

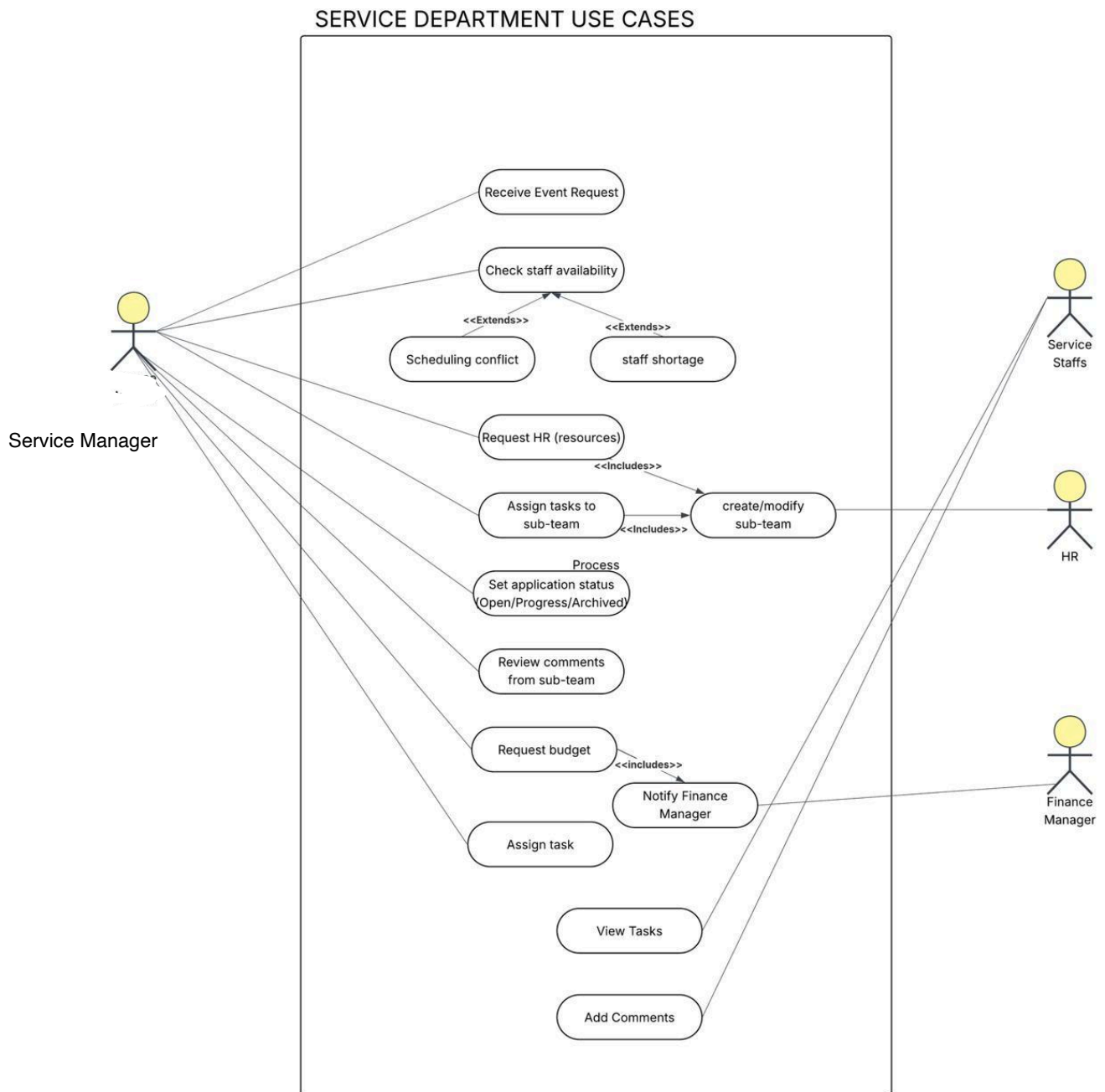
Homework - 2

Group - 13

Identify Actors

1. Customer Service Officer
2. Senior Customer Service Officer
3. Financial Manager
4. Administrative Manager
5. HR Manager
6. Service Manager
7. Service Staffs
8. Production Manger
9. Other Employees

UML Diagram (1) - Use Case(Handle Service Request)



GLOSSARY for Handle Service Request :

Event Planning Request

A formal request from a client or sales department to plan and execute an event. It contains

client needs, event specifications, and requirements. This request initiates the entire service department workflow.

