Use Cases

Use Case Identifier	01 – Staff User Registration
Context	A user – proctor, auditor, or administrator – must request an administrator to create an account. The request is a meant entirely to be a security protocol to ensure that only authorized individuals are given access to the system.
Scope	User Accounts
Level	Primary
Primary Actor	Proctor or Auditor or Administrator
Stakeholder	Proctor, Auditor, Administrator
Preconditions	New User is associated with the education program
Post-conditions	New User will be granted a Staff User account and access to the system
Trigger	N/A
Steps	1. New user requests an administrator to create a new staff user account 2. Administrator approves the request and creates a new account with the new user's email address and a temporary password 3. New user gains access to the system and sets new password
Extensions	2a. Administrator rejects the request : New user can remediate issues and request an account again
Variations	N/A
Related Information	N/A
Priority	Critical
Performance	If approved, account is created within 7 business days of request
Frequency	Infrequent
Channel to Actors	Email, Phone, Appointment
Open Issues	N/A
Due Date	October 2015

Use Case Identifier	02 – Staff User Login
Context	A user – proctor, auditor, or administrator – with a valid Staff User Account uses credentials to gain access to the system.
Scope	User Accounts
Level	Primary
Primary Actor	Proctor or Auditor or Administrator
Stakeholder	Proctor, Auditor, Administrator
Preconditions	User has a valid Staff User Account
Post-conditions	Authenticated user is given access to the system
Trigger	N/A
Steps	1. User supplies email address and password to the login form 2. System verifies the authenticity of the credentials and grants the user access to the system
Extensions	2a. Credential verification fails : User is alerted that the credentials do not match any system records and is prompted to retry

Variations	N/A
Related Information	N/A
Priority	Critical
Performance	User should be verified within 5 seconds
Frequency	Frequent
Channel to Actors	Web Interface
Open Issues	N/A
Due Date	October 2015

Use Case Identifier	03 – Staff User Email Address Change
Context	A user – proctor, auditor, or administrator – wants to change the email address associated with their account.
Scope	User Accounts
Level	Sub Function
Primary Actor	Staff User
Stakeholder	Proctor, Auditor, Administrator
Preconditions	Staff User has a valid Staff User Account
Post-conditions	Staff User account email address is changed
Trigger	N/A
Steps	1. User navigates to the My Account page and enters an email address in the Update Email Address section 2. System verifies that the email address is valid 3. System sends an email to the user's current email address 4. User navigates to the link in the email and accepts the confirmation prompt 5. System updates the email address for the staff user account and forces a login
Extensions	2a. Email Address is Invalid : User is alerted and prompted to retry 4a. Link Expires after 15 minutes : User does not navigate to the link within 15 minutes which terminates the update process. The email address is not changed.
Variations	N/A
Related Information	N/A
Priority	Low
Performance	Confirmation email should be sent within 5 minutes. Database update should take effect instantly
Frequency	Rare
Channel to Actors	Web Interface
Open Issues	N/A
Due Date	December 2015

Use Case Identifier	04 – Staff User Password Change

Context	A user – proctor, auditor, or administrator – wants to change the password associated with their account.
Scope	User Accounts
Level	Sub Function
Primary Actor	Staff User
Stakeholder	Proctor, Auditor, Administrator
Preconditions	Staff User has a valid Staff User Account
Post-conditions	Staff User account password is changed
Trigger	N/A
Steps	1. User navigates to the My Account page and enters a password in the Update Password section 2. System verifies that the password is valid 3. System prompts the user to confirm the desire to change the password 4. User accepts the confirmation 5. System updates the password for the user account and forces a login
Extensions	2a. Password is Invalid : User is alerted and prompted to retry 4a. User Declines Confirmation : Password reset is cancelled
Variations	N/A
Related Information	N/A
Priority	Low
Performance	Database update should take effect instantly
Frequency	Rare
Channel to Actors	Web Interface
Open Issues	N/A
Due Date	December 2015

Use Case Identifier	05 – Staff User Account Password Recovery
Context	A user – proctor, auditor, or administrator – with a valid Staff User Account
Scope	User Accounts
Level	Sub Function
Primary Actor	Proctor, Auditor, Administrator
Stakeholder	Proctor, Auditor, Administrator
Preconditions	User has a valid Staff User Account
Post-conditions	User is able to reset account password
Trigger	N/A
Steps	1. User enters email address and requests a password reset 2. System verifies the email address is associated with an account and sends a password reset link to that email address 3. User uses the password reset link to navigates to a password reset form 4. System updates the user account with the new password 5. User is able to log into the system with the new password
Extensions	2a. Email address is not associated with a Staff User Account : User is alerted that the email address is not associated with a valid Staff User Account

