Georgia State University

The Workflow Tracker
Vision

Version <1.0>

Table of Contents

Vision

1.   Introduction

The purpose of this document is to collect, analyze, and define high-level needs and features of The Workflow Tracker Vision. It focuses on the capabilities needed by the stakeholders and the target users, and why these needs exist. The details of how The Workflow Tracker Vision fulfills these needs are detailed in the use-case and supplementary specifications.

1.1   Purpose

To be an organized company that offers a combination of administrative services with each job easily tracked through each department thus ensuring quality service and high customer satisfaction

1.2   Scope

Finding which department is working on a particular job. How many departments are involved with a job. Finding who from what department worked on it.

1.3   Definitions, Acronyms, and Abbreviations

AOS- Administrative Office Services

1.4   References

1.5   Analyst Certifications

We, Tayler, Fangju, David, and Leslie, have analyzed these documents and believe that they:
- Comply with current UML syntax and best practices.

- Are internally consistent

- Meet the stakeholder needs, as we understand them

1.6   Overview

The following sections of this document contain the details in the current world, stakeholder summary, user summary, product overview and goal models. It is then followed by the goals and the methods we use to analyze them to serve the purpose of this product.

2.   Positioning

2.1   Business Opportunity

Business Opportunity: AOS provides essential business services such as word processing and proofing; graphic design, copying, and mailing for its clients. Work can come into any of the departments, and any number of services might be combined. Our automated application tracks each work through its departments and allows managers to maintain high levels of customer satisfaction with results

2.2 Problem Statement

The problem of	Each manager is unable to track where work is once it leaves his or her department
affects	The business and that they may have reduced revenues because customers are not happy.
the impact of which is	Services that are provided late or incomplete or unsatisfactory to customer needs
a successful solution would be	An automated tracking system

2.3 **Product Position Statement**

For	Department managers
Who	Track the progress of works for clients
The Workflow Tracker	is an automated tracking application
That	Allows manager to track works and ensure to maintain high levels of customer satisfaction
Unlike	The current system of manual tracking
Our product	Will automate the ability to track multiple jobs

3. Stakeholder and User Descriptions

3.1 **Stakeholder Summary**

Name	Description	Responsibilities
Security manager	Handles security concerns	Ensures that the system will be maintainable, and the network protected.
Developer	Administers software and database systems	Create and maintain WorkFlow Tracker system to help with tracking jobs with multiple services.
Purchaser	Owner	Makes the decisions on purchasing products.

3.2 **User Summary**

Name	Description	Responsibilities	Stakeholder

Customers	Purchases the services	Specify which service/s they would like.	
Managers	Manage progress of jobs	Track the progress of jobs that consist of one or more services.	
Upper-Level Management	Track who did what job	To maintain accountability, especially if the client is not satisfied.	

3.3 User Environment

Users will access the WorkFlow Tracker System through the internet, so any computing device that has access to the internet will be able to access the system. Having accessed the website through the Internet, authorized users can navigate the database through a secure login.

3.4 Key Stakeholder or User Needs

Need	Priority	Concerns	Current Solution	Proposed Solutions
Track jobs that have more than one service in order to help ensure customer satisfaction.	High	Jobs with multiple services can get lost among the different departments.	Managers must manually track the jobs.	WorkFlow Tracker System maintains, and updates job lists and keeps track of the services requested by the customer. Users can view customer job requests and track the progression on jobs that have more than one service requested.

4. Product Overview
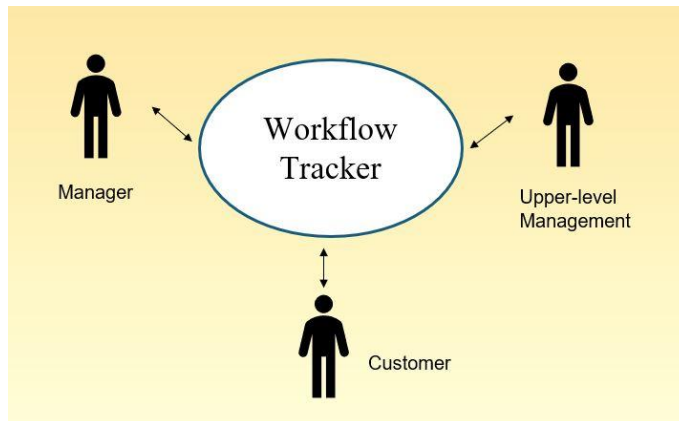
4.1

4.2 Assumptions and Dependencies

- Customers must have prior knowledge of how to use similar platforms.
- In order to keep our customers' information at AOS we first need their consent.
- Staff must be knowledgeable in signature task in other departments.

