Use Cases

for

Document Management System

Prepared by

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Revision History

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| **Name** | **Date** | **Reason For Changes** | **Version** |
| Đỗ Minh Hoàng | 3/4/23 | Update Incoming/Outgoing Documents use-case |  |
| Nguyễn Ngọc Phương Uyên | 2/28/23 | Update business rules of overall use-case |  |
| Phạm Xuân Đài | 3/5/23 | Update Archive use-case |  |

The various user classes identified the following primary actors and use cases for the Document Management System:

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| Primary Actor | Use Cases |
| Processing Unit | 1. Document Processing 2. Classification 3. Incoming Documents 4. Outgoing Documents |
| Admin Department | 1. Approval 2. Sending Approved Incoming Documents 3. Sending Approved Outgoing Documents |
| Documentation Unit | 1. Archive |

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| ID and Name: | **UC-1 Process Documents** | | |
| Created By: | Phương Uyên | Date Created: | 2/28/23 |
| Primary Actor: | Processing Unit | Secondary Actors: | Agencies and Organizations |
| Description: | The Processing Unit processes receives documents and materials from Agencies and Organizations and processes them according to the predetermined processing procedures. Processing similar to and sending documents. | | |
| Trigger: | Processing Unit receives documents and processes. | | |
| Preconditions: | PRE-1. The processing Unit must receive documents.  PRE-2. The user must have an account to log in to the system. | | |
| Postconditions: | POST-1. Documents must be finished. | | |
| Normal Flow: | **1.0 Process Documents**   1. Processing Unit logs in the system for processing. 2. Processing Unit receives documents from Agencies and Organizations in the system. 3. Processing Unit starts to take the number of incoming documents. 4. Processing Unit records the incoming dispatch book. 5. Processing Unit classifies documents after recording. 6. Processing Unit takes the number of outgoing documents and processes them the same with step 2,3,4. | | |
| Alternative Flows: | **1.1 Check documents again**   1. Processing Unit checks documents that are processed. 2. Return to step 4 of normal flow. | | |
| Exceptions: | **1.0.E1 Documents were not sent to Processing Unit**  1. Documents not delivered or lost when they were sent to Processing Unit.  2a. If Agencies and Organizations find documents and send them to Processing Unit, then continue with normal flow.  2b. Else documents were not processed. | | |
| Priority: | High | | |
| Frequency of Use: | Frequently used every day with high frequency and this is an important feature. | | |
| Business Rules: | Ensure correct handling of incoming and outgoing documents | | |
| Other Information: | 1. Important documents may be reviewed for several days before the review. 2. Junk documents can be destroyed or thrown away. | | |
| Assumptions: | 3. Users have the right to access and process documents according to defined policies and procedures.  4. The computers and networks involved in the processing are operating normally and meeting the necessary specifications for word processing.  5. Text-related documents have been made available and available to users to perform document processing and management.  6. The information and data related to the document are provided and entered completely, accurately, and in the correct format to ensure that the processing is carried out correctly. | | |

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| ID and Name: | **UC-2 Classify** | | |
| Created By: | Phương Uyên | Date Created: | 3/3/23 |
| Primary Actor: | Processing Unit | Secondary Actors: |  |
| Description: | Processing Unit proceeds to classify documents into different categories | | |
| Trigger: | Processing Unit reviews the data of the documents. | | |
| Preconditions: | PRE-1. Processing Unit finished taking the number and record for documents. | | |
| Postconditions: | POST-1. Documents were classified clearly. | | |
| Normal Flow: | * 1. **Classify**   1. Processing Unit logs into the document classification system.  2. Processing Unit sees the system displays a list of unclassified documents.  3. Choosing a document to classify.  4. After classifying, the user is redirected to a page displaying a list of unclassified incoming documents to choose new documents for classifying. | | |
| Alternative Flows: | **2.1 Status of documents**  4. If the document is successfully classified, it will be recorded as "successfully classified". | | |
| Exceptions: | **2.0.E1 Incorrectly classified documents**  1. Documents were classified as incorrectly.  2a. If the document is misclassified, it will be recorded as “ classification failed”  2b. Else classification will continue with step 1 of normal flow. | | |
| Priority: | High | | |
| Frequency of Use: | Use with high frequency like Processing Documents. | | |
| Business Rules: |  | | |
| Assumptions: | 1. Processing Unit processed before classifying.  2. The input documents have been sorted and numbered to ensure correct classification.  3. The classification results returned by the system are correct and error-free. | | |

