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TSEDM1

Assignment 2

Glossary

Event - A hosted and/or created and designed public or private social occasion. It could include music, photography, film, and food. Each part of the requirements for the event is managed by the respective subteam, such as the Photography Team.

Actor	Process
Client	Orders Event Negotiates budget changes with Production manager
Customer Service	Handles incoming event order requests from clients.
Senior Customer Service	Manages events request and the creation of client records
HR Team	Manages employee records, handles job adverts
Financial Manager	Manages event-planning requests regarding budget details. Manages client records and employee records
Production Manager	Manages event-planning request regarding production

Actors

- Client
- Customer Service
- Senior Customer Service
- HR Team
- Marketing Team
- Financial Manager
- Production Manager
- Administration Manager
- Service Manager
- Vice President

Non-functional requirements

Budget negotiation - If a budget is to be renegotiated with the client, the event application must not continue until the negotiation is finished.

Archive - tasks and events should not be discarded once finished, but instead be stored for later in an archive.

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Increased budget - When requesting a larger budget for a subteam, it must be checked that the requested budget is not larger than absolutely necessary

Use cases and scenarios

Name: Initiating an event
Participating actor(s): - Customer - Customer Service - Administration Manager - Senior Customer Service - Financial Manager - Production Manager
Entry Conditions: - Customer contact Customer Service that fills in the initial details in a form - If request is feasible, forward it to appropriate managers
Exit condition: - Senior Customer Manager declines the event - Administration Manager rejects event - Application set to Open
Quality conditions: Once finished, the event details must not be thrown away, but should be saved in the history of event
Event flow: 1. Customer contacts Customer Service that fills in a form with to the initial requirements 2. Customer Service forward form to the Senior Customer Service Manager 3. Senior Customer Service Manager reviews the request, if feasible, the request is reviewed 4. If the request is approved after being reviews, it is forwarded to the Financial Department in the form of a financial request 5. Financial Manager writes feedback regarding the expected budget and forwards it to the Administration Department 6. The Administration Manager reviews the Financial Managers feedback. If approved, it is sent back to the Senior Customer Service Manager 7. Senior Customer Service Manager sets up a meeting with the client using a booking system 8. Customer is contacted again and a meeting is set up 9. Customer fills in more details about event, together with Production Manager, Financial Manager, Senior Customer Service, and other Services 10. Production Manager manages his part by checking schedule and filling in a form for each for the affected sub teams 11. The application status is setup to Open

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Name: Requesting Production asset/staff

Participating actor(s):
- Production Manager
- Production Department Subteams (Photography, Music, Graphic Design, Decoration, Network Support)

Entry Conditions:
- Client required assets or staff from the Production Department

Exit condition:
- Increased budget declined from Financial Manager
- Task marked as complete in the task list

Quality conditions:

Once a task is finished, it should not be thrown away, but saved in an assignment history

Event flow:
1. Based on the new requests from Customer, Production Manager verifies the availability of staff and possible scheduling.
2. If there is any shortage of staff for the event, a request is sent to HR
3. Otherwise, an application is filled in by the Production Manager with event details requested by the client
4. Each detail about the event is sent out to the appropriate subteam, such as Photography
5. Each subteam check their respective tasks in their task list
6. If more budget is needed, or extra material is needed, comments are added in the task list
7. Production Manager looks over the comments and contact Financial Department if deemed necessary
8. Task is marked complete in the task list by the respective subteams

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Name: Production Department requires larger budget

Participating actor(s):
- Production Manager
- Financial Manager
- Client

Entry Conditions:
- Production Manager submits a request for larger budget

Exit condition:
- Client declines new budget
- Production Department receives a larger budget

Quality conditions:

Once a task is finished, it should not be thrown away, but saved in an assignment history

Event flow:
1. Production Manager receives information that a subteam requires a larger budget, and sends a request to the Financial Manager.
2. Financial Manager reviews the request and notifies the client about an increased budget
3. Financial Manager negotiates the budget with the Client
4. If Client does not decline the new budget, Production Manager is informed that the plans can continue

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Name: Production Department requires more staff

Participating actor(s):
- Production Manager
- HR Team

Entry Conditions:
- Production Manager submits a request for more staff to HR

Exit condition:
- HR hired new permanent staff
- HR outsourced the tasks for the event

Quality conditions:

HR should only hire new permanent staff if it is required in the long term

Event flow:
1. Production Manager submits a form to HR with information about staff shortage
2. HR Team looks over the request and determines whether outsourcing or permanent staff
3. Financial Department is informed for a salary budget
4. If outsourcing seems is deemed appropriate, an external outsourcing company is contacted
5. Otherwise, a job advertisement is created
6. Production Manager is informed about new permanent staff