4.3 Licensing and Installation

5. Goal Model

5.0 [Ubiquitous] The system shall require the employee to log into track system.
[Avoid] when the password is wrong, then do not authenticate user.

5.1 [Event-driven] Order Products/ Services
5.1.1 When the customer places an order online, A job order ID is created.
5.1.2 When a customer places an order, then the system shall ask the user to review the services and confirm their selections are logged correctly.

5.2 [Achieve] Track Order
5.2.1 When a customer checks on service progress and delivery, then percentage completed is displayed and tracking information is provided.

5.3 [Event-driven] Leave Comments
5.3.1 When a customer gives feedback, then prompts the customer to a comment section to write and submit the comment.

5.4 [Achieve] Incoming job will be logged into the system
5.4.1 When receiving department gets an incoming job, then the job will be logged into the system and be assigned to unique control number.
5.4.2 When the job has its unique number, then show receiving dates and times and allow to enter the customer information and deadline.

5.5 [Achieve] Identify workflow
5.5.1 When individual departments get their task information, then the system shall allow upper management to identify the sequence of departments.

5.6 [Achieve] Assign a person to the task
5.6.1 When staff's skills and availability are entered into the system, staff's skills will be categorized.
5.6.2 When the manager requests to assign jobs, then the system shall allow the manager to assign the job order to specific staff or staff members.
5.6.3 When the manager assigns or reassigns the task to a staff with required skills, then the system should show the staff's earliest availability date.
5.6.4 When the manager reassigns the task to a staff, then updates the staff information linked to the task.

5.7 [Maintain] Staff information
5.7.1 While the task is being done, always link the staff that is doing the work

5.8 [Maintain] Track job status
5.8.1 When the manager requests to track job, then system will allow the manager to see date of receipt, due date, department doing the work, staff member doing the work, and percentage of completion

5.9 [Cease] Modify Job
5.9.1 When upper management modifies a job, then the system shall prompt the user to add or remove a service or

to delete entire job.

5.10 [Cease] Job completion
5.10.1 When the job is completed, then end open job.
5.10.2 When the job is completed, then it will be marked as closed with the date and time of completion.

5.11 [Event-driven] Delivery or Return to customer
5.11.1 When job is completed, then the work shall be reviewed by manager.
5.11.2 When the manager requests to deliver a job, then the system will allow access to the final product review and deliver product to the customer.
5.11.3 When job is closed after remedial action, then the work shall return to customer.

5.12 [Achieve] View job history
5.12.1 When the job is completed, then archive the job and allow manager/ staff to view job history.
5.12.2 When the manager views a completed and archived job, then the system prompts the manager to view job history information.

5.13 [Achieve] Collect comments
5.13.1 When the users leave the comments, then link them to a job and service.
5.13.2 When a manager receives comments, then the system prompts the manager to link them to staff member (s) who oversaw the job.

5.14 [Optional] Remedial action
 5.14.1 Where the need for remedial ac-tions is requested, then the system shall make the job reopen.
5.14.2 Where the job is reopened, then the system shall mark it as "Remedial Action".

5.15 [Unwanted]
5.15.1 If an uncompleted job is overdue, then the system shall notify the user.
5.15.2 If the agent attempts to close an uncompleted job, then the system shall display an error massage.

5.16 [State-driven]
5.16.1 While the job is on remedial action, the system shall keep the job open.
5.16.2 While the job is created, the system shall keep the job into database.

5.17 [Avoid]
5.17.1 Never close the job that has not been completed.

User Stories
As a manager
I want to assign the job to the staff with required skills
So that I can get the job done efficiently.

As a manager
I want to track work in departments
So that I can ensure that the jobs are completed in the departments and moved along properly.

As a manager
I want to receive a monthly listing of all comments
So that I can improve our services and increase customer satisfaction

Quality Requirements

WITHIN a year, WHILE The Workflow Tracker website is running, it can be down no more than 10 minutes and 20 seconds.

WITHIN a month, WHILE customers are placing orders online, no more than 0.7% of orders placed shall need re- submission due to order processing failure.

