

Use Case Descriptions

Use Case ID:	ITSP_UC1		
Use Case Name:	Login		
Created By:	Wajdi Younes	Last Updated By:	
Date Created:	11/5/2018	Date Last Updated:	
Description:	This use case allows the user/staff to login into the system to access features relevant to the IT Support System. Once the User or Staff has logged in with their username and password, they will be presented with Users Homepage.		
Actor:	User, Staff		
Preconditions:	1. User must have valid account		
Postconditions:	1. System displays users homepage		
Main Flow:	<ol style="list-style-type: none"> 1. The user enters his ID and Password 2. The user submits his ID and Password 3. The system validates the ID and Password 4. The system displays the homepage 5. The use case ends 		
Alternative Flow:	3a Incorrect ID and Password <ol style="list-style-type: none"> 1. Prompts user for ID and Password 2. Use Case resumes at main flow step 1 		

Use Case ID:	ITSP_UC2		
Use Case Name:	Logout		
Created By:	Wajdi Younes	Last Updated By:	
Date Created:	11/5/2018	Date Last Updated:	
Description:	This use case allows the user/stuff to successfully logout of the system once they are done. Once logged out, the user will be presented with the login page if they wish to login again.		
Actor:	User, Staff		
Preconditions:	<ol style="list-style-type: none"> 1. User must have valid account 2. User must be logged into account 		
Postconditions:	1. Display Login Page		
Main Flow:	<ol style="list-style-type: none"> 1. User clicks on Logout button 2. The system displays Login page 3. The use case ends 		

Use Case ID:	ITSP_UC3		
Use Case Name:	Report Issue		
Created By:	Wajdi Younes	Last Updated By:	
Date Created:	11/5/2018	Date Last Updated:	
Description:	This use case allows the users to report an issue they are having with the IT System. Once clicked on, the user is presented with a form that will request all information regarding the issue they are experiencing. The form is then sent to the IT Staff for Inspection.		
Actor:	User		
Include Use Cases:	1. Set ticket status to “New”		
Preconditions:	1. The User is logged in		
Postconditions:	1. Update Support Tickets 2. Notify IT Staff 3. Return to Homepage		
Main Flow:	1. User clicks report issue 2. User fills in form 3. (Extension Point: View suggested articles) 4. User submits form 5. Form is validated 6. Issue is sent to IT Staff 7. Issue Status is set to “New” 8. The system displays homepage 9. The use case ends		
Alternative Flows:	4a Invalid or Empty form 1. Prompt user to fill form 2. Repeat from main flow 2		

Use Case ID:	ITSP_UC4		
Use Case Name:	Set Ticket Status to “New”		
Created By:	Wajdi Younes	Last Updated By:	
Date Created:	11/5/2018	Date Last Updated:	
Description:	This use case sets the status of a newly created issue to “New” and awaits for IT Staff to Begin work on issue.		
Actor:	User		
Preconditions:	1. The user has submitted an Issue		
Postconditions:	2. IT Staff is notified		
Main Flow:	1. Status of Issue changed to “New” 2. The use case ends		

Use Case ID:	ITSP UC5		
Use Case Name:	View Suggested Articles		
Created By:	Wajdi Younes	Last Updated By:	
Date Created:	25/5/2018	Date Last Updated:	
Description:	This use case allows the user to see Knowledge Base articles that are related to the issue they are submitting by searching for keywords.		
Actor:	User		
Extend Use Cases:	1. Report Issue		
Preconditions:	1. The user types in the title		
Postconditions:	1. Suggest Articles from Knowledge Base		
Main Flow:	<ol style="list-style-type: none"> 1. The system takes in the title keywords 2. The system retrieves Knowledge Base articles from DB that contain keywords 3. The system displays the Articles 4. The use case ends 		

Use Case ID:	ITSP UC6		
Use Case Name:	View Reported Issues		
Created By:	Wajdi Younes	Last Updated By:	
Date Created:	11/5/2018	Date Last Updated:	
Description:	This use case allows the User to view all issues that he has created. Once the user clicks on the view reported issue button, he will be redirected to the Issue page. The user is then allowed to sort by Time reported or Status.		
Actor:	User		
Preconditions:	<ol style="list-style-type: none"> 1. The user has logged in 2. The user has submitted issues 		
Postconditions:	1. Show Issue		
Main Flow:	<ol style="list-style-type: none"> 1. The user clicks on the View Reported Issue Button 2. The system retrieves user Issues from Database 3. The system displays the user Issues 4. (Extension Point: Sort Issues by Status) 5. (Extension Point: Sort Issues by Time Reported) 6. (Extension Point: Sort Issues by Category) 7. The use case ends 		
Alternative Flow:	2a No Reported Issue <ol style="list-style-type: none"> 1. Alerts user of no reported Issue 2. Use case resumes at main flow step 1. 		

