

ITAM

USE CASES

USE CASE ID	UC01	
Description	This use case involves registering a new IT asset into the system.	
Preconditions	User has necessary permissions and access to the system.	
Success End Condition	The new asset is successfully added to the inventory with all relevant information recorded.	
Failed End Condition	The asset registration fails, and no new entry is added to the inventory.	
Actors	Procurement Manager, IT Admin	
Trigger	User initiates the asset registration process through the interface.	
TASKS	Step	Action
	1	Gather asset details (e.g., serial number, type, manufacturer, purchase date)
	2	Validate asset information for accuracy
	3	Enter asset details into the system.
	4	Assign asset ownership and location.
Exceptions	1a	The asset details are incomplete or inaccurate.

USE CASE ID	UC02	
Description	Service/Support - User seeks technical assistance or service for IT-related issues.	
Preconditions	User has access to the support system.	
Success End Condition	Issue resolved or query answered satisfactorily.	
Failed End Condition	Issue remains unresolved or query unanswered.	
Actors	End users, Helpdesk/Support staff.	
Trigger	User reports an issue or requests assistance.	
TASKS	Step	Action
	1	Log the request/issue
	2	Diagnose the problem
	3	Provide a solution or escalate if necessary
Exceptions	1a	Inadequate information provided
	2a	Unavailability of support staff
	3a	Technical difficulties in resolving the issue

USE CASE ID	UC03	
Description	Procurement	
Preconditions	Budget allocation, authorized personnel, procurement guidelines reliability.	
Success End Condition	Successful purchase of required IT assets within budget and compliance.	
Failed End Condition	Failure to acquire assets, budget constraints, non-compliance issues.	
Actors	Procurement manager, Finance manager, IT admin, Warehouse personnel	
Trigger	Initiation of procurement process or identification of asset need.	
TASKS	Step	Action
	1	Identify required assets
	2	Budget approval and allocation
	3	Selection and purchase of assets
Exceptions	2a	Budget rejection or insufficient allocation
	2b	Non-compliance with procurement guidelines
	3a	Supplier issues causing procurement delays

USE CASE ID	UC04	
Description	Activity and Usage Tracking	
Preconditions	Operational assets, tracking tools in place, user activity guidelines defined.	
Success End Condition	Accurate tracking of asset usage, performance monitoring, adherence to usage policies.	
Failed End Condition	Inaccurate or incomplete activity tracking, policy violations, underutilization.	
Actors	IT admin, IT Technician	
Trigger	Continuous monitoring or scheduled activity checks.	
TASKS	Step	Action
	1	Monitor asset usage and performance
	2	Enforce usage policies
	3	Identify underutilized assets
Exceptions	1a	Tracking tool malfunction affecting accuracy
	2a	Policy violation incidents
	3a	Failure to identify underutilized assets

USE CASE ID	UC05	
Description	Manage financial aspects related to IT assets including budgeting, cost tracking, and asset depreciation.	
Preconditions	Access to financial tools, budget allocations, asset cost information.	
Success End Condition	Financial data accurately tracked, budget managed effectively, and asset depreciation accounted for.	
Failed End Condition	Financial data inconsistency, budget overrun, incorrect depreciation calculations.	
Actors	Finance manager, IT admin.	
Trigger	Financial period initiation or asset acquisition.	
TASKS	Step	Action
	1	Allocate budget for IT assets
	2	Track expenses and costs
	3	Calculate asset depreciation
Exceptions	1a	Budget constraints affecting asset acquisition
	2a	Incorrect cost entries affecting tracking
	3a	Depreciation calculation errors

USE CASE ID	UC06	
Description	Auditing - Audit IT assets and processes to ensure compliance with standards and regulations.	
Preconditions	System access and authorization for auditing.	
Success End Condition	Successful completion of the audit with all compliance requirements met.	
Failed End Condition	Audit failure, non-compliance discovered.	
Actors	Auditors, Finance manager, IT admin.	
Trigger	Scheduled audit or triggered by compliance checks.	
TASKS	Step	Action
	1	Collect and analyze data
	2	Identify inconsistency or non-compliance
	3	Document findings and recommendations
Exceptions	1a	Lack of access permissions for auditing
	2a	Incomplete or inaccurate data
	3a	Non-compliance issues unresolved

USE CASE ID	UC07	
Description	Integrate data from existing systems (i.e Otello) to ITAM and vice versa.	
Preconditions	Compatibility between new and existing systems.	
Success End Condition	Related tickets/issues and other data related to users and assets should be integrated between systems.	
Failed End Condition	Integration failure, system disruption.	
Actors	IT admin, IT Technician	
Trigger	Deployment of new system or assets.	
TASKS	Step	Action
	1	Assess compatibility
	2	Develop integration plan
	3	Execute integration procedures
Exceptions	1a 2a 3a	Incompatibility issues Insufficient documentation for integration Integration errors causing system instability