WITHIN a year, WHILE customers are submitting orders online, it will take no more than 3 seconds to generate an order number after a customer submits their order.

6. Constraints

7. Precedence and Priority

High Priority	Medium Priority	Low Priority
1	2	3

8. Use-Case Model

8.1 Goal Use-Case Traceability

	UC1	UC2	UC3	UC4	UC5	UC6	UC7	UC8	UC9	UC10	UC11	UC12	UC 13
5.1.2	X												
5.2.1		X											
5.3.1			X										
5.4				X									
5.5.1										X			
5.6.2					X								
5.8.1						X							
5.9.1													X
5.10.2											X		
5.11.2							X						
5.12.2								X					
5.13.2									X				
5.14.2												X	

8.2   Use-Case Diagram
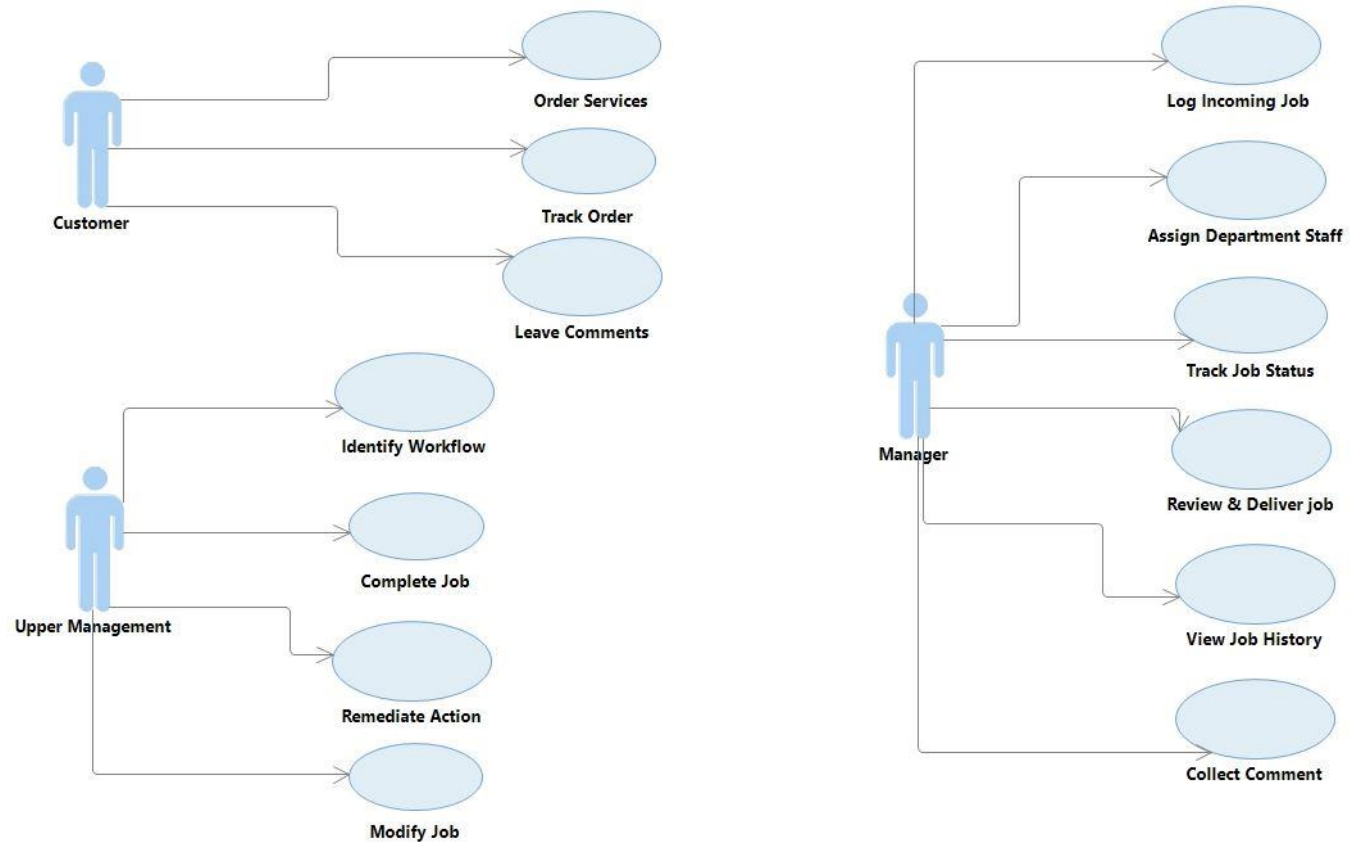
8.3 Business Process Model
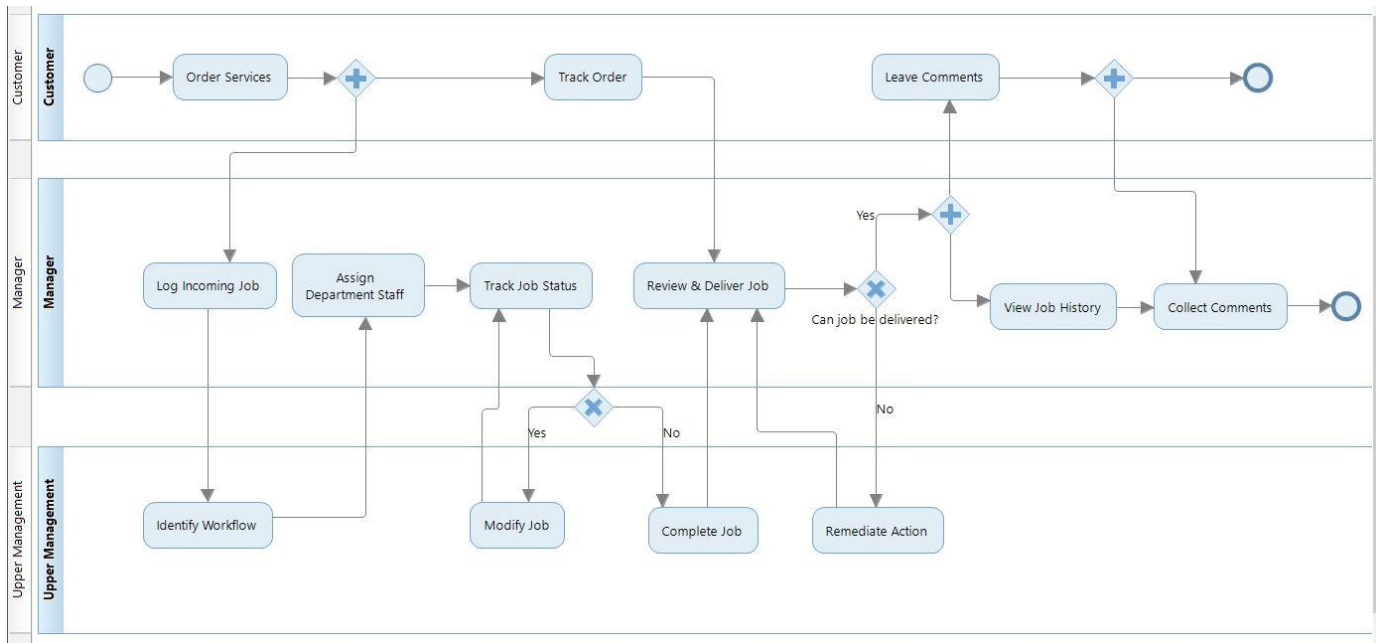
8.4   Use-Case 1: Order Services {1}