Use Case ID:	ITSP_UC7		
Use Case Name:	View All Issues		
Created By:	Wajdi Younes	Last Updated By:	
Date Created:	11/5/2018	Date Last Updated:	
Description:	This use case allows the IT Staff to view all the issues in the System. Once they click on the view issues button, they are redirected to the Issue page where the issues are displayed. They are also allowed to sort the issues in the manner that they like. This includes sorting by Time Reported, or by Status.		
Actor:	IT Staff		
Preconditions:	<ol style="list-style-type: none"> 1. The staff has logged in 2. 2. Issues have been reported 		
Postconditions:	<ol style="list-style-type: none"> 1. Show reported Issues 		
Main Flow:	<ol style="list-style-type: none"> 1. The IT Staff clicks on View all Issues button 2. The system retrieves the user Issues from Database 3. The system displays the User Issues 4. (Extension Point: Sort Issues by Status) 5. (Extension Point: Sort Issues by Time Reported) 6. (Extension Point: Sort Issues by Category) 7. The use case ends 		
Alternative Flows:	<ol style="list-style-type: none"> 2a No Issues <ol style="list-style-type: none"> 1. Alert Staff of No Issues 2. Use case resumes at main flow step 1. 		

Use Case ID:	ITSP_UC8		
Use Case Name:	Sort Issues by Status		
Created By:	Wajdi Younes	Last Updated By:	
Date Created:	11/5/2018	Date Last Updated:	
Description:	This use case allows both the User and Staff to sort the issues they want to view by Status.		
Actor:	User, IT Staff		
Extend Use Cases:	<ol style="list-style-type: none"> 1. View Reported Issues 2. View All Issues 		
Preconditions:	<ol style="list-style-type: none"> 1. Issues have been reported 		
Postconditions:	<ol style="list-style-type: none"> 1. Sorted Issues by Status 		
Main Flow:	<ol style="list-style-type: none"> 1. The system receives the request to sort by Status 2. The system request issues from Database 3. The system sorts issues by Status 4. The system displays sorted Issues by Status 5. The use case ends 		

Use Case ID:	ITSP_UC9		
Use Case Name:	Sort Issues by Time Reported		
Created By:	Wajdi Younes	Last Updated By:	
Date Created:	11/5/2018	Date Last Updated:	
Description:	This use case allows both the User and Staff to sort the issues they want to view by the time reported.		
Actor:	User, IT Staff		
Extend Use Cases:	<ol style="list-style-type: none"> 1. View Reported Issues 2. View All Issues 		
Preconditions:	1. Issues have been reported		
Postconditions:	1. Sorted Issues by Time Reported		
Main Flow:	<ol style="list-style-type: none"> 1. The system receives request to sort by time reported 2. The system requests issues from database 3. The system sorts issues by time reported 4. The system displays sorted issues by time reported 5. The use case ends 		

Use Case ID:	ITSP_UC10		
Use Case Name:	Sort Issues by Category		
Created By:	Wajdi Younes	Last Updated By:	
Date Created:	25/5/2018	Date Last Updated:	
Description:	This use case allows both the User and Staff to sort the issues they want to view by Category.		
Actor:	User, IT Staff		
Extend Use Cases:	<ol style="list-style-type: none"> 1. View Reported Issues 2. View All Issues 		
Preconditions:	1. Issues have been reported		
Postconditions:	1. Sorted Issues by Category		
Main Flow:	<ol style="list-style-type: none"> 1. The system receives the request to sort by Category 2. The system request issues from Database 3. The system sorts issues by Category 4. The system displays sorted Issues by Category 5. The use case ends 		

Use Case ID:	ITSP_UC11		
Use Case Name:	Add Issue to Knowledge Base		
Created By:	Wajdi Younes	Last Updated By:	
Date Created:	11/5/2018	Date Last Updated:	
Description:	This use case allows the IT Staff to add an issue that is set to "Resolved" or "Completed" to the Knowledge Base. By opening the issue and clicking the Add to KB Button, the issue will now be available in the Knowledge Base for others to view.		
Actor:	IT Staff		
Preconditions:	1. Issue is "Completed" or "Resolved"		
Postconditions:	1. Return to Issues		
Main Flow:	<ol style="list-style-type: none"> 1. IT Staff clicks button to add Issue to KB 2. System generates copy of Issue 3. System adds copy to Knowledge Base 4. System displays Issue Page 5. The use case ends 		