USE CASE ID	UC08	
Description	Regular maintenance of IT assets to ensure optimal performance and functionality.	
Preconditions	Scheduled maintenance window, access to maintenance tools.	
Success End Condition	Improved performance, no disruptions post-maintenance.	
Failed End Condition	System malfunction, performance degradation post-maintenance.	
Actors	IT admin, IT Technician, Helpdesk/Support staff	
Trigger	Scheduled maintenance or triggered by performance indicators.	
TASKS	Step	Action
	1	Perform backups
	2	Update software/firmware
	3	Conduct system checks
Exceptions	1a 2a 3a	Data loss due to backup failure Software update causing compatibility issues Unexpected system failure during maintenance

USE CASE ID	UC09	
Description	Import or export IT asset data or configurations for backup or transfer purposes.	
Preconditions	Access to export/import functionalities and necessary permissions.	
Success End Condition	Successful export or import of data/configuration without loss or corruption.	
Failed End Condition	Data corruption, incomplete export/import.	
Actors	IT Admin, Helpdesk/Support staff, Security team	
Trigger	User initiates export/import process.	
TASKS	Step	Action
	1	Select data to export/import
	2	Execute export/import operation
	3	Verify data integrity
Exceptions	1a	Insufficient permissions for export/import
	2a	Network interruptions during transfer
	3a	Format incompatibility causing data corruption

USE CASE ID	UC10	
Description	Generate various reports based on IT asset data for analysis	
Preconditions	Access to reporting tools and required data sources.	
Success End Condition	Accurate and complete reports generated as per user specifications.	
Failed End Condition	Report generation failure, incomplete or inaccurate reports.	
Actors	IT admin, Helpdesk/Support staff, Finance manager,	
Trigger	User requests report generation or scheduled report generation.	
TASKS	Step	Action
	1	Define report parameters
	2	Retrieve necessary data
	3	Generate and format the report
Exceptions	1a	Insufficient data for report generation
	3a	Report formatting errors
	3b	System overload affecting report generation

USE CASE ID	UC11	
Description	Manage IT asset licenses and contracts, ensuring timely renewals and compliance.	
Preconditions	Access to license/contract database, renewal notifications.	
Success End Condition	Successful renewal of licenses/contracts before expiration.	
Failed End Condition	Errors in renewal, resulting in expired licenses or contracts.	
Actors	IT admin, Procurement manager.	
Trigger	Receive renewal notifications or schedule renewals.	
TASKS	Step	Action
	1	Review existing licenses/contracts
	2	Initiate renewal process
	3	Confirm successful renewal
Exceptions	1a	Missed renewal notifications
	3a	Payment issues affecting renewal
	3b	Contract negotiation delays

USE CASE ID	UC12	
Description	Maintain information about IT asset suppliers for procurement and support purposes.	
Preconditions	Access to updated supplier information.	
Success End Condition	Accurate and up-to-date supplier information available for reference.	
Failed End Condition	Outdated or inaccurate supplier information affecting procurement or support.	
Actors	Procurement team, Warehouse personnel	
Trigger	Supplier updates or procurement activities.	
TASKS	Step	Action
	1	Update supplier information
	2	Verify supplier details
	3	Manage supplier relationships
Exceptions	1a	Lack of updated supplier information
	2a	Incomplete supplier details affecting procurement
	3a	Supplier communication issues

USE CASE ID	UC13	
Description	Document IT asset configurations, FAQs, and related information for reference and troubleshooting.	
Preconditions	Access to documentation platform and necessary information.	
Success End Condition	Comprehensive and accessible documentation available for users.	
Failed End Condition	Incomplete or inaccessible documentation blocking troubleshooting.	
Actors	Helpdesk/Support staff, IT admin, IT Technician	
Trigger	Continuous documentation updates or user query for information.	
TASKS	Step	Action
	1	Create/Update configuration documentation
	2	Compile FAQs and troubleshooting guides
	3	Organize documentation for easy access
Exceptions	1a	Outdated documentation
	2a	Incomplete FAQs or troubleshooting guides

USE CASE ID	UC14	
Description	Retirement	
Preconditions	Asset retirement plan, data backup/archiving, decommissioning guidelines.	
Success End Condition	Proper retirement and disposal of assets, data security ensured.	
Failed End Condition	Inadequate retirement process, data exposure, improper disposal.	
Actors	IT admin, Security team	
Trigger	End of asset life cycle or asset decommission request.	
TASKS	Step	Action
	1	Back up or archive necessary data
	2	Decommission assets securely
	3	Dispose of assets following environmental regulations
Exceptions	1a	Incomplete data backup leading to data loss
	2a	Improper disposal causing environmental impact
	3a	Security breach due to incomplete decommissioning