**MIS 311 Week4 Paper Assignment**

**Section I – Scope of the document and identify user stories.**

This case has to do with the company I2C2 and their new venture that correspond to there drug sharing system. Since I2C2 was already providing medical and pharmacy services to many client locations, they decided to tackle another common problem that is in the remote medical work field. This has to do with providing emergency medical and evacuation assistance to employees operating outside of client facilities. Some of I2C2’s clients have said they often have to procure what is called “special risk” insurance to guard against the financial costs of dealing with risky situations. But being reimbursed by an insurance company for the costs of medical and war-risk evacuations was not the same thing as actually helping employees in medical difficulty and receiving help to escape dangerous situations.

Since I2C2 already providing medical and pharmacy services to many clients it seemed natural that they might be able to use their capabilities to help client/employees working in the surrounding urban and rural environments outside of the client facilities. This is where their new venture MWRE or “medical and war-risk evacuation services” comes into play. The premise is that MWRE would plan and would contract with a series of third-party evacuation and medical services providers who would then put said plans into action. This adds value to I2C2 overall as a company and helps prevent loss of service by there employees to their clients.

Users of this new MWRE service would very in there needs but most notably there would be two main user stories that MWRE would deal with. The first would be that an employee is in a dangerous situation outside of client facilities and they need immediate evacuation. The second being that an employee needs immediate medical attention to themselves or help for a medical situation that they are in outside of client facilities. In each instance the employee would contact the new customer service center that I2C2 has created and explain their problem. Then the service center would develop a plan to deal with said issues. A more in detail view of “dangerous situation” process is available in the “Main Success Scenario” of this case narrative.

**Section II – Fully Dressed Use Case Narrative for MWRE case.**

**Use case section:** Requests.

**Title Owner:** Submit special risk (protection) request.

**Story Owner:** VP of Medical/War-Risk Evacuation Business Initiative

**Story Creator:** Pat Baker, BA

**Stakeholders and interests:**

*I2C2* – Is the main company that will have interest in every instance of this case narrative. They most notably have interest in their employees and their current condition.

*MWRE management* – Is the parent company of I2C2 and has managing interests in “special risk” scenarios that involve the employees and clients of I2C2. They will be in charge of any issues or requests that are presented by employees about “special risk” scenarios.

*Clinic employees and Pharmacy staff* – Are interested in submitting “special risk” requests in order to solve a problem that they are currently having.

**Scope, Context, Background:** A common issue identified by I2C2 was the need to provide emergency medical and evacuation assistance to employees operating outside of client facilities. These employees often work in remote, dangerous areas, or even in war zones. Clients said that they could and often did procure “special risk” insurance to guard against the financial costs of dealing with these types of risky situations. But being reimbursed by an insurance company for the costs of medical and war-risk evacuations was not the same thing as actually helping employees in medical difficulty and receiving help to escape those situations.

**Actor(s):** I2C2 hired former Special Forces officer, Carter Dammert and I2C2 employee’s

**Pre-condition(s):** The request for special risk protection is coming from an I2C2 employee that is operating outside of the client facilities.

**Minimal guarantee:** If the special risk protection request submission fails, the system status is returned to the state where it was before the submission started and any errors are logged.

**Success guarantee:** A special risk protection authorization is successfully completed and submitted to the MWRE management division at I2C2. An evacuation plan will be put in place and sent through the process of final approval at which point the plan will be put in motion.

**Trigger:** I2C2 employee is in a “special risk” scenario most likely outside of the client facilities. “Special risk” is defined above in the context and background section.

**Main Success Scenario:**

1. Employee has a special risk scenario.
2. They contact the company (I2C2) about the scenario through phones, texting, emails, or written messages.
3. The Employee specifies their employee identification, location, client, scenario, location, needs.
4. Request is sent to Carter Dammert (leader of MWRE) through the software application.
5. Then based on the information the software determines what level of emergency provider is needed.
6. A plan is chosen based on the needs and information given by the employee.
7. Plan is sent to Carter Dammert pending his approval.
8. He approves the plan.
9. Provider(s) is then picked from the database that organizes them by ability, and credentials.
10. The plan is sent to said provider(s). pending approval.
11. Changes are made if need be and then agreed on.
12. Then final agreement from provider(s).
13. MWRE takes the request and processes it.
14. After processing the final request is sent to all involved parties (employee, Carter, providers, etc.).
15. Final agreement from all involved parties.
16. Request completes and is then put into action according to the agreed upon information given to all parties.
17. Then MWRE periodically monitors the location of both the employee and the evacuation team, at least hourly, during each step of the evacuation until the employee had been successfully evacuated, is safe, and received the necessary medical care.
18. After this MWRE would record any final notes and communicate with all relevant stakeholders in order to close out the request.

**Alternative Scenarios:**

11. The provider(s) does not agree.

11.1. The provider then inquiries about what needs to change.

11.2. The plan is then finalized according to changes.

11.3. The plan is then sent to provider(s) again pending approval.

11.4. The plan is approved by provider(s).

11.5. INTO step 12

7. The plan is rejected by Carter Dammert.

7.1. Carter then inquiries about what needs to change in the plan.

7.2. The plan is then finalized according to changes.

7.3. The plan is then approved by Carter.

7.4. INTO step 9

10. The request is rejected because the provider is not available.

10.1. The system then recognizes the rejected request by said provider.

10.2. The system them finds replacement for provider.

10.3. Then sends a request to the new provider pending approval.

10.4. INTO step 12

4. The request is terminated because the employee circumstances change.

4.1. Employee states the reason for the change.

4.2. If the change still requires involvement from the company then new request is started.

4.3. Employee gives new details for their scenario.

4.4. INTO step 5

**Story details, open issues, and conversations:**

Need to determine the criteria for what kind of assistance common employee requests would deem.Then need to create several basic plans that will be adapted to the specific needs of the employee request.

What are the locations that are being served? Are there any locations that aren’t being served but have a need?

If there is not reliable communication with the employee that has sent in a request what will take place?

**Section III – Summarize your approach to developing this detailed use case narrative.**

After reading through the I2C2 explanation and what the company did, I then read through the new MWRE narrative in the book that detailed and explained what this “new venture” was. This allowed me to have a good understanding of what the new venture was but also how it related to the original company. After this I went through and highlighted the import parts of the MWRE explanation. This enabled me to see the key elements of what the venture needed the most and then input that data into the case narrative explanation along with the key players in this case narrative. After this I had a fairly well-rounded idea of what MWRE would need to be and how it would need to work so I went through and detailed the process in the main success scenario. After this I created some alternate scenarios and made some edits to the main success scenario as I had found some details that I have left out. After completing both of these I had a clear idea of what issues would need to be solved and what conversations needed to be had in order to make this new system work. I detailed those in the open issues and conversations section. Overall, I think this process could be very concrete but also flexible if the open issues are taken care of and the leader of the operation can take control when scenarios come up.