Use Case ID:	ITSP UC12		
Use Case Name:	View Knowledge Base		
Created By:	Wajdi Younes	Last Updated By:	
Date Created:	11/5/2018	Date Last Updated:	
Description:	This use case allows the user to view the collection of Issues that are available in the Knowledge Base which may assist in any problems the user is having. The knowledge base is also able to be sorted to assist in which category the user is having trouble in.		
Actor:	User, IT Staff		
Preconditions:	<ol style="list-style-type: none"> 1. The user is logged in 2. The Knowledge Base is populated with Issues 		
Postconditions:	<ol style="list-style-type: none"> 1. Show Knowledge Base article 		
Main Flow:	<ol style="list-style-type: none"> 1. The user clicks on the View Knowledge Base button 2. The system requests All KB articles from database 3. (Extension Point: Sort Knowledge Base by Category) 4. The system displays all Knowledge Base Articles 5. The use case ends 		
Alternative Flows:	2a No Knowledge Base Articles <ol style="list-style-type: none"> 1. Alert user of empty KB 2. Use case resumes at main flow step 1 		

Use Case ID:	ITSP UC13		
Use Case Name:	Sort Knowledge Base by Category		
Created By:	Wajdi Younes	Last Updated By:	
Date Created:	11/5/2018	Date Last Updated:	
Description:	This use case allows both the User and Staff to sort the Knowledge Base Issues by their respective category.		
Actor:	User, IT Staff		
Extend Use Cases:	<ol style="list-style-type: none"> 1. View Knowledge Base 		
Preconditions:	<ol style="list-style-type: none"> 1. The Knowledge Base is not empty 		
Postconditions:	<ol style="list-style-type: none"> 1. Sorted Knowledge base by Category 		
Main Flow:	<ol style="list-style-type: none"> 1. The system receives request to sort by Category 2. The system requests KB issues from database 3. The system sorts issues by category 4. The system displays sorted issues by category 5. The use case ends 		

Use Case ID:	ITSP UC14		
Use Case Name:	Sort Knowledge Base by Time Resolved		
Created By:	Wajdi Younes	Last Updated By:	
Date Created:	25/5/2018	Date Last Updated:	
Description:	This use case allows both the User and Staff to sort the Knowledge Base Issues by the time resolved.		
Actor:	User, IT Staff		
Extend Use Cases:	1. View Knowledge Base		
Preconditions:	1. The Knowledge Base is not empty		
Postconditions:	1. Sorted Knowledge base by Time Resolved		
Main Flow:	<ol style="list-style-type: none"> 1. The system receives request to sort by Time Resolved 2. The system requests KB issues from database 3. The system sorts issues by time resolved 4. The system displays sorted issues by time resolved 5. The use case ends 		

Use Case ID:	ITSP UC15		
Use Case Name:	View Notifications		
Created By:	Wajdi Younes	Last Updated By:	
Date Created:	25/5/2018	Date Last Updated:	
Description:	This use case allows both the User and Staff to view notifications that have been assigned to them. By clicking on the notification, the user is taken to the Ticket where they can then view or edit.		
Actor:	User, IT Staff		
Preconditions:	1. User has been assigned a notification		
Postconditions:	1. The ticket is displayed		
Main Flow:	<ol style="list-style-type: none"> 1. The User clicks on the notification tab 2. The system retrieves notifications from the Database 3. The system displays the Notifications 4. The user clicks on a notification 5. The system retrieves the ticket from the DB 6. The system displays the ticket 7. The use case ends 		

Use Case ID:	ITSP UC16		
Use Case Name:	Dismiss Notifications		
Created By:	Wajdi Younes	Last Updated By:	
Date Created:	25/5/2018	Date Last Updated:	
Description:	This use case allows both the User and Staff to dismiss notifications that have been assigned to them. By clicking on the notification, the user is shown the notifications and is then allowed to dismiss them.		
Actor:	User, IT Staff		
Preconditions:	1. User has been assigned a notification		
Postconditions:	1. None		
Main Flow:	<ol style="list-style-type: none"> 1. The user clicks on the notification tab 2. The system retrieves notifications from the Database 3. The system displays the notifications 4. The user clicks on X, dismissing the notification 5. The use case ends 		

Use Case ID:	ITSP_UC17		
Use Case Name:	Comment on Issue		
Created By:	Wajdi Younes	Last Updated By:	
Date Created:	11/5/2018	Date Last Updated:	
Description:	This use case allows the User or IT Staff to comment on an existing issue that has been opened. By clicking the button on the Issue page, the User is able to leave a comment on the Issue.		
Actor:	User, IT Staff		
Preconditions:	1. An Issue has been opened		
Postconditions:	1. If Staff comment, Notify User		
Main Flow:	6. User views Open Issue 7. User Clicks on Comment Button 8. User is presented with comment form 9. User enters information into form 10. User submits form 11. System validates form inputs 12. System adds form input to Issue 13. If User is Staff, system notifies User 14. The use case ends		
Alternative Flows:	6a Incorrect Form Info 1. Prompt user to re-enter information 2. Use case resumes at main flow step 3		

