | |
| **Postcondition** | Firing process and feedback to employee | |
| **Flow of Events** | **Actor** | **System** |
| 1. HRM request all employee’s report 2. HRM checks report and request firing if violation score more than usual 3. Manager get firing request and confirms firing request 4. Employee get firing message | * 1. System send all employee’s report   2.1 System receive firing request and forward it to Manager  3.1 System receive employee firing confirmation and forward it to Employee |
| **Exception Condition** | 2.1 There is no employee that violates or no enough evidence | |

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| **Use Case Name** | Handle Employee Resignation | |
| **Scenario** | Employee Resigns | |
| **Triggering Event** | Employee request resignation | |
| **Brief Description** | Employee request resignation, manager confirms resignation through HRM | |
| **Actors** | Employee, HRM, Manager | |
| **Related Use Cases** | None | |
| **Stakeholders** | Employee, HRM, Manager | |
| **Precondition** | Employee must submit resignation a couple weeks before quitting the job and must submit resignation letter | |
| **Postcondition** | Request forwarded to HRM and feedback to employee | |
| **Flow of Events** | **Actor** | **System** |
| 1. Employee request resignation and input resignation letter 2. HRM collect employee data 3. HRM receive employee data and confirm employee resignation 4. Manager receives request and confirms employee resignation 5. Employee receives resignation status | 1.1 System forward resignation request to HRM  2.1 System send employee data to HRM  3.1 System forward resignation request to Manager  4.1 System send resignation status to Employee |
| **Exception Condition** | 3.1 Employee’s not complete their work and bad performance | |

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| **Use Case Name** | Do Credit Card Request | |
| **Scenario** | Credit card request | |
| **Triggering Event** | Customer request a credit card | |
| **Brief Description** | Customer request a credit card through Customer Service with the approval from Finance Team and Credit Card Company | |
| **Actors** | Customer Service, Finance Team, Credit Card Company | |
| **Related Use Cases** | None | |
| **Stakeholders** | Customer Service, Finance Team, Credit Card Company | |
| **Precondition** | Customer must collect needed copy and pick credit card company | |
| **Postcondition** | Manage credit card and feedback to customer service | |
| **Flow of Events** | **Actor** | **System** |
| 1. Customer Service receive credit card request 2. Financial Team and Credit Card Company approves credit card request and decide the limit 3. Customer Service get credit card status | * 1. System receive customer data input and forward to Financial Team and Credit Card Company   2.1 System marked credit card status and limit |
| **Exception Condition** | 2.1 Financial Team and Credit Card Company denied request | |

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| **Use Case Name** | Update Broken Item | |
| **Scenario** | Broken Item is reported | |
| **Triggering Event** | Security & Maintenance Team receives broken item report | |
| **Brief Description** | Employee reported a broken item, which will be repaired through Security & Maintenance Team | |
| **Actors** | Employee, Security & Maintenance Team | |
| **Related Use Cases** | None | |
| **Stakeholders** | Employee, Finance Team, Security & Maintenance Team | |
| **Precondition** | There is a broken item | |
| **Postcondition** | Repair Schedule made and request forwarded to Security & Maintenance Team | |
| **Flow of Events** | **Actor** | **System** |
| 1. Employee reported the broken item 2. Security & Maintenance team receive request 3. Security & Maintenance Team update broken item 4. Employee receives broken item status | * 1. System received the broken item and forward to Security & Maintenance Team   2. System forward repair schedule to Schedule & Maintenance Team   3.1 System forward updates to Employee |
| **Exception Condition** |  | |

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| **Use Case Name** | Request Money Loans | |
| **Scenario** | Money loans request | |
| **Triggering Event** | Customer request for money loans | |
| **Brief Description** | Customer service get request for money loans and will check the eligibility for loans, and if eligible, forward request to Finance Team | |
| **Actors** | Customer Service, Finance Team | |
| **Related Use Cases** | None | |
| **Stakeholders** | Customer Service, Finance Team | |
| **Precondition** | Customer must provide guarantee documents | |
| **Postcondition** | Request processed by Finance Team and feedback to customer service | |
| **Flow of Events** | **Actor** | **System** |
| 1. Customer Service request customer loan eligibility 2. Customer service receive request and input loan needed 3. Customer Service receive loan status | 1.1 System receive request and send customer eligibility  2.1 System receive data dan forward to Finance Team |
| **Exception Condition** | Customer not eligible, request denied from Finance Team | |

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| **Use Case Name** | Request House Ownership Card (HOC) | |
| **Scenario** | There is a request of HOC | |
| **Triggering Event** | Customer request for HOC | |
| **Brief Description** | Customer request HOC through Customer Service, system do validation and Customer Service gets request feedback | |
| **Actors** | Customer Service, Finance Team | |
| **Related Use Cases** | None | |
| **Stakeholders** | Customer Service, Finance Team | |
| **Precondition** | House company must be kong bu bank partner | |
| **Postcondition** | Request forwarded to Customer Service and Interview Schedule is made if conditions fulfilled | |
| **Flow of Events** | **Actor** | **System** |
| 1. Customer Service input data for HOC request 2. Customer Service get eligibility status 3. Customer Service input Interview Schedule 4. Customer Service gets request status | * 1. System validate data given by customer service   3.1 System forward interview schedule to Finance Team |
| **Exception Condition** | Customer data not fulfilled to do HOC request | |