**CSUTrike Use-Case Narrative for Administrator**

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Version: 1.0

Other types: user story, business need

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| Use-Case Name : | Accept or Decline New Accounts | | Use-Case Type:  System Requirement |
| User-Case ID: | CSUTrike-UCAdmin-1.00 | |
| Priority: | High | |
| Source: | Requirement – CSUTrike-SRv1 | |
| Primary Business Actor: | Admin | | |
| Other Participating Actors: | Passenger (New User) | | |
| Other Interested Actors: |  | | |
| Description: | The use-case describes the event where the Admin has the ability to review, and accept or decline a new account request submitted by Passenger. After the confirming the Admin’s action, the Passenger is notified of the Admin’s decision whether their request is approved or declined. | | |
| Pre-condition: | * The Admin has to access the system in order to review the request. * Passenger must provide the necessary information in the request form. | | |
| Trigger: | This use-case is triggered when a Passenger submits a request for a new account creation. | | |
| Typical Course of Events: | Actor Action | System Action | |
| Step 1: The Admin logs into the system.  Step 3: The Admin navigates to the request section and reviews the request.  Step 5: The Admin decides whether to approve or reject the request.  Step 7: The admin confirms the action. | Step 2: The system notifies the Admin of a new account requests.  Step 4: The system displays the request details to the Admin.  Step 6: The system prompts the Admin to confirm the action.  Step 8: The system notifies the Admin that the action is successfully applied, updates the status of the Passenger, and moves the Passenger’s data in a database for registered users.  Step 9: The system notifies the Passenger of the Admin’s decision. | |
| Alternate Courses: | Alt-Step 5: If the Admin accepts the request but the system finds an existing account, it will display a warning alert and asks the Admin whether to proceed with the action or not.  Alt-Step 6: If the Admin cancels the action, the request remains a pending request until a decision is made. | | |
| Conclusion: | The use-case concludes when the Passenger receives a notification of the Admin’s decision. | | |
| Post condition: | * If the Admin approves the request, Passenger will become a registered user. * If the Admin rejects the request, Passenger remains unregistered and will have to send a new request. * If the Admin takes no action, the request remains pending therefore Passenger remains unregistered until a decision is made. | | |
| Business Rules: | * By default, when the request is sent, it is pending. * If an existing account is detected, a warning alert will be issued to the Admin. | | |
| Implementation Constraints and Specifications: | A web-based application will be provided to the Admin in order to successfully perform this actions which can be accessed using Google Chrome, Microsoft Edge, or Mozilla Firefox. | | |
| Assumptions: | * The Passenger provides all necessary information for the request. * The Admin has the correct credentials to access the request. | | |
| Open Issues: | 1. A new request is submitted before previous request is processed. Should new request overwrite pending request? | | |

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| Use-Case Name : | View Active Drivers | | Use-Case Type:  System Requirement |
| User-Case ID: | CSUTrike-UCAdmin-1.01 | |
| Priority: | Medium | |
| Source: | Requirement – CSUTrike-SRv1 | |
| Primary Business Actor: | Admin | | |
| Other Participating Actors: | Drivers | | |
| Other Interested Actors: | Passengers – Interested in the active drivers in the system and their availability for booking. | | |
| Description: | The use-case describes the event where the Admin has the ability to view active drivers in the system, including the following: driver’s individual completed bookings, the total number of booked and available drivers, and the overall number of active drivers in the system. | | |
| Pre-condition: | * The Admin has to access the system in order view active drivers. * Drivers must login into the system first. | | |
| Trigger: | This use-case is triggered when a driver scans their RFID fobs in the system. | | |
| Typical Course of Events: | Actor Action | System Action | |
| Step 1: The Admin logs into the system. | Step 2: The system displays a real-time report of active drivers, including the following: driver’s individual completed bookings, and total number of active, available, and booked drivers. | |
| Alternate Courses: | Alt-Step 1: If the Admin fails to log in, an error message will be displayed.  Alt-Step 2: If there are no active drivers, the system will display a message: “No active drivers…”. | | |
| Conclusion: | The use-case concludes when the Admin successfully views the real-time report of active drivers. | | |
| Post condition: | * The report will be displayed once the Admin logs into the system. * If there are no active drivers, the system will display a message: “No active drivers…”. * If there are active drivers, the system will count the number of active drivers, the available drivers, and the booked drivers as well as their individual completed bookings. | | |
| Business Rules: | * The report should update every 5 seconds to show real-time data. | | |
| Implementation Constraints and Specifications: | A web-based application will be provided to the Admin in order to view the report which can be accessed using Google Chrome, Microsoft Edge, or Mozilla Firefox. | | |
| Assumptions: | * The Driver logs into the system. * The Admin has the correct credentials to access the request. * The report will refresh every 5 seconds. * The real-time update every 5 seconds may cause delays depending on the system’s load and data volume. | | |
| Open Issues: | 1. The 5 seconds time interval maybe too slow and could affect the integrity of data. | | |