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Scenarios

Name: Initiating an event
- Rejected by Senior Customer Service, infeasible   - Ask Customer to apply again   - No staff available for chosen service   - Contact HR for outsourcing   - Contact HR for hiring (long term)   - Required items/service are not available   - Contact affected department to file a request   - Contact customer, possibly changing their request   - Expected budget too large   - Contact Financial Department for exception

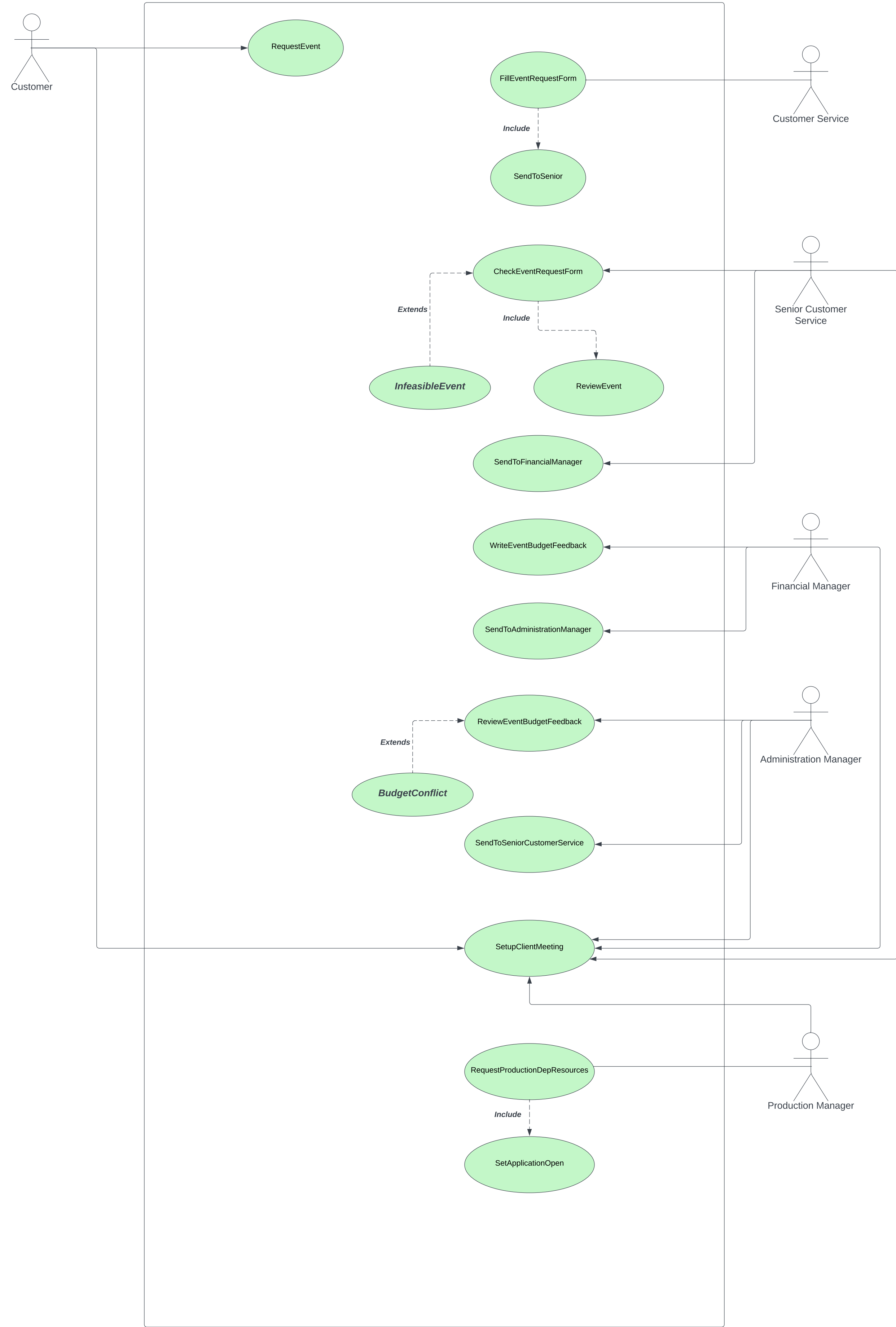| Name: Requesting Production asset/staff |
| --- |
| Request specification is not possible Contact affected department to file a request Contact customer, possibly changing their request Task requires more budget Production Manager does not deem it necessary and solves it internally Production Manager contacts the Financial Department, and submits a request for increased budget Scheduling conflict Production Manager contact HR |