Use Case ID:	ITSP_UC18		
Use Case Name:	Reject Solution		
Created By:	Wajdi Younes	Last Updated By:	
Date Created:	11/5/2018	Date Last Updated:	
Description:	This use case allows the user to reject a solution that has been marked as “Completed” by IT Staff allowing the issue to go back to “In Progress”		
Actor:	User		
Include Use case:	1. Set Ticket Status to “In Progress”		
Preconditions:	1. Issue has been marked as “Completed”		
Postconditions:	1. Issue marked as “In Progress”		
Main Flow:	1. The user clicks Reject Solution 2. Issue Status is set to “In Progress” 3. The use case ends		

Use Case ID:	ITSP UC19		
Use Case Name:	Begin Work on Issue		
Created By:	Wajdi Younes	Last Updated By:	
Date Created:	11/5/2018	Date Last Updated:	
Description:	This use case allows the staff to change the Status of an Issue from “New” to “In Progress” and allow comments from both the user and staff		
Actor:	IT Staff		
Include Use Cases:	1. Set Ticket Status to “In Progress”		
Preconditions:	1. Issue is marked as “New”		
Postconditions:	1. Issue is marked as “In Progress” 2. User is notified		
Main Flow:	1. IT Staff clicks Begin Issue Button 2. Issue Status is set to “In Progress” 3. The system notifies User 4. The use case ends		

Use Case ID:	ITSP UC20		
Use Case Name:	Set Ticket Status to “In Progress”		
Created By:	Wajdi Younes	Last Updated By:	
Date Created:	11/5/2018	Date Last Updated:	
Description:	This use case sets the Ticket status to “In Progress” and allows comments from both the User and IT Staff		
Actor:	User, IT Staff		
Preconditions:	1. The user has submitted an Issue		
Postconditions:	1. Issue is “In Progress”		
Main Flow:	1. Status of Issue changed to “In Progress” 2. The use case ends		

Use Case ID:	ITSP UC21		
Use Case Name:	Accept Solution		
Created By:	Wajdi Younes	Last Updated By:	
Date Created:	11/5/2018	Date Last Updated:	
Description:	This use case allows the user to accept a solution for the issue, marking the issue as “Resolved” and closing the issue.		
Actor:	User		
Include Use Cases:	1. Set Ticket Status to “Resolved”		
Preconditions:	1. Issue has been marked at “Completed”		
Postconditions:	1. Issue marked as “Resolved” 2. Staff is notified		
Main Flow:	1. The user clicks Accept Solution 2. Issue Status is set to “Resolved” 3. The system notifies Staff 4. The use case ends		

Use Case ID:	ITSP_UC22		
Use Case Name:	Set Ticket Status to “Resolved”		
Created By:	Wajdi Younes	Last Updated By:	
Date Created:	11/5/2018	Date Last Updated:	
Description:	This use case sets the Ticket status to “Resolved” and closes the Issue so that no party can comment on it.		
Actor:	User		
Preconditions:	1. The issue is marked as “Completed”		
Postconditions:	1. Issue marked as “Resolved”		
Main Flow:	1. Status of issue changed to “Resolved” 2. The use case ends		

Use Case ID:	ITSP_UC23		
Use Case Name:	Resolve Issue		
Created By:	Wajdi Younes	Last Updated By:	
Date Created:	11/5/2018	Date Last Updated:	
Description:	This use case allows IT Staff to resolve the issue, marking it as “Completed” and waiting for the User to either Accept or Reject the solution.		
Actor:	IT Staff		
Include Use Cases:	1. Set Ticket Status to “Complete”		
Preconditions:	1. Issue has been marked as “In Progress”		
Postconditions:	1. Issue marked as “Complete” 2. User is notified		
Main Flow:	1. The Staff clicks Complete Issue 2. Issue status set to “Complete” 3. The system notifies User 4. The use case ends		

Use Case ID:	ITSP_UC24		
Use Case Name:	Set Ticket Status to “Complete”		
Created By:	Wajdi Younes	Last Updated By:	
Date Created:	11/5/2018	Date Last Updated:	
Description:	This use case allows the IT Staff to change the status of an Issue to “Complete”		
Actor:	IT Staff		
Preconditions:	1. The issue has been marked as “In Progress”		
Postconditions:	1. Issue marked as “Complete”		
Main Flow:	1. Set Issue status to “Complete” 2. The use case ends		