	4a. New password is rejected due to incompliance with password policy : User is alerted that the password does not comply with the password policy and is prompted to try again
Variations	N/A
Related Information	N/A
Priority	Low
Performance	Recovery email should be sent within 5 minutes. New password should be associated with the account instantly.
Frequency	Rare
Channel to Actors	Web Interface, Email
Open Issues	N/A
Due Date	December 2015

Use Case Identifier	06 – Staff User Account Termination
Context	A user – proctor, auditor, or administrator – resigns from the program and needs to be removed from the system.
Scope	User Accounts
Level	Primary
Primary Actor	Proctor, Auditor, Administrator
Stakeholder	Proctor, Auditor, Administrator
Preconditions	User has a valid Staff User Account User is no longer associated with the program
Post-conditions	User's Staff User Account is no longer activated
Trigger	N/A
Steps	1. User resigns from the program 2. System administrator uses the administrator control panel to disable the resigning user's account 3. System flags the Staff User Account as disabled and disallows logins but does not remove any data from the database
Extensions	N/A
Variations	N/A
Related Information	The user may be exiting the program for any number of reasons. Reasons include: resignation, termination, and dereliction of duty.
Priority	Low
Performance	Staff User Account should become disabled instantly.
Frequency	Rare
Channel to Actors	Web Interface, Email, Phone, Administrative Request
Open Issues	N/A
Due Date	December 2015

Use Case Identifier	07 – Test Taker Account Registration
Context	A new student needs to be registered with the system.

Scope	User Accounts
Level	Primary
Primary Actor	Proctor and Test Taker
Stakeholder	Proctor, Auditor, Test Taker
Preconditions	Proctor must have a valid Staff User Account. Proctor must be logged into the system.
Post-conditions	A new Test Taker Account will be created
Trigger	N/A
Steps	1. Proctor navigates to the Test Center and enters a new Study ID 2. System checks if the Study ID exists in the system 3. Proctor is prompted to confirm the creation of a new Test Taker Account 4. System creates a new Test Taker Account
Extensions	2a. Study ID already exists in the system : System displays the existing Test Taker information as normal, effectively cancelling the registration process. 3a. Proctor rejects confirmation : System does not create a new Test Taker Account
Variations	N/A
Related Information	A Study ID is assigned by the Proctor as an arbitrary identifier that is not PII
Priority	Critical
Performance	Test Taker Account should be created instantly.
Frequency	Frequent
Channel to Actors	Web Interface
Open Issues	N/A
Due Date	October 2015

Use Case Identifier	08 – Test Taker Account Login
Context	A student is being logged into the system to begin a testing session.
Scope	User Accounts
Level	Primary
Primary Actor	Test Taker and Proctor
Stakeholder	Test Taker, Proctor, Auditor
Preconditions	Proctor has a valid Staff User Account. Proctor is logged into the system. Student has a valid Test Taker Account
Post-conditions	Test Taker is logged into the system
Trigger	N/A
Steps	1. Proctor navigates to the Test Center and enters the Study ID of the Test Taker 2. System verifies that the Study ID exists in the system and displays the Test Taker information
Extensions	2a. Study ID does not exist in the system : [Use Case 05]
Variations	N/A
Related Information	N/A
Priority	Critical

Performance	Test Taker information should be displayed within 3 seconds
Frequency	Frequent
Channel to Actors	Web Interface
Open Issues	N/A
Due Date	October 2015

Use Case Identifier	09 – Test Taker Account Deletion
Context	A student resigns from the program and needs to be removed from the system
Scope	User Accounts
Level	Primary
Primary Actor	Administrator
Stakeholder	Test Taker, Proctor, Auditor, Administrator
Preconditions	Student has a valid Test Taker Account Student is no longer associated with the program
Post-conditions	Test Taker Account is disabled
Trigger	N/A
Steps	1. Staff User requests Test Taker Account to be disabled 2. Administrator uses Administrator Control Panel to mark a Test Taker Account as disabled 3. System prevents Study ID from being used to log in and from being reused
Extensions	N/A
Variations	N/A
Related Information	The Study ID is not removed from the database but is flagged as disabled. All testing information persists unless special circumstances dictate the removal of data. The Study ID cannot be reused for a different student.
Priority	Low
Performance	Test Taker Account should be disabled instantly
Frequency	Rare
Channel to Actors	Web Interface, Phone, Email, Appointment
Open Issues	N/A
Due Date	December 2015