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| Use-Case Name : | View Current Booking Transactions | | Use-Case Type:  System Requirement |
| User-Case ID: | CSUTrike-UCAdmin-1.02 | |
| Priority: | High | |
| Source: | Requirement – CSUTrike-SRv1 | |
| Primary Business Actor: | Admin | | |
| Other Participating Actors: | Driver, Passenger | | |
| Other Interested Actors: |  | | |
| Description: | The use-case describes the event where the Admin has the ability to view current booking transactions, including the following: booking details and their status (completed, cancelled, pending). | | |
| Pre-condition: | * The Admin has to access the system in order to view the report. * Booked Driver must be active. * Passenger must be registered. * Passenger must book an active and available Driver. | | |
| Trigger: | This use-case is triggered when a Passenger books an active and available driver. | | |
| Typical Course of Events: | Actor Action | System Action | |
| Step 1: The Admin logs into the system. | Step 2: The system displays a real-time booking transaction including the following: booking details and its status. | |
| Alternate Courses: | Alt-Step 1: If the Admin fails to log in, an error message will be displayed.  Alt-Step 2: If there is no booking, the system will display a message: “No bookings…”. | | |
| Conclusion: | The use-case concludes when the Admin successfully views the real-time booking transactions in real-time. | | |
| Post condition: | * The report will be displayed once the Admin logs into the system. * If there are no bookings in the system, the system will display a message: “No bookings…”. * If there are bookings in the system, the system will display the booking transactions with the following: booking details, status, and number of completed, cancelled and on-going bookings. | | |
| Business Rules: | * The report should update every 5 seconds to show real-time data. * By default, bookings are pending and will only change if the Driver accepts or decline the booking and if the Passenger cancels it. | | |
| Implementation Constraints and Specifications: | A web-based application will be provided to the Admin in order to view the report which can be accessed using Google Chrome, Microsoft Edge, or Mozilla Firefox. | | |
| Assumptions: | * The Driver logs into the system. * The Admin has the correct credentials to access the request. * The Passenger books an active and available driver. * The Passenger cancels the booking. * The Driver confirms or declines the booking. * The report will refresh every 5 seconds. * The real-time update every 5 seconds may cause delays depending on the system’s load and data volume. | | |
| Open Issues: | 1. The 5 seconds time interval maybe too slow and could affect the integrity of data. 2. Passengers spamming booking. Should the system detect Passengers who spams booking and cancels it repeatedly in a short time-frame, and reports it to the Admin? | | |

