Example: Create a use case diagram and create use case descriptions for the use cases that you can find in this excerpt of an interview.

Ken Ong: So what happens when you start planning the next week's allocation?

Rik Sharma: Well the first thing to do is to check which staff is unavailable.

KO: Would that be because they are on holiday?

RS: Yes, they could be on holiday or they could be off sick. Because staff is handling raw food, we have to be very careful with any illness. So factory staff often has to stay off work longer than they would if they were office workers.

KO: So how do you know who's off sick and who's on holiday.

RS: They have to complete a holiday form if they want a holiday. They send it to the factory manager, who authorizes it and sends it to us. We take a copy and enter the details into our systems. We then return the form to the member of Staff.

KO: What details do you enter?

RS: Who it is, the start date of the holiday, and the first date they are available for work again.

KO: What about illness?

RS: The first day someone is off sick they have to ring in and notify us. We have to find someone to fill in for them for that day if we can.

KO: Right, so how do you get at that information when you come to plan next week's allocation?

RS: Well, we run off three lists. We enter Monday's date, and it prints us off one list showing who is available all week, a second list showing who is not available all week, and a third list showing who is likely to be available for part of the week.

KO: Then what?

RS: Then we start with the people who are available all week and work round them. We pull each operative's record up on the screen and look at two main factors. First their skill and experience, and second, which line they are working on at the moment and how long they have been on that line. Then we allocate them to a line and a session in one of the three factories.

KO: So you can allocate them to any one of the three factories. Do you enter the same data for each one?

RS: No, there are slight variations in the allocation screen for each of the factories, mainly for historical reasons

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Reference: Object-Oriented Systems Analysis and Design Using UML By Simon Bennett, Steve McRobb, Ray Farmer Published 2001 McGraw-Hill