Use Case Identifier	10 – Proctor Initiates Testing Session
Context	A Proctor beings a session wherein a student will take one or more tests
Scope	Testing
Level	Primary
Primary Actor	Proctor, Test Taker
Stakeholder	Proctor, Test Taker, Auditor, Administrator
Preconditions	Proctor has a valid Staff User Account Test Taker has a valid Test Taker Account

Post-conditions	Test Taker begins a test
Trigger	N/A
Steps	1. Proctor navigates to the Test Center and enters the Study ID of the current Test Taker 2. System verifies the existence of the Study ID and returns information related to recent testing activity 3. Proctor chooses the Chapter over which the student should be tested 4. System displays the overview, instructions, and the Test Taker's testing history specific to that Chapter. 5. Test Taker uses the play button to officially begin the test
Extensions	2a. Study ID does not exist : [Use Case 05]
Variations	N/A
Related Information	N/A
Priority	High
Performance	All database retrievals should take less than 5 seconds
Frequency	Frequent
Channel to Actors	Web Interface
Open Issues	N/A
Due Date	November 2015

Use Case Identifier	11 – Test Taker Takes a Test
Context	Test Taker plays an interactive game to evaluate their knowledge of chapter material.
Scope	Testing
Level	Primary
Primary Actor	Test Taker
Stakeholder	Test Taker, Proctor, Auditor
Preconditions	Proctor is logged into the system Test Taker is logged into the system Test Taker has started the test
Post-conditions	Performance is evaluated and recorded
Trigger	N/A
Steps	1. Test Taker uses the play button to the begin the game 2. System sets up and displays the game 3. Test Taker follows the interactive tutorial and proceeds to finish the test 4. System evaluates the performance, reports it back to the test taker, and saves the record in the database
Extensions	3a. Test Taker Exits Prematurely : Current progress is evaluated and recorded in the database
Variations	N/A
Related Information	N/A
Priority	High
Performance	N/A
Frequency	Frequent

Channel to Actors	Web Interface
Open Issues	N/A
Due Date	November 2015

Use Case Identifier	12 – Test Taker Retakes a Test
Context	Test Taker takes a chapter test again to achieve better performance.
Scope	Testing
Level	Sub Function
Primary Actor	Test Taker
Stakeholder	Test Taker, Proctor, Auditor
Preconditions	Proctor is logged into the system Test Taker is logged into the system Test Taker has previously completed the same test
Post-conditions	New performance data is recorded
Trigger	N/A
Steps	1. Proctor chooses a test that has been previously completed by the Test Taker 2. System displays recent test activity include best, worst, and average score for the test taker on the given test 3. Test Taker presses the play button to begin the test 4. System stores the performance data alongside the old data
Extensions	3a. Test Taker Exits Prematurely : Current progress is evaluated and recorded in the database
Variations	N/A
Related Information	All test attempts are stored in the database and cannot be removed
Priority	High
Performance	N/A
Frequency	Often
Channel to Actors	Web Interface
Open Issues	N/A
Due Date	November 2015

Use Case Identifier	13 – Auditor Requests Performance Report for All Students
Context	An auditor requests a report detailing how the test takers are performing on tests
Scope	Auditing
Level	Primary
Primary Actor	Auditor
Stakeholder	Test Taker, Proctor, Auditor
Preconditions	Auditor is logged into the system
Post-conditions	Auditor views the performance report
Trigger	N/A

Steps	1. Auditor chooses All from a list of Study ID options
	2. System looks up performance data for that student and displays it
	3. Auditor reviews the data
Extensions	N/A
Variations	N/A
Related Information	N/A
Priority	High
Performance	Performance data should be presented within 10 seconds
Frequency	Frequent
Channel to Actors	Web Interface
Open Issues	N/A
Due Date	November 2015

Use Case Identifier	14 – Auditor Requests Performance Report for a Test Taker
Context	An auditor requests a report detailing how a test taker is performing on tests
Scope	Auditing
Level	Primary
Primary Actor	Auditor
Stakeholder	Test Taker, Proctor, Auditor
Preconditions	Auditor is logged into the system
Post-conditions	Auditor views the performance report
Trigger	N/A
Steps	4. Auditor chooses a Study ID of a student from a list of students
	5. System looks up performance data for that student and displays it
	6. Auditor reviews the data
Extensions	N/A
Variations	N/A
Related Information	N/A
Priority	High
Performance	Performance data should be presented within 5 seconds
Frequency	Frequent
Channel to Actors	Web Interface
Open Issues	N/A
Due Date	November 2015