Name	Order Services
Description	A customer places their order for the admin work that they want from The Workflow Tracker.
Goal	When a customer places an order, then the system shall ask the user to review the services and confirm their selections are logged correctly.
Pre-condition	The user wants to place the order but does not have an order yet.
Post-condition	The customer successfully submits their order.
Customer (Actor)	**System**
1. A customer selects the place order option.	2. Presents the display prompting the customer to select from the list of admin services offered.
3. Customer selects which job or jobs they want.	4. Highlights jobs selected and prompts the customer to confirm.
5. Customer confirms the order.	6. Displays "Processing" within a pop- up message to customer while sending job access to corresponding department staff. 7. Once completed, Job order number is displayed to customer and receipt is sent to customer.
Alternatives	
A. No confirmation from customer	
5. Customer doesn't confirm the order within 15 minutes.	6. Displays "Are you still there?" within a pop- up message with a timer for 10 seconds. 7. Once the timer is up, display loops back to step 2 of main flow

8.5   Use-Case 2: Track Order {2}

Name	Track Order
Description	A Customer can follow these steps to monitor the status of service progress and delivery
Goal	When a customer checks on service progress and delivery, then percentage completed is displayed and tracking information is provided.
Pre-condition	The user has a confirmation number (control number) with purchase
Post-condition	The customer can know when to expect order delivery.
Customer (Actor)	**System**
1. Customer clicks "track my order"	2. Displays new page with a prompt for

	customer to input order confirmation number
3. Customer enters confirmation number.	4. System retrieves order 5. Displays service progress, marks finished step(s), and highlights current step. 6. Displays expected date of out-for-delivery
Alternatives	
A. Customer does not have confirmation number	
3. Customer clicks "Call for more information."	4. System displays company phone number and email address for further assistance
B. Wrong confirmation number	
3. Customer enters incorrect confirmation number.	4. System messages: "no confirmation number found"
5. Shopper needs more information; Customer clicks "call for more information."	6. System displays company phone number and email address for further assistance

8.6   Use-Case 3: Leave Comments {3}

Name	Leave Comments
Description	A Customer can follow these steps to give feedbacks.
Goal	When a customer gives feedback, then prompts the customer to a comment section to write and submit the comment.
Pre-condition	The customer wants to leave a comment about the service provided.
Post-condition	The customer submits comments.
Customer (Actor)	**System**
1. Customer clicks "Feedback"	2. Prompts Customer for order confirmation number
3. Customer enters confirmation number.	4. System retrieves and displays customer and order information 5. Displays "add comments" button under information.
6. Customer clicks "add comments"	7. Prompts the user to enter comments and display "submit" button under comment section
8. Customer clicks "submit"	9. Display "We have received your feedback. Thank you!" 10. Directs the user to customer and order information page.
Alternatives	

A. Wrong confirmation number	
3. Customer enters incorrect confirmation number	4. System messages: "no confirmation number found"
5.Shopper needs more information; Customer clicks "call for more information"	6.System displays company phone number and email address for further assistance

8.7   Use-Case 4: Log Incoming Job {1}

Name	Log Incoming Job
Description	When the receiving department gets an incoming job, then the job will be logged into the system and be assigned to unique control number.
Goal	When manager logs incoming job, then the system shall assign an unique number to job, show the receiving dates and times, and allow the manager to enter the customer information and deadline.
Pre-condition	The receiving department has incoming jobs without assigned control numbers.
Post-condition	The manager can assign unique control numbers to each job.
Manager (Actor)	**System**
1. Manager selects the option to "Assign job control number."	2. Displays unassigned job orders along with receipt date and time 3. Displays message "Please select jobs that you wish to assign" and click next
4. Manager selects job order that he or she wants to assign and clicks the "Next" button	5. Generates and displays a control number for the job 6. Displays menu for the manager to add details about the job such as "Enter customer information."
7. Manager clicks the "Enter customer information" button and clicks "Next" at the bottom of the page.	8. New screen pops with boxes for manager to enter customer's information such as name, address, email, phone number and job deadline.
9. Manager enters customer information and deadline and clicks "Next."	10. Display customer information with prompt to confirm once all the boxes have been filled
11. Manager clicks the "Confirm" button.	12. Logs the input information into the current job order database 13. Displays "Information has been confirmed and logged into database" in a pop- up message.
Alternatives	

A. Customer Information or deadline is incorrect.	
7. Manager clicks "Go back" at the bottom of the page.	8. Displays previous screen with the option "Edit" customer information.
1. Managers clicks "Edit"	2. System loops back to step 8 of main work flow.

8.8   Use-Case 5: Assign Department Staff {1}

Name	Assign Department Staff
Description	A department manager assigns job order to staff
Goal	When the manager requests to assign jobs, then the system shall allow the manager to assign the job order to specific staff or staff members.
Pre-condition	The user wants to assign job order to specific staff or staff members
Post-condition	The department manager successfully assigns job orders to staff or staff members
Manager (Actor)	**System**
1. Department manager selects the option to "view recently submitted job orders."	2. Populates list of recently submitted and unassigned job order identification numbers 3. Displays "Processing" message to manager 4. Displays new page prompting the manager to select from the list and to click "Submit" when done
5. Department manager selects which job or jobs they want to assign someone to and clicks "Submit."	6. Populates list of existing staff in the corresponding departments from the database. 7. Displays the message "Processing" in a pop- window. 8. Prompts manager to select staff and to click "Submit" when done.
9. Department manager selects staff (s) to assign to the job order and clicks "Submit."	10. System displays manager's job orders and staff selections and requests confirmation
11. Department manager clicks "Confirm."	12. System logs corresponding staff to the job order number in job order database 13. Displays the message, "Completed" in a pop- up window to the manager.
Alternatives	
A. No confirmation	
11. Department manager does not confirm after 15 minutes	12. Displays "Are you still there?" within a pop- up message with a timer for 10 seconds.