Service Manager

They are responsible for receiving client requests about catering , coordinating with other departments (HR, Finance), managing sub-teams, and ensuring the event application progresses to completion.

Sub-Team

A group within the service department (e.g., Chefs, Waiters, Decorators) assigned specific tasks for an event. Each sub-team is responsible for creating its operational plan and requesting resources.

Task

An assignment created by the Service Manager and assigned to a sub-team or a specific individual. The task details the activities the assignees must perform for the event. Sub-teams fill the task with their plan and comments.

Check availability

A view of all service department staff, their assigned shifts, and their allocated events. The Service Manager checks this for availability before assigning new tasks.

Scheduling Conflict

When assigned staff are unavailable for a new event due to overlapping commitments with other events.

Resource Shortage

A situation where there are not enough staff members within the department to meet the demands of a new event.

HR Request

A request sent by the Service Manager to the HR department to resolve staffing issues. This can be a request for new hires or for outsourced staff.

Budget Adjustment Request

A request sent by the Service Manager to the Financial manager to negotiate for additional funds.

Application Status

The current state of an event-planning request within the system. The statuses can be : Open (planning in progress), Progress (approved and being executed), and Archived (event completed or canceled).

Comments

Notes added to a task by a sub-team or a staff member . Comments are used to request for

extra budget or provide status updates. The Service Manager reviews these comments to decide on further action.

Textual Descriptions - Use Case (1)

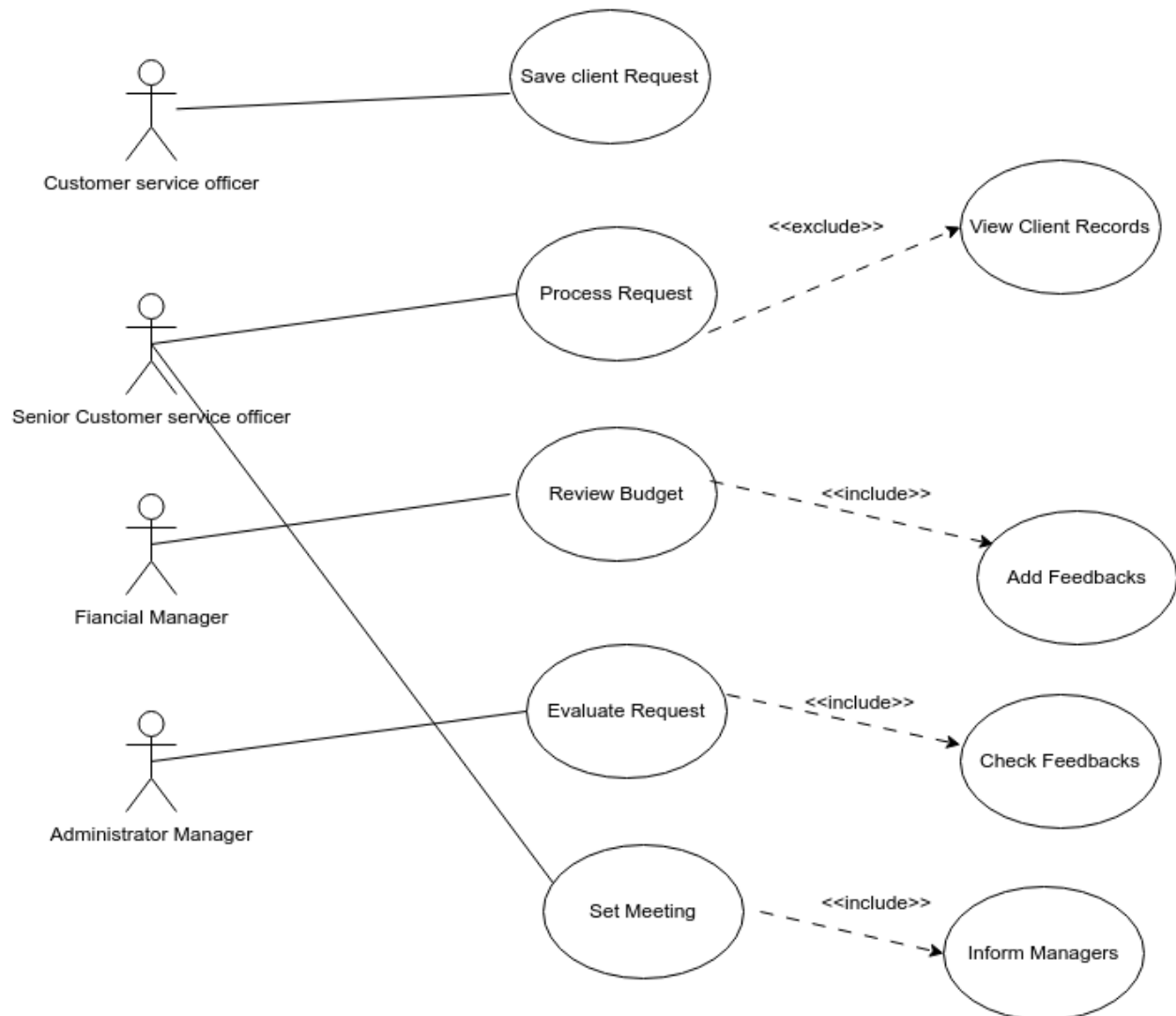
Use Case Name	Handle Service Request
Participating Actors	Service Manager ,Service staff ,HR ,Service manager
Flow of Events	<ol style="list-style-type: none"> 1. The Service Manager receives an event request. 2. The Service Manager checks staff availability. 3. If additional resources are needed, the Service Manager requests support from HR . 4. The Service Manager and HR create or modify a sub-team. 5. The Service Manager assigns tasks to the sub-team. 6. The Service Manager sets the application status (Open / In Progress / Archived). 7. Sub-teams plan tasks and provide updates or request additional resources. The Service Manager reviews comments. 8. If necessary, the Service Manager requests an additional budget. 9. Tasks are delegated to individual staff by the Service Manager. 10. Service Staff view their assigned tasks and add comments.
Entry condition	<ul style="list-style-type: none"> • The service manager is logged in and receives a service request.
Exit conditions	<ul style="list-style-type: none"> • The service has been provided and archived, OR • The HR and the service manager acknowledge that the staff requirements cannot be met, OR • The staff have completed all tasks, OR • The finance and the service manager acknowledge that the budget requirements cannot be met.

