ITAM
USE CASES

USE CASE ID	UC01	
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	Manager	
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	UC02	
Description	User Management	
Preconditions	Access to user management functionalities	
Success End Condition	User management actions are successful	
Failed End Condition	User management actions fails	
Actors	Manager	
Trigger	Request to manage users	
TASKS	Step	Action
	1	Access user management interface.
	2	Perform user-related actions like create, update, or delete users.
	3	Record and audit user management activities.
Exceptions	1a	Invalid user permission levels
	2a	Action not permitted.

USE CASE ID	UC03	
Description	Grant user permission	
Preconditions	User has necessary permissions and access to the system.	
Success End Condition	Permissions granted successfully	
Failed End Condition	Permissions not granted	
Actors	Manager	
Trigger	Request for permission change	
TASKS	Step	Action
	1	Select specific user
	2	Grant or modify user permissions
	3	Click update button
	4	Notify relevant users about the permission change.
Exceptions	2a	Notify relevant users about the clearance.

USE CASE ID	UC04	
Description	Generate customized 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	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	UC05	
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	Manager	
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	UC06	
Description	Procurement request management	
Preconditions	User identification and authentication Asset category should be available before asset request.	
Success End Condition	New asset request should be generated and the user may add more items to the same request.	
Failed End Condition	Request submission fails	
Actors	Asset Admin	
Trigger	Request to initiate procurement	
TASKS	Step	Action
	1	Fill in procurement request details
	2	Submit request for approval.
	3	Notify concerned parties about the request submission.
Exceptions	1a	Invalid request details.

USE CASE ID	UC07	
Description	Procurement request approval/rejection	
Preconditions	Valid procurement request is in the system	
Success End Condition	Request is approved/rejected	
Failed End Condition	The status of the request doesn't change accordingly.	
Actors	Admin	
Trigger	Request to initiate procurement	
TASKS	Step	Action
	1	Review the procurement request details.
	2	Make a decision to approve or deny the request
	3	Update status and notify relevant stakeholders
Exceptions	2a	Inadequate information for decision-making

USE CASE ID	UC08	
Description	Asset maintenance	
Preconditions	1. Asset must be registered in the ITAM system 2.Maintenance schedule or requirement should be identified.	
Success End Condition	Asset successfully undergoes maintenance and is updated with the latest status/details in the ITAM system.	
Failed End Condition	Maintenance process fails or is incomplete	
Actors	Asset Admin,System Admin	
Trigger	Scheduled maintenance date reached or identified issue requiring immediate maintenance.	
TASKS	Step	Action
	1	Identify the asset requiring maintenance
	2	Plan and schedule maintenance activities.
	3	Execute maintenance tasks (repair, update, inspection, etc.).
	4	Update asset records in the ITAM system with maintenance details (date, performed tasks, changes made).
Exceptions	1a	Unavailability of required maintenance resources.
	3a	Discovery of additional issues during maintenance, requiring further actions.
	4a	Failure to update asset information due to system errors or connectivity issues.

USE CASE ID	UC09	
Description	Asset tracking	
Preconditions	Asset is not retired and available	
Success End Condition	Assets are accurately located and recorded within the ITAM system, providing real-time information on their status and location.	
Failed End Condition	Assets cannot be tracked or their information is inaccurately recorded, leading to discrepancies in the system's data.	
Actors	Asset Admin,System Admin	
Trigger	-Asset allocation -Change ownership of asset -Regular audit or check-in intervals.	
TASKS	**Step**	**Action**
	1	Input asset details into the ITAM system.
	2	Assign or update asset location and ownership information
	3	Generate reports on asset status and location.
Exceptions	1a	Incorrect data entry leading to tracking errors.

USE CASE ID	UC10	
Description	Allocate an asset	
Preconditions	Asset inventory exists	
Success End Condition	Asset is successfully allocated	
Failed End Condition	Allocation process fails.	
Actors	Asset Manager	
Trigger	Request to allocate an asset	
TASKS	**Step**	**Action**
	1	User request for an asset.
	2	Verify asset availability for allocation.
	3	Asset manager selects the asset from asset inventory.
	4	Asset managers select the user to assign the selected asset.
	5	Update asset records with allocation details.
Exceptions	1a 2a	The asset details are incomplete or inaccurate. Asset is not available for allocation.

USE CASE ID	UC11	
Description	Change ownership of asset from one to another	
Preconditions	1-Access to the ITAM system with appropriate permissions. 2-Identification of the asset to be transferred. 3-Availability of accurate information on the new owner or entity.	
Success End Condition	The ownership of the asset is successfully transferred from the current to the intended one. The system reflects the updated ownership details accurately.	
Failed End Condition	The ownership transfer process fails or encounters errors. The system retains the previous ownership details.	
Actors	Asset Admin	
Trigger	Request to change ownership of asset.	
TASKS	**Step**	**Action**
	1	Identify the asset to be transferred.
	2	Verify the details of the current owner and the new owner.
	3	Update the asset records with the new ownership information.
	4	Validate and confirm the successful transfer of ownership.
Exceptions	2a	Incomplete or inaccurate information provided for the new owner
	4a	Conflicting requests or changes being processed simultaneously for the same asset.

USE CASE ID	UC12	
Description	Revoke ownership of asset - Asset manager should able to clear(unassign) asset of a selected user	
Preconditions	Assets to be cleared(unassigned) should already have an ownership.	
Success End Condition	Asset is successfully cleared (unassigned) from the selected user	
Failed End Condition	Clearance process fails	
Actors	Asset Manager	
Trigger	Request to clear asset.	
TASKS	**Step**	**Action**
	1	Validate asset clearance request details.
	2	Update asset records to reflect clearance.
	3	Notify relevant users about the clearance.
Exceptions	1a	Insufficient clearance information provided

USE CASE ID	UC13	
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	System admin	
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	UC14	
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	Asset admin	
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	UC15	
Description	Manage IT asset warranties, licenses, contracts.	
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	Asset Admin	
Trigger	Receive renewal notifications or schedule renewals.	
TASKS	**Step**	**Action**
	1	Review existing warranties/licenses
	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	UC16	
Description	Asset disposal process	
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	Asset Admin, System admin	
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

USE CASE ID	UC17	
Description	Integrate data from Otello.	
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	System Admin	
Trigger	Deployment of new assets or new issue/ticket generated in Otello.	
TASKS	**Step**	**Action**
	1	Login with system admin credentials.
	2	Open interface related to integrated data.
	3	Click on the refresh button to see newly added data.
	4	Verify user data from Otello correspond to asset data stored in ITAM.
Exceptions	3a 4a	API service not available or throws an error. Incomplete or inaccurate information provided resulting in mismatch with those in ITAM.

USE CASE ID	UC18	
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	Manager	
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 2a 3a	Lack of access permissions for auditing Incomplete or inaccurate data Non-compliance issues unresolved