Use Case Identifier	15 – Auditor Requests Performance Report Download
Context	An auditor requests to download the performance report data as a comma separated value file
Scope	Auditing
Level	Sub Function
Primary Actor	Auditor
Stakeholder	Test Taker, Proctor, Auditor

Preconditions	Auditor is logged into the system Performance report has been generated
Post-conditions	Auditor downloads a CSV file containing the performance data
Trigger	N/A
Steps	1. Auditor chooses a Study ID of a student from a list of students 2. System looks up performance data for that student and displays it 3. Auditor uses the download button to initiate the download 4. System compiles the performance data into a comma separated value file and sends it to the auditor
Extensions	N/A
Variations	N/A
Related Information	N/A
Priority	Medium
Performance	File download should finish within 5 minutes
Frequency	Occasionally
Channel to Actors	Web Interface
Open Issues	N/A
Due Date	November 2015

Use Case Identifier	16 – Auditor Applies Filters to Performance Reports
Context	Auditor applies some set of filters to performance reports to gain a better view of the data.
Scope	Auditing
Level	Sub Function
Primary Actor	Auditor
Stakeholder	Auditor, Proctor, Test Taker
Preconditions	Auditor is logged into the system. Performance report has been generated and displayed.
Post-conditions	Performance report is filtered by some set of rules
Trigger	N/A
Steps	1. User uses the Filter button the performance report screen and selects a set of rules 2. System regenerates the performance report abiding by the new set of rules and displays the data 3. User reviews the new dataset
Extensions	N/A
Variations	N/A
Related Information	N/A
Priority	Medium
Performance	Filtered data should be displayed in less than 5 seconds
Frequency	Often
Channel to Actors	Web Interface
Open Issues	N/A
Due Date	November 2015

Use Case Identifier	17 – Administrator Deactivates a Staff User Account
Context	When a staff user needs to be deactivated, an administrator uses the administrator control panel to deactivate accounts
Scope	Administration
Level	Primary
Primary Actor	Administrator
Stakeholder	Administrator, Proctor, Auditor
Preconditions	Staff User account needs to be deactivated. Administrator is logged into the system.
Post-conditions	Staff User Account is disabled
Trigger	N/A
Steps	1. Administrator navigates to the administrative control panel 2. System displays all staff user accounts 3. Administrator uses the Active? Checkbox to disable the account 4. System disables the staff user account from logging into the system
Extensions	N/A
Variations	N/A
Related Information	N/A
Priority	Low
Performance	Staff User Account should be disabled instantly.
Frequency	Rare
Channel to Actors	Web Interface
Open Issues	N/A
Due Date	December 2015

Use Case Identifier	18 – Administrator Deactivates a Test Taker Account
Context	When a test taker needs to be deactivated, an administrator uses the administrator control panel to deactivate accounts
Scope	Administration
Level	Primary
Primary Actor	Administrator
Stakeholder	Administrator, Proctor, Auditor
Preconditions	Test Taker account needs to be deactivated. Administrator is logged into the system.
Post-conditions	Test Taker Account is disabled
Trigger	N/A
Steps	1. Administrator navigates to the administrative control panel 2. System displays all test taker accounts 3. Administrator uses the Active? Checkbox to disable the account 4. System disables the test taker account from logging into the system
Extensions	N/A
Variations	N/A
Related Information	N/A
Priority	Low

Performance	Test Taker Account should be disabled instantly.
Frequency	Rare
Channel to Actors	Web Interface
Open Issues	N/A
Due Date	December 2015

Use Case Identifier	19 – Administrator Creates a Staff User Account
Context	A Staff User Account needs to be created for a new staff user.
Scope	Administration
Level	Primary
Primary Actor	Administrator
Stakeholder	Administrator, Proctor, Auditor
Preconditions	Administrator needs to be logged into the system. Staff User has requested an account and has been approved.
Post-conditions	Staff User Account is created
Trigger	N/A
Steps	1. Administrator navigates to the administrative control panel 2. System displays all staff user accounts 3. Administrator enters an email address, temporary password, and a role for the new staff user 4. System verifies the account information and creates the account
Extensions	4a. Information Verification Fails : Administrator is alerted and prompted to retry
Variations	N/A
Related Information	N/A
Priority	Medium
Performance	Staff User Account should be created instantly.
Frequency	Sometimes
Channel to Actors	Web Interface
Open Issues	N/A
Due Date	November 2015