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| **Name:** Grant access levels | **ID:1** |
| **Stakeholders and goals:** Admin - wants to create user groups. | |
| **Description:** Admin needs to create user groups to run the system. | |
| **Actors:** Admin | |
| **Trigger:** Create user groups | |
| **Normal flow:**   1. Grant different access levels to users. | |
| **Sub-flows:** None. | |
| **Alternative/Exceptional flows:** None. | |

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| **Name:** Promote staff to manager | **ID:2** |
| **Stakeholders and goals:** Admin – wants to promote a staff to manager  Staff – gets promoted to manager | |
| **Description:** Admin can promote staff to manager. | |
| **Actors:** Admin | |
| **Trigger:** Staff is qualified to be promoted. | |
| **Normal flow:**   1. Evaluate a staff. 2. Promote a staff if he/she is qualified. | |
| **Sub-flows:** None. | |
| **Alternative/Exceptional flows:** None. | |

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| **Name:** Disable accounts | **ID:3** |
| **Stakeholders and goals:** Admin – wants to disable accounts. | |
| **Description:** Admin can disable accounts | |
| **Actors:** Admin | |
| **Trigger:** Any account behaves suspiciously. | |
| **Normal flow:**   1. Disable a suspicious account. | |
| **Sub-flows:** None. | |
| **Alternative/Exceptional flows:** None. | |

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| **Name:** Enable accounts | **ID:4** |
| **Stakeholders and goals:** Admin – wants to enable accounts. | |
| **Description:** Admin can enable accounts. | |
| **Actors:** Admin | |
| **Trigger:** Admin enables accounts. | |
| **Normal flow:**   1. Enable a disabled account. | |
| **Sub-flows:** None. | |
| **Alternative/Exceptional flows:** None. | |