**Use Cases**

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| **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 |

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| **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 |

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| **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 |

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| **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 |

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| **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 |

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| **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 |

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| **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 |

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| **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 |

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| **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 |

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| **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 |

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| **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 |

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| **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 |

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| **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 |

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| **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** | 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 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 |

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| **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 |

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| **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 |

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| **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 |

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| **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 |