	13. Once the timer is up, display loops back to step 10 of main flow

8.9   Use-Case 6: Track Job Status {1}

Name	Track Job Status
Description	A manager tracks job status.
Goal	When the manager requests to track job, then system will allow the manager to see date of receipt, due date, department doing the work, staff member doing the work, and percentage of completion
Pre-condition	The user wants to see when the job is received, when it is due, what department it is assigned to, who is working on it, and percentage towards completion
Post-condition	The manager can successfully access the info about when it was received, when it is due, what department it is assigned to, who is working on the job, and percentage completed
Manager (Actor)	**System**
1. Manager selects the option to "see order status."	2. Presents the display prompting the manager to select from the list of job order identification numbers
3. Manager selects which job or jobs they want to track	4. Presents job order identification numbers along with the date job was submitted, the due date, the department assigned to the job, the staff assigned to it, and percentage completed. 5. Under information provided, the system displays "Is this what you were looking for?" and prompts user for response "yes" or "no."
6. Manager clicks "yes."	7. System still displays job order info, but no longer displays prompt.
Alternatives	
A. Not looking for this job	
6. Manager clicks "no."	7. System loops back to step 18

8.10   Use-Case 7: Review & Deliver job {1}

Name	Review & Deliver job
Description	Manager can review final product before delivery to customer.
Goal	When the manager requests to deliver a job, then the system will allow access to the final product

	review and deliver the product to the customer.
Pre-condition	The finished job order has not been reviewed and has not been delivered yet.
Post-condition	The manager accesses the final product, reviews it, and sends it to the customer.

Manager (Actor)	**System**
1. Manager selects option to "View Completed Jobs."	2. Displays selections from jobs marked as complete by staff and prompts the user to select one.
3. Manager selects job order number.	4. Loads job so that manager can access it. 5. Displays prompt to "Deliver: yes or no?"
6. Manager clicks "yes."	7. Displays prompt for delivery date and time with prompt to send.
8. Manager selects time and date and clicks "send."	9. System delivers product to customer using email on file.
Alternatives	
A. Not to deliver	
10. Manager clicks "no."	11. System flags the job order and notifies assigned staff member(s).

8.11   Use-Case 8: View Job History {2}

Name	View job history
Description	After a job is completed, then the job is archived. A manager or staff member may view the job history.
Goal	When the manager views a completed and archived job, then the system prompts the manager to view job history information.
Pre-condition	The manager needs to mark a job as completed and see it in the job completed archive
Post-condition	The manager marks a job order as completed and can view it in the job history.

Manager (Actor)	**System**
1. Manager selects the option to "view job history" button.	2. Presents a new page with a searching box above full list of completed jobs.
3. Manager clicks a completed job	4. Displays new window. 5. Display the date and time of completion of the job. 6. Display corresponding departments and staff.
7. Manager clicks the "return" button.	8. Display returns to the company's full list of completed jobs.
Alternatives	
A. Looking up another job status	
3. Manager clicks on "search" button and	4. System displays the completed job.

enters job control number.	5. Loops back to step 4

8.12   Use-Case 9: Collect Comment {3}

Name	Collect Comment
Description	A manager can link the comments to staff(s).
Goal	When a manager receives comments, then the system prompts the manager to link them to staff member (s) who oversaw the job.
Pre-condition	The manager receives comments
Post-condition	The manager can link the comments to staff successfully.
Manager (Actor)	**System**
1. Manager selects the option to "View customer comments."	2. Displays a new page with two sections 3. Populates the list of order confirmation numbers on left side selection. 4. Populates the list of the staff members on right side selection
5. Manager selects the "order confirmation number" they want to view comments	6. Pops up a window of customer comments for this job order on the left side section. 7. Pops up a window of staff assigned to this job order on right side section.
8. Manager selects which staff(s) should know comments	9. Prompts the manager to click "submit.
10. Manager presses submits	11. Display "Processing" 12. Links the comments to selected staff member
Alternatives	
A. No comments	
6. Manager closes the window and marks the order with no comments.	7. The system sorts the comment to "no comments folder".

