

104KM Enterprise Information Systems

Tutorial Activity – Week 7

Objective

Understanding and Creating Use Case and Use Case Documentation.
Being able to analyze an existing scenario and devising a high solution for it.

Activity 1: National Express Bus Company

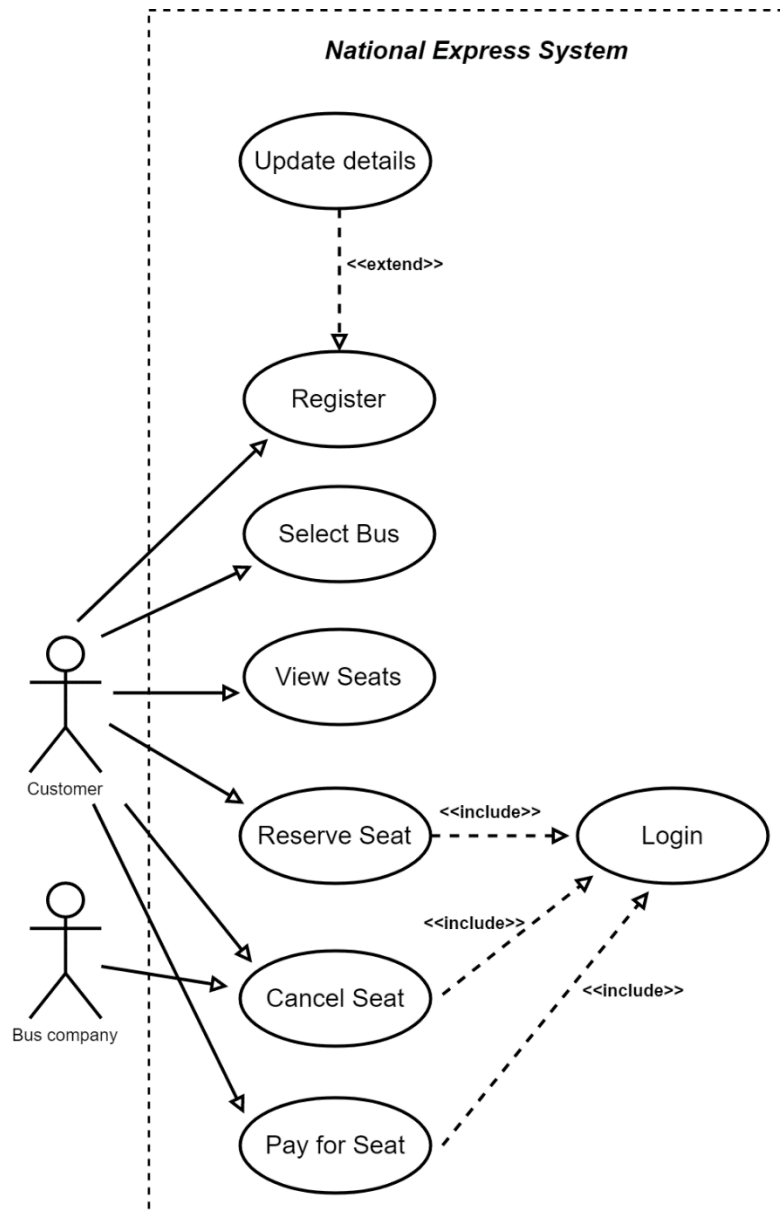
National Express bus company operates on an online bus reservation system to provide a better and efficient service to their customers. The company performs several trips in a day to different cities. Each bus is identified by its plate registration number and is separately assigned a bus number. The trips are based on the scheduled stops at the bus stations. Each bus can perform only one trip per day and each bus includes a driver and a conductor. For longer trips, the bus takes regular breaks. Each bus performs two types of trips, normal and express trips. During the express trips, bus gets faster to the destination and does not stop at intermediate stations. Customers who wish to travel by **National Express** must reserve the seats through the web site. First, the customer must register to make the reservation. Upon registration, the customers have an option to directly pay for the seat or not to pay. If the customer chooses to pay the full amount, the seat cannot be cancelled either by the customer or by the bus company. If the customer wishes not to pay and reserve the seat, the bus company can cancel the seat if the customer does not show up an hour before the trip. If the reservation is cancelled, the seat becomes free and becomes available to another customer. Both the customers and the bus company staff must authenticate themselves for performing operations and transactions with the system.