Textual Descriptions - Scenario(1)

A client submits an event request to the company, and the service manager (Natlle) receives it in the system. She reviews the client's requirements such as guest size, date, and services. When she checks the staff schedules, she notices that several waiters are already booked for another event on the same date leading to a scheduling conflict. To solve this, she sends a request to Simon, the HR manager, who evaluates options and confirms that additional waiters will be arranged either through recruitment or outsourcing. After this , Natalie creates two sub-teams: chefs and waiters, and assigns staff to the teams. She assigns the chef team to prepare the menu and kitchen plan, and waiters to plan guest service and table arrangements, then sets the application status to "Open." Both the teams view their tasks in the system and

submit their plans; The waiters team requests additional budget for extra serving equipment. Natalie reviews these comments and compiles the budget requests before sending them to Alice, the finance manager. Alice reviews the requirements, negotiates with the client, and secures approval for the extra funds. Once the budget is confirmed, Natalie finalizes the assignments within each sub-team, assigning Magy to handle decoration setup and assigns Angelina with serving equipment and guest arrangements. With the budget issues resolved and all tasks clearly assigned, she updates the application status from “Open” to “In Progress”.

UML Diagram (2) - Use Case(HandleClientRequest)



Glossary for HandleClientRequest :

Save Client Request : Customer Service Officer enters client event request using the request form and submits it .

Process Request: Senior Customer Service Officer checks the request and makes a decision to reject or sends it to the financial manager.

View Client Records : Check client records if they exist.

Review Budgets : Finance Manager checks clients budget.

Add Feedback : Finance Manager writes feedback about budget.

Evaluate Request : Administrator manager checks the request and decides to accept or cancel the request.

Check Feedback : Administrator manager checks Finance Manager's feedback to make a decision.

Set meeting : Senior Customer Service Officer sets a meeting when request is accepted and informs all the managers about the meeting.