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| ID and Name: | **UC-3 Classify Incoming Documents** | | |
| Created By: | Minh Hoàng | Date Created: | 3/4/13 |
| Primary Actor: | Processing Unit | Secondary Actors: |  |
| Description: | Incoming Documents are sent to Processing Unit for classification and do similar to UC-2 | | |
| Trigger: | Classified documents. | | |
| Preconditions: | PRE-1. Incoming Documents were classified by Processing Unit. | | |
| Postconditions: | POST-1. Documents sent by Agencies and Organizations was classified as “ Incoming Document” | | |
| Priority: | Medium | | |
| Frequency of Use: | Do this use-case with low frequency, about 2-3 times a week. | | |
| Business Rules: | Secure documents information safety. | | |
| Other Information: | 1. Sometimes, Incoming Documents may classify wrong, we need to turn back the normal flow of UC-1.  2. There is no outside interference or influence on the classification results of the system.  3. Complete and accurate text information is provided to ensure correct and effective classification. | | |

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| ID and Name: | **UC-4 Classify Outgoing Documents** | | |
| Created By: | Minh Hoàng | Date Created: | 3/4/13 |
| Primary Actor: | Processing Unit | Secondary Actors: |  |
| Description: | Classifying Outgoing Documents for sending and doing similar to UC-2. | | |
| Trigger: | Classified documents. | | |
| Preconditions: | PRE-1. Outgoing Documents were classified by Processing Unit. | | |
| Postconditions: | POST-1. Documents will be sent after finishing to process and record as “ Outgoing Documents”. | | |
| Priority: | Medium | | |
| Frequency of Use: | Do this use-case with low frequency, about 2-3 times a week. | | |
| Business Rules: | Secure documents information safety. | | |
| Other Information: | 1. Sometimes, Outgoing Documents may classify wrong, we need to turn back the normal flow of UC-1.  2. There is no outside interference or influence on the classification results of the system.  3. Complete and accurate text information is provided to ensure correct and effective classification. | | |

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| ID and Name: | **UC-5 Approve** | | |
| Created By: | Xuân Đài | Date Created: | 3/5/23 |
| Primary Actor: | Admin Department | Secondary Actors: | Processing Unit |
| Description: | Admin Department checks and approves valid documents. | | |
| Trigger: | Some documents need to be reviewed. | | |
| Preconditions: | PRE-1. Necessary information to implement the use case, including incoming documents to be reviewed, information about content, origin, date, issuing agency, etc.  PRE-2. Admin must have an account. | | |
| Postconditions: | POST-1. The results of the document review process, include information on classifying, evaluating, forwarding, or responding to the text. | | |
| Normal Flow: | **5.0 Approve**  1. Admin logs in to the system.  2. Admin Department receives classified documents from Processing Unit  3. Admin Department checks the spelling of the documents.  4. Amin Department checks the format and structure of documents.  5. Admin Department ensures consistency in style and grammar used.  6. Admin Department assesses the feasibility of plans and proposals.  7. Admin Department ensures that all information is presented completely and accurately.  8. Admin Department signs the approved documents. | | |
| Alternative Flows: | **5.1 The document has not been thoroughly checked**  9. Documents have a wrong spelling or format.  10. Admin Department returns to step 2 of normal flow and checks again. | | |
| Exceptions: | **5.0.E1 Admin Department didn’t receive documents from Processing Unit**  1. Documents not delivered.  2a. If Processing Unit sends documents to Admin Department, then continue with normal flow.  2b. Else documents are not approved.  **5.0.E2 Documents were lost.**  1. Documents can’t be found to approve.  2a. If documents are found. Then continue with normal flow.  2b. Else documents are not approved. | | |
| Priority: | High | | |
| Frequency of Use: | Document review can be done on a daily or weekly basis. | | |
| Business Rules: | 1. All documents must be reviewed before being approved or published.  2. Each document is reviewed by only one reviewer.  3. In the event of rejection of a document, a clear reason must be provided and notice must be given to the sender of the document.  4. Approved documents cannot be edited unless approved to make the necessary changes. | | |
| Other Information: | 5. It is possible to add written evaluation criteria or ways of assigning work and responsibilities among members during the review process to make the review process more efficient. | | |
| Assumptions: | 6. Documents that need to be reviewed must be sent to Admin Department.  7. Users have been trained to understand the document review process and the regulations associated with it. | | |