Based on the above scenario, complete the tasks below:

Task 1: Draw a Use Case Diagram for the above scenario.

Task 2: Produce a Use Case Documentation.

Possible Solution:



Activity 2: Hilton Hotel

Consider a hotel management system for Hilton Hotels. The hotel in its simplest form has a receptionist, managers, cleaners and then customers who use their services. The hotel functions in the same way a normal hotel does. We have customers who reserve and stay in rooms. These reservations go through the receptionist and the manager. The receptionists take care of reservations and clients, while the manager schedules the cleaning of the rooms and approves certain reservation changes, and has the final say. The system should have the following functionalities while making sure certain core component are identified and used through include and extend features:

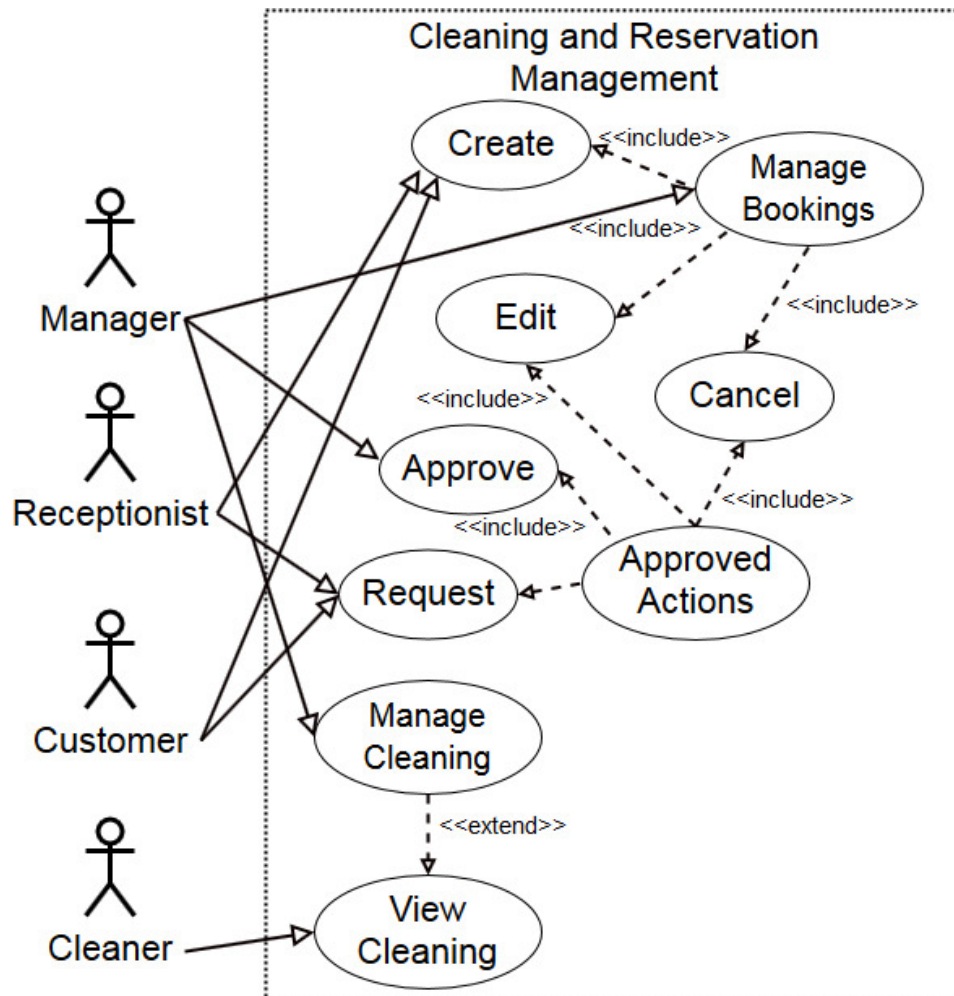
- Customers can create, modify and cancel their own reservations, pending approval.
- Receptionists can create, modify and cancel anyone's reservations with some cases requiring approval from the manager.
- Managers have full control of the system being able to do all operations. They also approve requests and allocate work to the cleaning crew.
- Cleaners can view their tasks and tick whether they have completed these or not.

Based on the above scenario, complete the tasks below:

Task 1: Draw a Use Case Diagram for the following scenario.

Task 2: Produce a Use Case Documentation.

Possible Solution:



/end/