Textual Descriptions - Use Case (2)

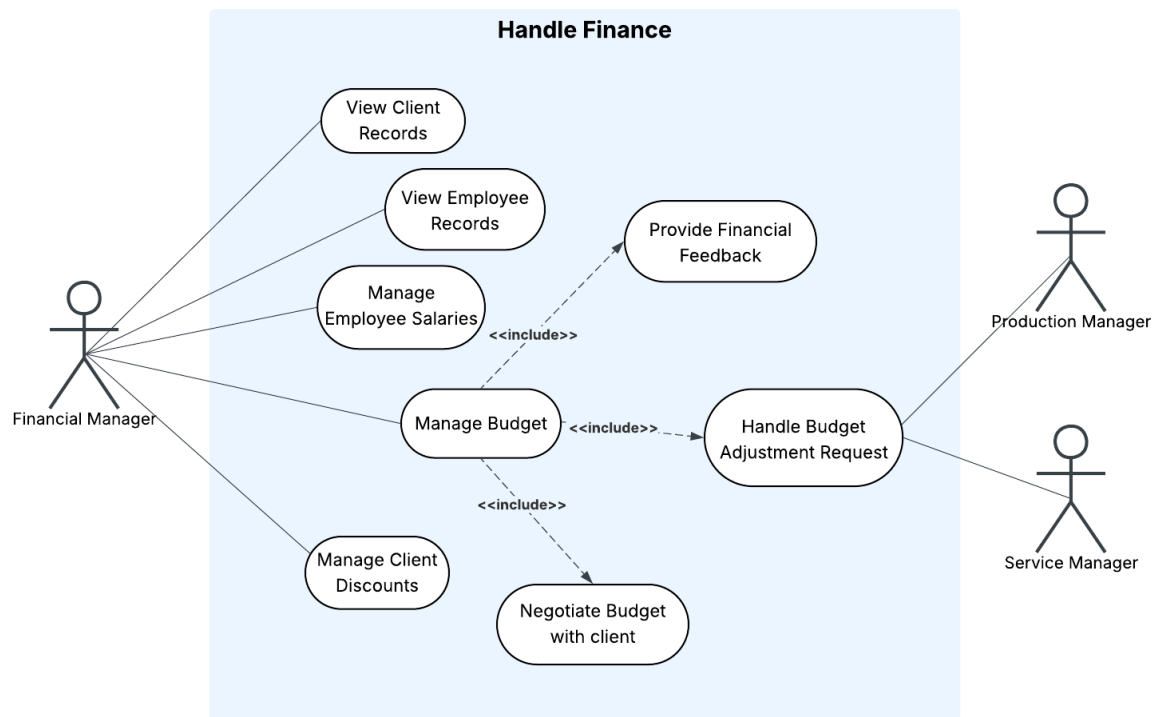
Use Case Name	HandleClientRequest
Participating Actors	Customer Service Officer (CSO) Senior Customer Service Officer (SCSO) Financial Manager (FM) Administrative Manager (AM)
Flow of Events	<ol style="list-style-type: none">1. The CSO opens the request form to save the client's event request.2. The CSO completes the form by entering the following details: event type (conference, workshop, etc.), start and finish date, and preferences such as decorations, filming, food, beverages, etc. Once the form is completed, the Customer Service Officer submits the form.3. The SCSO sees the request and also checks the client records if there are any records. After review, the Senior Customer Service Officer can accept the request and send it to the Financial Manager, or reject the request and notify the client.4. The FM checks the budget and adds feedback.5. The system gets feedback and notifies the Administrative Manager.6. The AM reviews and checks feedback and sends a response.
Entry condition	<ul style="list-style-type: none">• The CSO opens the request form to save the event request.

Exit conditions	<ul style="list-style-type: none"> The SCSO sets up a meeting or notifies the customer that their request has been denied.
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Textual Descriptions - Scenario(2)

Scenario name	<u>weddingEventRequest</u>
Participating actors instance	<u>sarah: Customer Service Officer</u> <u>janet: Senior Customer Service Officer</u> <u>alice: Financial Manager</u> <u>mike: Administrative Manager</u>
Flow of events	<ol style="list-style-type: none"> 1. Sarah listens to the client about the client's wedding event information and opens the request for an event planning form. 2. Sarah enters the following details: event type (conference, workshop, etc.), start and finish date, and preferences such as decorations, filming, food, beverages, etc. After finishing the form, she submits the form. 3. Janet sees the request and checks previous records of the client if any record is found. After going through the details, she decides to send the request to Alice to review the budget. 4. Alice checks the client's budget and submits some feedback. 5. Mike sees the feedback and evaluates the request, and accepts the request. 6. When Janet gets a notification that the request is accepted, she schedules a meeting with the client and notifies all the managers to attend the meeting.

UML Diagram (3) - Use Case(HandleFinance)



Glossary for Handle Finance

View Client Records: The process where the Financial Manager accesses the database to review client history, past events, and eligibility for discounts or special offers.