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| Use-Case Name : | Delete Passenger Account | | Use-Case Type:  System Requirement |
| User-Case ID: | CSUTrike-UCAdmin-1.03 | |
| Priority: | Medium | |
| Source: | Requirement – CSUTrike-SRv1 | |
| Primary Business Actor: | Admin | | |
| Other Participating Actors: | Passenger | | |
| Other Interested Actors: |  | | |
| Description: | The use-case describes the event where the Admin has the ability to delete Passenger account when it is inactive, duplicated, or requested by the Passenger. | | |
| Pre-condition: | * The Passenger must be a registered user of the system. * The Admin must have a valid reason for deleting the account such as inactivity, duplication, and request from the Passenger. | | |
| Trigger: | This use-case is triggered after the Admin selects a user account for deletion. | | |
| Typical Course of Events: | Actor Action | System Action | |
| Step 1: The Admin logs into the system.  Step 2: The Admin navigates into the user tab.  Step 4: The Admin reviews the account to be deleted and determines the reason for the deletion.  Step 6: The Admin confirms the deletion. | Step 3: The system displays all user accounts.  Step 5: The system prompts the Admin to confirm the deletion.  Step 7: The system deletes the user account in the system and notifies the Passenger of the deletion and its reason. | |
| Alternate Courses: | Alt-Step 1: If the Admin fails to log in, an error message will be displayed.  Alt-Step 6: If the Admin cancels the deletion, the account will not be deleted therefore Passenger will remain a registered user. | | |
| Conclusion: | The use-case concludes when the Admin successfully deletes the account and the Passenger receives a notification. | | |
| Post condition: | * If the Admin cancels the deletion, the account will not be deleted. * If the Admin confirms the deletion, the account will be deleted in the database except for the transactions under the account. | | |
| Business Rules: | * The system will always prompt a confirmation of deletion to the Admin in case of accidental deletion. * If deleted, the owner of the deleted account will receive a notification of the deletion and its reason. | | |
| Implementation Constraints and Specifications: | A web-based application will be provided to the Admin in order to delete a user account which can be accessed using Google Chrome, Microsoft Edge, or Mozilla Firefox. | | |
| Assumptions: | * The Admin logs into the system. * The Admin has the correct credentials to access the system in order to perform the action. * The Passenger is a registered user of the system. * There is a reason for the deletion. | | |
| Open Issues: | 1. Warning first before deletion. Should there be a warning to be sent first with a period given to take action before deletion? 2. Automatic deletion or manual? | | |

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| Use-Case Name : | Update Driver Information | | Use-Case Type:  System Requirement |
| User-Case ID: | CSUTrike-UCAdmin-1.04 | |
| Priority: | High | |
| Source: | Requirement – CSUTrike-SRv1 | |
| Primary Business Actor: | Admin | | |
| Other Participating Actors: | Driver | | |
| Other Interested Actors: |  | | |
| Description: | The use-case describes the event where the Admin has the ability to update the information of the Driver based on valid reasons. | | |
| Pre-condition: | * The Driver must be a registered driver in the system. * The Admin must have a valid reason for updating the information of the Driver. | | |
| Trigger: | This use-case is triggered after the Admin selects a driver whose information will be updated. | | |
| Typical Course of Events: | Actor Action | System Action | |
| Step 1: The Admin logs into the system.  Step 2: The Admin navigates into the driver tab.  Step 4: The Admin reviews the updates the driver’s information.  Step 6: The Admin confirms the action. | Step 3: The system displays all registered driver in the system.  Step 5: The system prompts the Admin to confirm the action.  Step 7: The system updates the driver’s information based on the Admin’s input. | |
| Alternate Courses: | Alt-Step 1: If the Admin fails to log in, an error message will be displayed.  Alt-Step 6: If the Admin cancels the action, the driver’s information will not be updated and remains as is. | | |
| Conclusion: | The use-case concludes when the Admin successfully updates the driver’s information. | | |
| Post condition: | * If the Admin cancels the update, the driver’s information will not be updated. * If the Admin confirms the deletion, the driver’s information will be updated based on the Admin’s input. | | |
| Business Rules: | * The system will always prompt a confirmation of update to the Admin. * The Driver’s permission is needed when updating their information unless it is them who requested the update. * The system should log the update. | | |
| Implementation Constraints and Specifications: | A web-based application will be provided to the Admin in order to update the information of the driver which can be accessed using Google Chrome, Microsoft Edge, or Mozilla Firefox. | | |
| Assumptions: | * The Admin logs into the system. * The Admin has the correct credentials to access the system in order to perform the action. * The Driver must be registered. * There is a reason for the update. * The Driver is notified of the update. | | |
| Open Issues: | 1. How should the Admin handle cases where the Driver’s information needs to be updated without their consent like data entry error? | | |