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| ID and Name: | **UC-6 Sending “Approved Incoming Documents”** | | |
| Created By: | Xuân Đài | Date Created: | 3/5/23 |
| Primary Actor: | Admin Department | Secondary Actors: |  |
| Description: | Sending Approved Documents are approved by Admin Department with the same UC-5. | | |
| Business Rules: | 1. All incoming documents must be processed within 24h of receipt.  2. Incoming documents of an urgent or important nature must be processed before other documents.  3. Incoming documents must be processed in the order in which they are received.  4. Incoming documents must be thoroughly checked for accuracy and completeness.  5. Incoming texts are not disclosed or forwarded to anyone other than employees with access. | | |
| Other Information: | None | | |
| Assumptions: | 6. The system has received and stored the incoming text.  7. The user is authorized to review the document.  8. The incoming documents have been filtered and classified according to certain criteria.  9. The reviewed documents meet the specified criteria to ensure the accuracy and reliability of the information.  10. The user has been trained to use the review system and knows the standards and procedures for word processing. | | |

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| ID and Name: | **UC-7 Send “Approved Outgoing Documents”** | | |
| Created By: | Phương Uyên | Date Created: | 3/7/23 |
| Primary Actor: | Processing Unit | Secondary Actors: | Agencies and Organizations |
| Description: | Outgoing Approved Documents are approved by Admin Department with the same UC-5. | | |
| Priority: | High | | |
| Frequency of Use: | Frequently used every day with high frequency and this is an important feature. | | |
| Business Rules: | 1. All outgoing documents are processed and replied to within 24 hours of receipt.  2. Responses must be answered using polite and professional language.  3. Responses must be double-checked before being sent to ensure accuracy and completeness.  4. If the request cannot be answered, the sender of the text should be informed of the reason and the time required to respond. | | |
| Other Information: | None | | |
| Assumptions: | 5. The user is logged in to the system and has access to review outgoing documents.  6. The document has been completed and met the criteria before being sent.  7. The information related to the recipient and the content of the text is accurate and fully provided.  8. The email system and email server involved in sending out documents are working properly.  9. No errors occurred during the sending of the text. | | |

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| ID and Name: | **UC-8 Archive** | | |
| Created By: | Minh Hoàng | Date Created: | 3/9/23 |
| Primary Actor: | Documentation Unit | Secondary Actors: | Admin Department |
| Description: | Store all approved incoming and outgoing documents in the database management system. | | |
| Trigger: | User logs in to the system archive | | |
| Preconditions: | PRE-1. Creating a database for information on documents.  PRE-2. Users must have an account to log in the system. | | |
| Postconditions: | POST-1. Sending Documents and Outgoing Documents databases were stored and secured. | | |
| Normal Flow: | **8.0 Archive**  1. Users log in to the system.  2.Staff receive and process incoming/outgoing documents from Admin Department.  3. Documents are stored in the system according to a previously defined document management process and format. | | |
| Alternative Flows: | **8.1 Cannot store incoming/outgoing documents**  4. In case the system cannot store incoming/outgoing documents (due to technical problems, or overload...), staff will have to notify the Admin Department and proceed to solve the problem.  **8.2 Not eligible for storage**  5. In case the incoming/outgoing document does not meet the system's defined criteria (such as format, storage process, and user object...), the document will be rejected and returned to the Admin Department. sent for a specific reason. | | |
| Exceptions: | **8.0.E1 Documents were lost or corrupted**  1. Documents were lost or corrupted during storage.  2a. If the system will have to provide data recovery functions then information can be restored and stored  2b. Else documents were lost or damaged. | | |
| Priority: | In the case of storing incoming and outgoing documents, priority can be determined by the importance of incoming and outgoing documents, as well as the priority in processing these documents. | | |
| Frequency of Use: | The frequency of use of incoming and outgoing document storage depends on the amount of incoming and outgoing documents of the organization, especially large organizations with a large amount of incoming and outgoing documents. | | |
| Business Rules: | Some business rules regarding the storage of incoming and outgoing documents may include security and privacy of text information, word processing procedures, retention period, and destruction regulations. | | |
| Other Information: | 1. The storage system should be able to handle a large volume of documents and ensure their confidentiality.  2. The system should have a backup and recovery mechanism in case of system failure or data loss.  3. The system should allow authorized personnel to search and retrieve documents efficiently. | | |
| Assumptions: | 4. All documents are in a digital format and can be stored electronically.  5. Documents will be properly labeled and tagged to facilitate easy retrieval.  6. The system will be accessible only to authorized personnel with appropriate credentials. | | |