User Requirements

Number: 1.1
Required Function: Campus Community Members shall be able to submit on-demand task orders
Author: Wyatt Kormick
Date:9/25

Number: 1.1.1
Required Function: These task orders may be submitted by a form on facm.umn.edu, or by a phone call to the facm call center.
Author: Wyatt Kormick
Date:9/25

Number: 1.1.2
Required Function: These task orders shall contain information on the location (2.1.1.1) and task (2.1.1.3).
Author: Wyatt Kormick
Date:9/25

Number: 1.2
Required Function: The system shall automatically submit task orders for regularly scheduled requests.
Author: Wyatt Kormick
Date:9/25

Number: 1.3
Required Function: System administrators shall be able to submit “Maintenance Alert” task orders
Author: Wyatt Kormick
Date:9/25

Number: 2.1
Required Function: The system shall automatically create new requests out of submitted tasks.
Author: Wyatt Kormick
Date:9/25

Number: 2.1.1
Required Function: The system shall keep the following information for each request:
Author: Wyatt Kormick
Date:9/25

Number: 2.1.1.1
Required Function: Location. This field represents the location that the problem is in.
Author: Wyatt Kormick
Date:9/25

Number: 2.1.1.1.1

Required Function: This information shall be copied from their respective fields in the submitted task.
Author: Wyatt Kormick
Date:9/25

Number: 2.1.1.1.2
Required Function: The information will be in the format of “Building, floor, room”
Author: Wyatt Kormick
Date:9/25

Number: 2.1.1.2
Required Function: Time. This field represents the time that the task was submitted.
Author: Wyatt Kormick
Date:9/25

Number: 2.1.1.2.1
Required Function: This information shall be filled in with the time of task submission.

Author: Wyatt Kormick
Date:9/25

Number: 2.1.1.2.1.1
Required Function: This time shall be formatted in accordance to ISO 8601: “Combined data and time in UTC”
Author: Wyatt Kormick
Date:9/25

Number: 2.1.1.3
Required Function: Task. These fields contain user submitted information on the problem
Author: Wyatt Kormick
Date:9/25

Number: 2.1.1.3.1
Required Function: This information shall be copied from their respective fields in the submitted task
Author: Wyatt Kormick
Date:9/25

Number: 2.1.1.3.1.1
Required Function: The task submitter’s description of the symptoms of the problem.
Author: Wyatt Kormick
Date:9/25

Number: 2.1.1.3.1.2
Required Function: The asset(s) with the problem.
Author: Wyatt Kormick
Date:9/25

Number: 2.1.1.4
Required Function: Status. This field contains information on the current status of the request.

Author: Wyatt Kormick
Date:9/25

Number: 2.1.1.4.1
Required Function: The request will be assigned a status of “Open” upon creation.
Author: Wyatt Kormick
Date:9/25

Number: 2.1.1.4.2
Required Function: The three possible Status values are Open / Scheduled / Completed
Author: Wyatt Kormick
Date:9/25

Number: 2.1.2
Required Function: Multiple requests shall be created for the same task if the problem is with multiple assets.
Author: Wyatt Kormick
Date:9/25

Number: 2.1.2.1
Required Function: One request shall be created for each asset described in the task.
Author: Wyatt Kormick
Date:9/25

Number: 2.2
Required Function: Maintainers and Maintenance Staff Management shall be able to query the system to sort or filter the requests by the values listed in 2.1.1
Author: Wyatt Kormick
Date:9/25

Number: 2.3
Required Function: Requests in the system shall be grouped by their “Status” value
Author: Wyatt Kormick
Date:9/25

Number: 2.4
Required Function: Maintainers shall be able to amend, but not delete, the information (described in 2.1.1) of requests.
Author: Wyatt Kormick
Date:9/25

Number: 3.1
Required Function: Maintainers shall be able to assign “Open” requests to themselves
Author: Wyatt Kormick
Date:9/25

Number: 3.1.1
Required Function: Requests assigned to Maintainers, but not yet completed, shall have their status changed to “Scheduled”
Author: Wyatt Kormick
Date:9/25

Number: 3.2
Required Function: Maintenance Staff Managers shall be able to request an allotment report from the system.
Author: Wyatt Kormick
Date:9/25