8.13   Use-Case 10: Identify Workflow {2}

Name	Identify Workflow
Description	Upper management identifies the sequence of departments that will work on the job.
Goal	When individual departments get their task information, then the system shall allow upper management to identify the sequence of departments.
Pre-condition	The Manager seeks to order unassigned tasks in a sequential order.
Post-condition	The Manager orders unassigned tasks in a sequential order.
Upper Management (Actor)	**System**

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1. Manager selects the option to "identify workflow."	2. Display different types of workflows
3. Manager selects certain "workflow"	4. Display options for that certain workflow.
5. Manager clicks on the certain "option"	6. Adjusts upper management needs 7. Matches certain criteria that upper management was looking for.
Alternatives	
A. Workflow has been adjusted	
5. manager clicks the other option that has already been selected	6.Display "no further adjustment needed"

8.14   Use-Case 11: Complete Job {1}

Name	Complete Job
Description	When the job is completed, then end open job with date and time of completion.
Goal	When the job is completed, then it will be marked as closed with the date and time of completion.
Pre-condition	A completed job is marked as incomplete.
Post-condition	A completed job is marked as complete and able to be viewed in the company job history.
Manager (Actor)	**System**
1. Manager selects the option to "complete job."	2. Display date and time of completion of job.
3. Manager clicks the "confirm"	4. Display company job history with latest entry showing first.
Alternatives	
A. The job needs to be sent back for adjustment	
3. Manager clicks the "return"	4. Display screen with option to return job status to incomplete and job will be sent back to the corresponding department.

8.15   Use-Case 12: Remediate Action {2}

Name	Remediate Action
Description	When the need for remedial action is requested, then the system shall reopen the job.
Goal	When the job is reopened, then the system shall mark it as "Remedial Action"
Pre-condition	The Upper Management sees that a job that has been marked completed and needs remedial action.
Post-condition	The Upper Management reopens the job and

	marks it as "remedial action."
Upper Management (Actor)	**System**
1. Upper Management selects the option to "Remediate job."	2. Display date and time of remediation of job. 3. Highlights "remedial action."
4. Upper Management clicks the "Confirm" to reopen the job.	5. Display screen with option to return job status to incomplete and job will be sent back to the corresponding department.
Alternatives	
A. No confirmation	
4. Upper management clicks the "Go back" button at the bottom of the screen	5. Displays message "Need remedial action confirmation" in the middle of the page with prompt for Upper management to click "Confirm."

8.16   Use-Case 13: Modify Job {1}

Name	Modify Job
Description	Upper management wants to modify a job
Goal	When upper management modify job, then the system shall prompt the user to add or remove a service or to modify entire job.
Pre-condition	The Upper management wants to modify a job order.
Post-condition	The Upper management successfully modified their order.
Upper management (Actor)	**System**
1. Upper management selects the "Modify Job Order" function from the list of current orders on the administrator's home page.	2. Presents the display prompting the upper management to select from the list of current job orders.
3. Upper management selects which job or jobs they want to modify.	4. Highlights of jobs selected and prompted Upper Management to select "Add a service," "Remove a service," or "Delete a service."
5. Upper management clicks "Add a service".	6. Displays list of services and prompts Upper management to select which jobs to add.
7. Upper management selects services that need to be added to the order	8. Highlights services to be added and prompts Upper management to confirm
9. Upper management confirms	10. Logs new services with the job order number and sends notification to corresponding departments. 11. Displays administrator's home page
Alternatives	

A. Cancellation	
6. Upper management clicks "delete a service"	7. Displays list of services and prompts Upper management to select which jobs to delete.
8. Upper management selects which job or jobs they want to delete.	9. Highlights services to be deleted and prompts Upper management to confirm
10. Upper management confirms	11. Job order is removed from current job order list and placed in archive of deleted job order history
B. Removing a service	
5. Upper management clicks "remove a service"	6. Displays list of services and prompts Upper management to select which services to remove.
7. Upper management selects which job or jobs they want to remove.	8. Highlights services to be removed and prompts Upper management to confirm
9. Upper management confirms	10. Service is removed from current job order list and placed in archive of removed services history.
	11. Reroutes Upper management back to administrative dashboard with message "Service removal Completed" displaying

9.   Object Model