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ITSE 1450

Module 6 Case in Point 2

Hilltop Motors has long been known as a traditional dealership with set ways of operation. However, with the recent ushering in of a new management team, the winds of change are blowing. The company, in its renewed vigor to adapt and modernize, is focusing its efforts on revamping the service department, which is currently undergoing considerable expansion. As an integral part of this transformation, there's a need to map and understand the intricate operations of the department, which is where the idea of a use case diagram comes into play.

The first step in creating this diagram is to pinpoint the main actors involved. These would be the customers, who trust Hilltop Motors with their vehicle services; the service writers, responsible for consolidating the service requirements into work orders and subsequently creating invoices; and the mechanics, the individuals who roll up their sleeves to get the servicing done. With the actors defined, the primary use cases come into focus. These revolve around the customer's journey of scheduling a service, the service writers drafting work orders, mechanics performing the required vehicle service, and eventually, the service writers generating an invoice post-service.

To visually represent these processes and interactions, a draft diagram would place the actors on its peripheries, with use cases centrally positioned. Lines connecting actors to use cases would depict their interactions, and arrows might indicate the sequence of operations, such as the journey from scheduling a service to receiving an invoice. Before presenting this draft to the management, it's crucial to review it meticulously for accuracy and comprehensiveness. The goal, after all, is not just to create a diagram, but to lay the foundation for a top-tier information system, aligned with the company's forward-thinking vision. In the meeting, the management's feedback will be invaluable, refining the diagram and ensuring it serves as an accurate representation of the service department's operations.