CIS 419 Final Project

1. Roles
   1. Manager
      1. All privileges
      2. Cancel/Update/Delete any order type
   2. Account Specialist
      1. Create an account for a new customer
      2. Update existing customer account
      3. Create an incident ticket and assign it to a technician
      4. Place a PPV order
   3. Technician
      1. Schedule incident ticket
      2. Close incident ticket
      3. Cancel incident ticket
   4. Customer
      1. Update account information (credit card, personal info, etc)
      2. Pay monthly bill
      3. Order PPV event
      4. Cancel PPV order (at least 24 hours before event)
      5. Add/Change/Cancel TV/Internet Plan
   5. All users
      1. Have a valid login/password (store in Hashap)
2. Plans
   1. TV plans
      1. Basic – 50 channels
      2. BasicPlus – 100 channels
      3. Ultimate – 200 channels
   2. Internet Plans
      1. SpeedLane – 20/5 Mbps
      2. LightLane – 50/10 Mbps
3. Orders
   1. PPV Live Sports Events
      1. Fixed Date/Time
      2. Hard-code 10 events
   2. PPV Movies
      1. On-demand
      2. Hard-code 20 movies