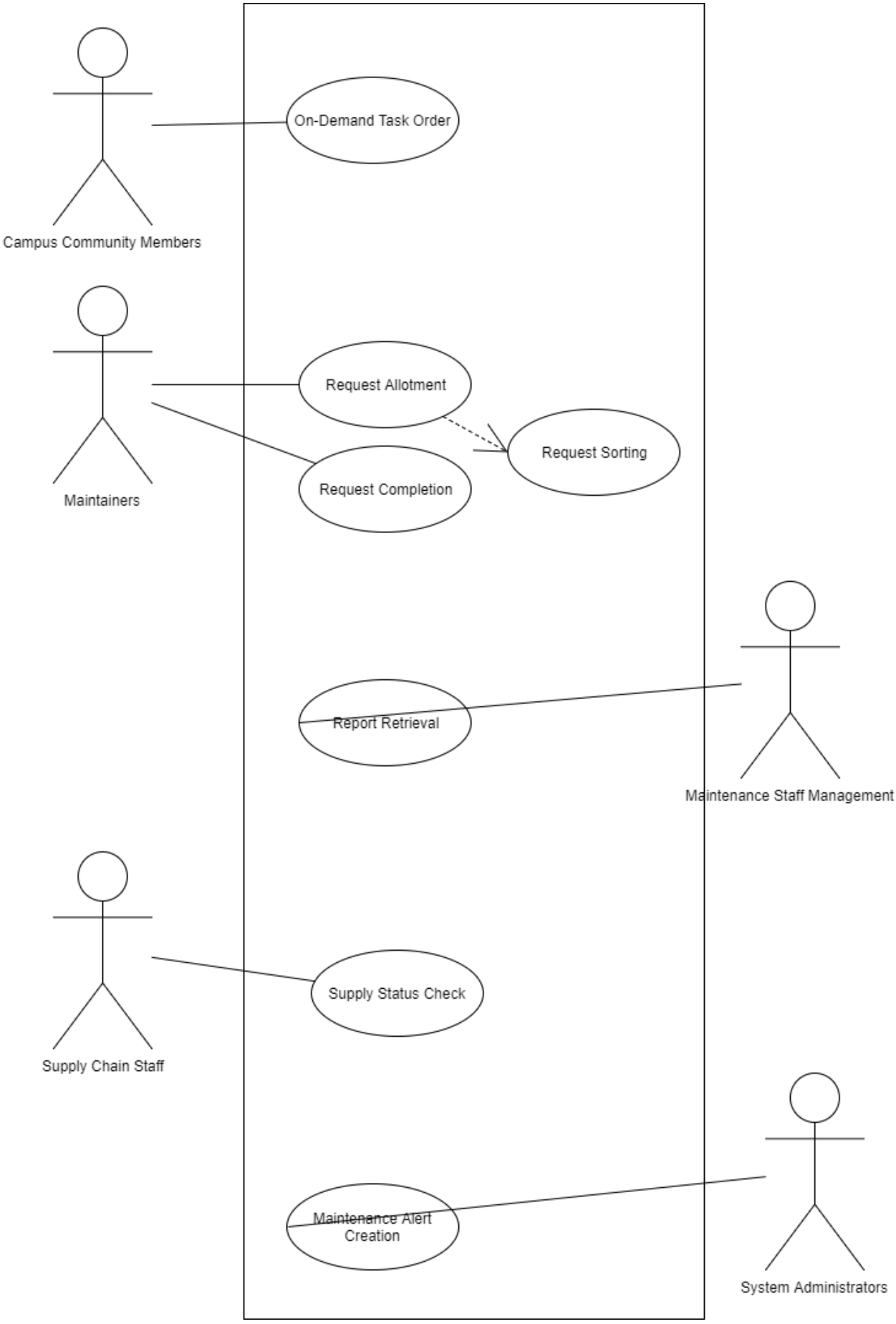
Number: 3.2.1
Required Function: The allotment report shall be generated on-demand when a Maintenance Staff Manager requests it
Author: Wyatt Kormick
Date:9/25

Number: 3.2.2
Required Function: The allotment report shall contain a list of requests that have been allotted to Maintainers across user specified sets of maintainers.
Author: Wyatt Kormick
Date:9/25

Number: 4
Required Function: Maintainers shall be able to set the status of a request that has been allotted to them to “Completed”
Author: Wyatt Kormick
Date:9/25

Number: 5
Required Function: The system shall interface with an external monitoring system to monitor maintenance supply levels in each maintenance supply area.
Author: Wyatt Kormick
Date:9/25

Number: 5.1
Required Function: Supply Chain Staff Members shall be able to access the supply level information
Author: Wyatt Kormick
Date:9/25


Campus Community Members
On-Demand Task Order
Maintainers
Request Allotment
Request Sorting
Request Completion
Report Retrieval
Maintenance Staff Management
Supply Chain Staff
Supply Status Check
Maintenance Alert Creation
System Administrators

Use Case Scenarios

Maintenance Request Order and Completion

1. On-Demand Task Order / Repetitive Task Order (System) / Maintenance Alert Creation
2. Request Creation
    a. Request Sorting
    b. Request Grouping (System)
3. Request Allotment
    a. Report Retrieval
    b. Request Grouping (System)
    c. Supply Status Check
4. Request Completion
    a. Request Grouping (System)

Use Case Name: Report Retrieval
Actors: Maintenance Management
Description: The Maintenance Manager retrieves reports of task allocation across sets of maintenance staff

Use Case Name: Request Allotment
Actors: Maintainers
Description: The Maintainer assigns maintenance requests to themselves

Use Case Name: Request Completion
Actors: Maintainers
Description: The Maintainer marks the completion of a maintenance request after they have completed it

Use Case Name: On-Demand Task Order
Actors: Campus Community Members
Description: The Campus Community Member puts in an order for an On-demand task

Use Case Name: Maintenance Alert Creation
Actors: System Administrator
Description: The System Administrator creates a maintenance alert.

Use Case Name: Repetitive Task Order
Actors: The System
Description: The System puts in an order for a repetitive task

Use Case Name: Request Creation
Actors: The System

Description: The System turns an ordered task into a request

Use Case Name: Request Sorting
Actors: Maintainers or Maintenance Staff Management
Description: The Maintainer / Maintenance Staff Manager sorts and filters requests based on the attributes assigned to them

- Location
- Time
- Task
- Status

Use Case Name: Request Grouping
Actors: The System
Description: The System groups requests based on their current status. Open, if the request has been created, but not yet allotted. Scheduled, if the request has been allotted but not yet completed. Completed, if the request has been completed.

Use Case Name: Supply Status check
Actors: Supply Chain Staff
Description: The Supply Chain Staff Member uses the system to interface with external monitoring systems to manage maintenance supplies