View Employee Records: The process where the Financial Manager accesses employee information to verify employment status, roles, and salary details for budget planning and payroll processing.

Manage Employee Salaries: The activities performed by the Financial Manager to process salary payments, adjustments, bonuses, and other financial compensations for employees.

Manage Budget: The overarching process of handling all financial aspects of an event, including estimation, negotiation, allocation, and adjustment of funds.

Provide Financial Feedback: The action where the Financial Manager reviews a client's proposed budget and provides professional assessment, recommendations, or adjustments based on cost calculations.

Handle Budget Adjustment Request: The process of reviewing, approving, or denying requests for additional funds submitted by Production or Service Managers to cover unexpected costs or upgraded services.

Mandate Budget: The final authorization step where the Financial Manager gives official approval for a budget after all negotiations and adjustments are complete.

Textual Descriptions - Use Case (3)

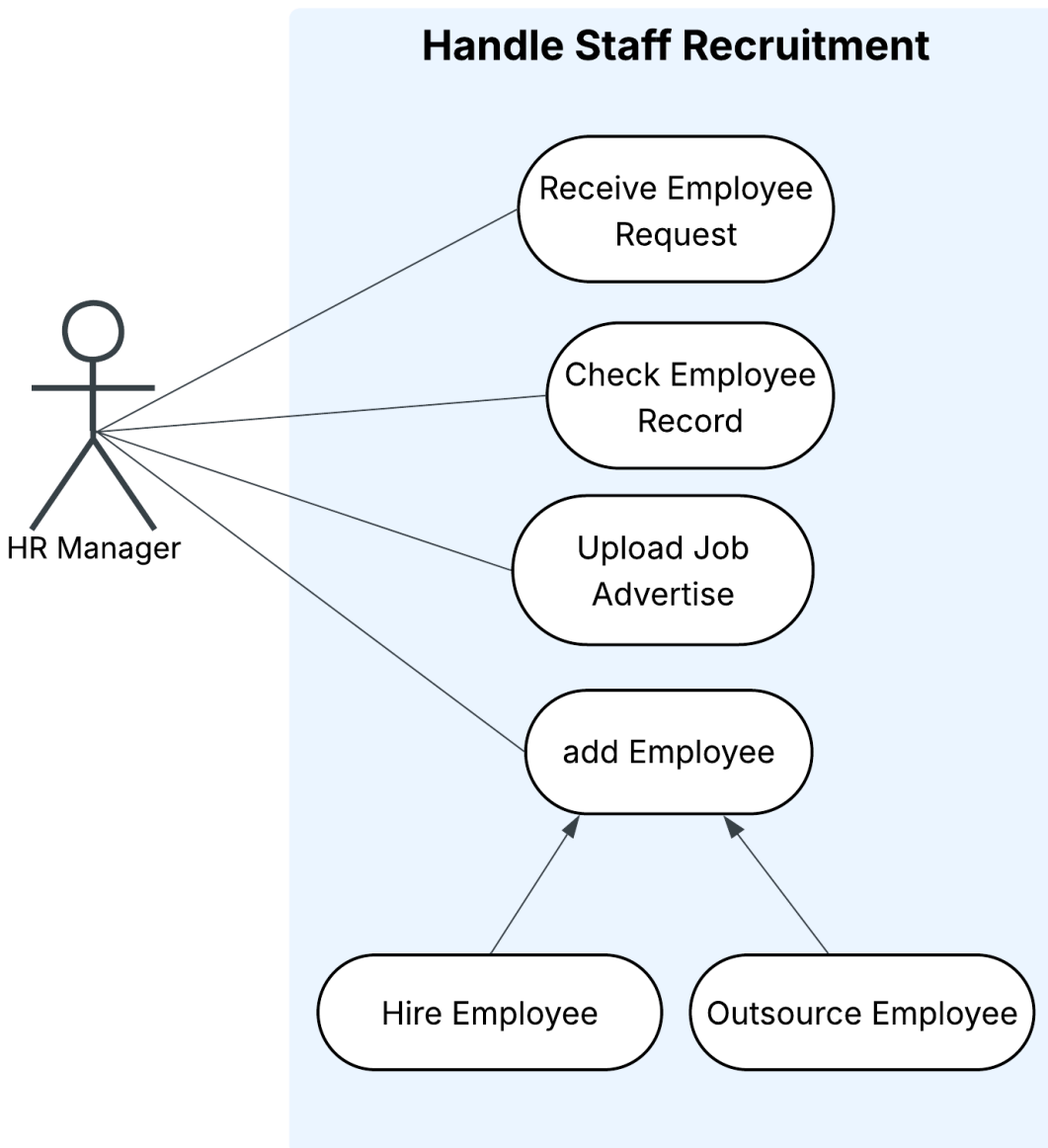
Use Case Name	Handle Finance
Participating Actors	Initiated by Financial Manager Communicates with Production Manager and Service Manager
Flow of Events	<ol style="list-style-type: none">1. The Financial Manager views client records to check client history and eligibility for discounts.2. The Financial Manager views employee records to verify employment status and salary information.3. The Financial Manager manages employee salaries, processing payments and adjustments.4. The Financial Manager manages event budgets, providing financial feedback to Customer Service for client negotiations.5. The Service Manager and Production Manager submit budget adjustment requests to the Financial Manager for additional funding needs.6. The Financial Manager reviews and mandates final budget approvals after evaluating all financial aspects.
Entry condition	<ul style="list-style-type: none">• The Financial Manager is authenticated and logged into the system.
Exit conditions	<ul style="list-style-type: none">• All financial operations are completed and recorded in the system with updated budget allocations, OR• The Financial Manager cancels the operations and no changes are made to financial records.