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| Use-Case Name : | Add Driver | | Use-Case Type:  System Requirement |
| User-Case ID: | CSUTrike-UCAdmin-1.05 | |
| Priority: | High | |
| Source: | Requirement – CSUTrike-SRv1 | |
| Primary Business Actor: | Admin | | |
| Other Participating Actors: | Driver | | |
| Other Interested Actors: |  | | |
| Description: | The use-case describes the event where the Admin has the ability to add a new driver in the system. | | |
| Pre-condition: | * The Driver must provide necessary requirements the Admin needs to registered the driver. | | |
| Trigger: | This use-case is triggered after the Admin reviews the Driver’s requirements and passed the review. | | |
| Typical Course of Events: | Actor Action | System Action | |
| Step 1: The Admin reviews the requirements provided by the Driver.  Step 2: The Admin decides whether to registered the Driver to the system.  Step 3: The Admin logs into the system.  Step 4: The Admin navigates into drivers tab.  Step 6: The Admin adds the driver by entering the necessary information that the system asks.  Step 9: The Admin confirms the action. | Step 5: The system displays all registered driver in the system.  Step 7: The system verifies the Admin’s input.  Step 8: The system prompts the Admin to confirm the action.  Step 10: The system adds the Driver into the registered drivers. | |
| Alternate Courses: | Alt-Step 2: If the Admin decided not to registered the Driver, they will not be added into the system.  Alt-Step 3: If the Admin fails to log in, an error message will be displayed.  Alt-Step 6: If the Admin did not enter the necessary information, the system warns the Admin until all necessary information are entered.  Alt-Step 7: If the system detects an existing driver, it will not accept the request and will either ask the Admin to delete or update existing driver.  Alt-Step 9: If the Admin cancels the action, the Driver will not be registered. | | |
| Conclusion: | The use-case concludes when the Admin successfully adds the Driver into the system as a registered driver. | | |
| Post condition: | * If the Admin cancels the action, the Driver will not be registered and added into the system. * If the Admin confirms the action, the Driver will be registered. | | |
| Business Rules: | * The system will always prompt a confirmation of adding to the Admin. * Background checks on registering Driver is necessary. * The system should log the date when the Driver is added. | | |
| Implementation Constraints and Specifications: | A web-based application will be provided to the Admin in order to add new driver which can be accessed using Google Chrome, Microsoft Edge, or Mozilla Firefox. | | |
| Assumptions: | * The Admin logs into the system. * The Admin has the correct credentials to access the system in order to perform the action. * The Driver must provide necessary requirements. * The Admin conducts background checks before adding the Driver into the system. | | |
| Open Issues: | 1. The Admin will review the documents and requirements provided by the Driver manually. | | |

