# *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 2a 3a | Inadequate information provided Unavailability of support staff 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 | Provisioning | |
| Preconditions | Defined user roles, asset availability, access controls in place. | |
| Success End Condition | Successful assignment and configuration of assets to designated users. | |
| Failed End Condition | Failed asset provisioning, access issues, misconfiguration. | |
| Actors | IT admin, Helpdesk/Support staff. | |
| Trigger | New employee onboarding, role change request, or system upgrade. | |
| TASKS | Step | Action |
| | 1 | Assign assets to users |
| | 2 | Configure asset settings |
| | 3 | Provide necessary access permissions |
| Exceptions | 1a | Insufficient available assets |
| | 2a | Configuration errors causing functionality issues |
| | 3a | Access permission inconsistency |

| USE CASE ID | UC07 | |
|---|---|---|
| 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 | UC08 | |
|---|---|---|
| Description | Integrate new IT assets or systems with existing infrastructure. | |
| Preconditions | Compatibility between new and existing systems. | |
| Success End Condition | Smooth integration of new components into the existing IT ecosystem. | |
| 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 | Incompatibility issues |
| | 2a | Insufficient documentation for integration |
| | 3a | Integration errors causing system instability |

| USE CASE ID | UC09 | |
|---|---|---|
| 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 | Data loss due to backup failure |
| | 2a | Software update causing compatibility issues |
| | 3a | Unexpected system failure during maintenance |

| USE CASE ID | UC10 | |
|---|---|---|
| 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 | UC11 | |
|---|---|---|
| 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 | UC12 | |
|---|---|---|
| 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 | UC13 | |
|---|---|---|
| **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 | UC14 | |
|---|---|---|
| **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 | UC15 | |
|---|---|---|
| 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 |