|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Use-Case Name** | **Ranking Criteria, 1 - 5** | | | | | | **Total Score** | **Priority** | **Build Cycle** |
|  | **1** | **2** | **3** | **4** | **5** | **6** |  | | |
| Create ticket | 3 | 3 | 1 | 1 | 5 | 5 | 18 | Medium | 2 |
| Edit ticket | 1 | 5 | 4 | 1 | 5 | 3 | 19 | Medium | 2 |
| View highest priority assigned ticket | 1 | 1 | 1 | 1 | 1 | 1 | 6 | Low | 3 |
| Update status of assigned ticket | 1 | 3 | 3 | 1 | 4 | 5 | 17 | Medium | 2 |
| Assigns ticket to technician | 5 | 5 | 5 | 5 | 5 | 5 | 30 | High | 1 |
| Sort ticket into priority queue | 5 | 3 | 5 | 2 | 3 | 4 | 22 | High | 1 |

Total points 30

Build cycle category 3

Range: 1: 1 - 10, 2: 11 - 20, 3: 21 - 30.

Evaluates use cases on 1-5 scale against six criteria.

1. Significant impact on the architectural design.
2. Easy to implement but contains significant functionality.
3. Includes risky, time-critical or complex function.
4. Involves significant research or new risky technology.
5. Include primary business function.
6. Will increase revenue or decrease cost.