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| Use-Case Name : | Delete Driver | | Use-Case Type:  System Requirement |
| User-Case ID: | CSUTrike-UCAdmin-1.06 | |
| Priority: | Medium | |
| Source: | Requirement – CSUTrike-SRv1 | |
| Primary Business Actor: | Admin | | |
| Other Participating Actors: | Driver | | |
| Other Interested Actors: |  | | |
| Description: | The use-case describes the event where the Admin has the ability to delete a driver based on a valid reason. | | |
| Pre-condition: | * The Driver must be registered. * The Admin must have a valid reason for the deletion. | | |
| Trigger: | This use-case is triggered when the Admin selects a Driver to delete. | | |
| Typical Course of Events: | Actor Action | System Action | |
| Step 1: The Admin logs into the system.  Step 2: The Admin navigates into drivers tab.  Step 4: The Admin selects a driver to delete.  Step 5: The Admin confirms the action. | Step 3: The system displays all registered drivers.  Step 4: The system prompts a confirmation to the Admin.  Step 6: The system deletes the driver expect for the transaction’s under them. | |
| Alternate Courses: | Alt-Step 1: If the Admin fails to log into the system, an error message will be displayed.  Alt-Step 4: If the Admin cancels the deletion, the Driver will remain registered. | | |
| Conclusion: | The use-case concludes when the Admin successfully deletes the Driver in the system. | | |
| Post condition: | * If the Admin cancels the action, the Driver will remain registered. * If the Admin confirms the action, the Driver will deleted in the system. | | |
| Business Rules: | * The system will always prompt a confirmation of deletion. * There must be a valid reason behind the deletion. | | |
| Implementation Constraints and Specifications: | A web-based application will be provided to the Admin in order to delete a driver which can be accessed using Google Chrome, Microsoft Edge, or Mozilla Firefox. | | |
| Assumptions: | * The Admin logs into the system. * The Admin has the correct credentials to access the system in order to perform the action. * The Driver is registered. * There is a valid reason for the deletion. | | |
| Open Issues: | 1. How will the Drivers be notified that they are no longer registered in the system? | | |

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| Use-Case Name : | View All Booking Transactions | | Use-Case Type:  System Requirement |
| User-Case ID: | CSUTrike-UCAdmin-1.07 | |
| Priority: | High | |
| Source: | Requirement – CSUTrike-SRv1 | |
| Primary Business Actor: | Admin | | |
| Other Participating Actors: | Driver, Passenger | | |
| Other Interested Actors: |  | | |
| Description: | The use-case describes the event where the Admin has the ability to view all booking transaction. Additionally, they have the privilege to download selected report. | | |
| Pre-condition: | * Past transactions are automatically saved by the system. | | |
| Trigger: | This use-case is triggered when the Admin views transactions. | | |
| Typical Course of Events: | Actor Action | System Action | |
| Step 1: The Admin logs into the system.  Step 2: The Admin navigates into transaction tab.  Step 4: The Admin selects a report to view.  Step 6: The Admin downloads the report.  Step 8: The Admin confirms the action. | Step 3: The system displays all booking transactions.  Step 5: The system displays the content of the report.  Step 7: The systems prompts a confirmation.  Step 9: The system will download the selected report. | |
| Alternate Courses: | Alt-Step 1: If the Admin fails to log into the system, an error message will be displayed.  Alt-Step 6: If the Admin decides not to download the report, there is further no action and the system will return to the previous state without modifying any data. | | |
| Conclusion: | The use-case concludes when the Admin successfully views the transaction or downloads the report. | | |
| Post condition: | * If the Admin downloads the report, it will be saved in their personal computer or devices. * If the Admin cancels the action, the report will not be downloaded. | | |
| Business Rules: | * The system will always prompt a confirmation. * Reports cannot be deleted. * Transaction data is saved automatically by the system for future use. | | |
| Implementation Constraints and Specifications: | A web-based application will be provided to the Admin in order to view and download reports which can be accessed using Google Chrome, Microsoft Edge, or Mozilla Firefox. Additionally, encryption will be applied to protect reports. | | |
| Assumptions: | * The Admin logs into the system. * The Admin has the correct credentials to access the system in order to perform the action. * The Admin downloads the report. * The Admin views the report. | | |
| Open Issues: | 1. Filter is necessary to avoid overwriting old reports and for easy tracking and management of reports. 2. Should the system allow the Admin to choose a file format when downloading or it will automatically be CVS? 3. For large volumes of reports, should pagination be considered? | | |