Textual Descriptions - Scenario(3)

Production Manager(Jack) identifies a need for higher-quality lighting to fully meet the client's decoration specifications for the College of Music workshop (Project #e12488). He accesses the SEP system, navigates to the financial request module, and submits a formal budget adjustment request for an additional 5000 SEK. He provides clear justification, noting that the enhanced lights are available online and will directly fulfill the client's original request for "lightings". The system logs the request and

automatically alerts the Financial Manager(Alice), who reviews the submission. Alice approves the additional expenditure based on its alignment with client requirements, and the system updates the project budget accordingly. Jack receives a confirmation notification, enabling him to proceed with the purchase.

UML Diagram (4) - Use Case (HandleStaffRecruitment)



Glossary for HandleClientRequest :

Receive Employee Request : Hr Manager receives request to add employees for new event.

Check Employee Record: Hr Manager checks the employee records to find out if we have all the employees to complete an event.

Upload Job Advertise: If there are staffing gaps, HR Manager publishes a job advertisement to recruit temporary or permanent staff.

Hire Employee : Hr Manager adds full time employees for new events.

Outsource Employee: HR Manager outsources employees when internal hiring or immediate recruitment is not feasible

Textual Descriptions - Use Case (4)

Use Case Name	Handle Staff Recruitment
Participating Actors	Initiated by Production Manager and Service Manager Communicates with HR Manager
Flow of Events	<ol style="list-style-type: none">1. The Production Manager and Service Manager identify staff shortage during event planning and submit recruitment requests to HR Manager2. The HR Manager checks employee records and availability to identify suitable existing staff.3. When no existing staff are available, the HR Manager creates and publishes job advertisements on external platforms when needed.4. The HR team reviews applications and selects candidates through either direct hiring or outsourcing.5. The HR Manager adds new hires to the system and assigns them to the appropriate sub-teams with staffing deficits.
Entry condition	<ul style="list-style-type: none">• The HR Manager is logged into the SEP system and has received staffing requests.
Exit conditions	<ul style="list-style-type: none">• New staff are successfully recruited and assigned to required departments, OR• Existing available staff are reassigned to meet requirements, OR• The recruitment process is cancelled and staffing needs remain unresolved.

Textual Descriptions - Scenario(4)

A client submits an event request to the company , the service and the production manager review the event requirements and think that they are short staffed . They

raise a request to Simon , the HR , who looks at the specific resources required . Simon looks at the employee records to see if anybody will fit the roles required . If no one is available , he assigns Maria to create a job advertisement . The roles can be either filled by direct hiring or outsourcing . They view the job applications and hire for the requested roles . Simon then assigns the new hires to the appropriate sub-teams that had a deficit.

NON FUNCTIONAL REQUIREMENTS

1. The system should handle parallel events.
2. The number of employees in each department might change according to organization's needs, but the structure and job titles remain the same.
3. Five sub teams within the production department.
4. Event specific details like music ,food ,special posters.
5. The term of employment of new staffs.
6. Response to client should be in 3 business days.
7. Always allocate extra budget for events.
8. Record number should be auto generated field.
9. Always save the customer service id when the form is submitted.
10. Send notification in 10 seconds when form is submitted.