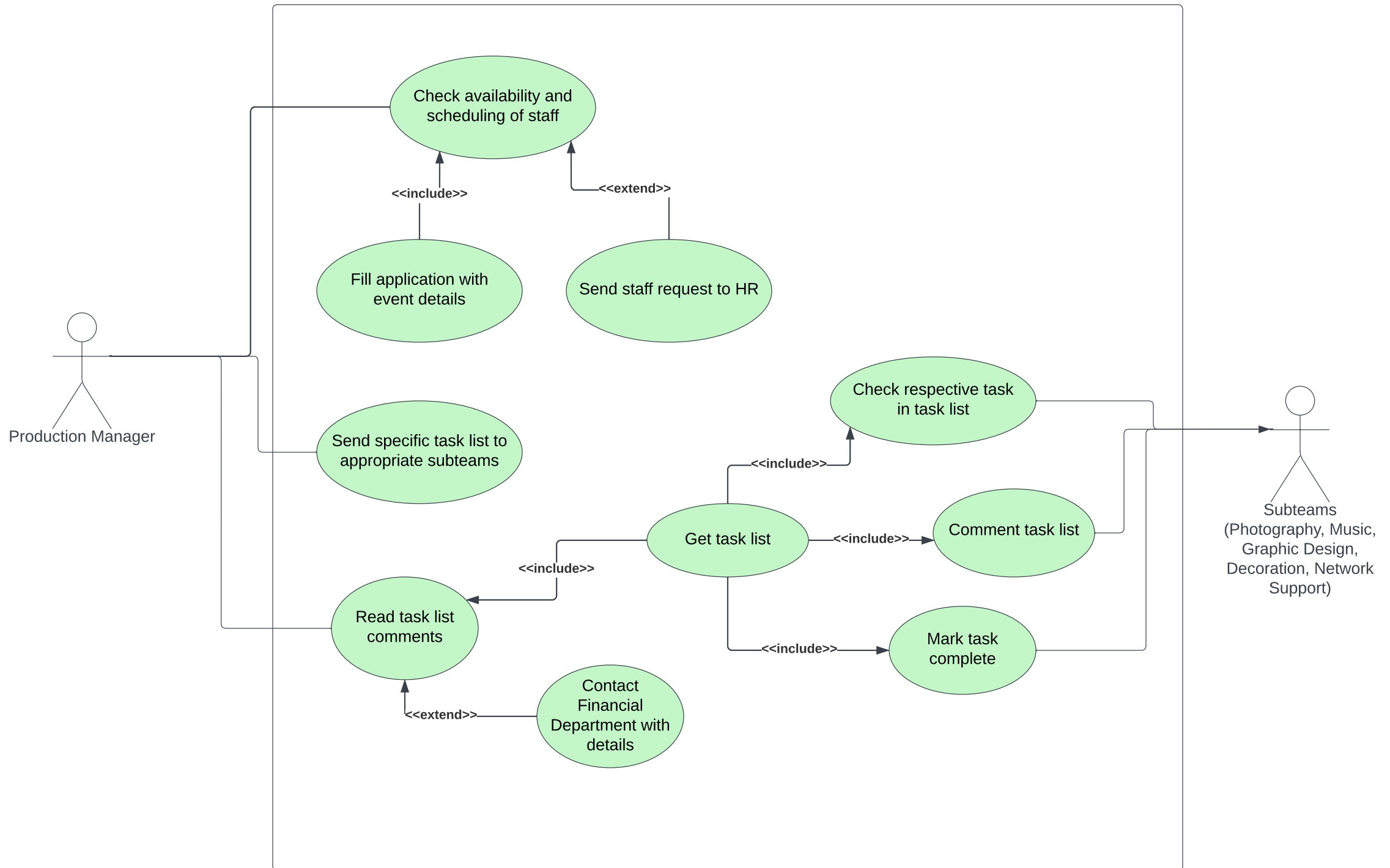| Name: Production Department requires larger budget |
| --- |
| Client does not accept new increased budget Application cannot continue |

Name: Production Department requires more staff
- HR and Production manager deemed it to be a small event   - Required extra resources are outsources   - HR and Production manager deemed it to be a large, reuseable, event   - Permanent staff is recruited

Use Case 1
Initiating an event

Use Case 2
Requesting Production asset/staff

Production Manager

Check availability and scheduling of staff

<<include>>

Fill application with event details

<<extend>>

Send staff request to HR

Send specific task list to appropriate subteams

Check respective task in task list

<<include>>

Get task list

<<include>>

Comment task list

Read task list comments

<<include>>

<<include>>

Mark task complete

<<extend>>

Contact Financial Department with details

Subteams
(Photography, Music, Graphic Design, Decoration, Network Support)

Use Case 3
Production Department requires larger budget

Production Manager

Financial Manager

Client

Review Task Comment

Send Financial Request

extends

Review Financial Request

include

Notify Client

Negotiate Budget

Decline Increased Budget

extends

Notify Subteam about increased budeget
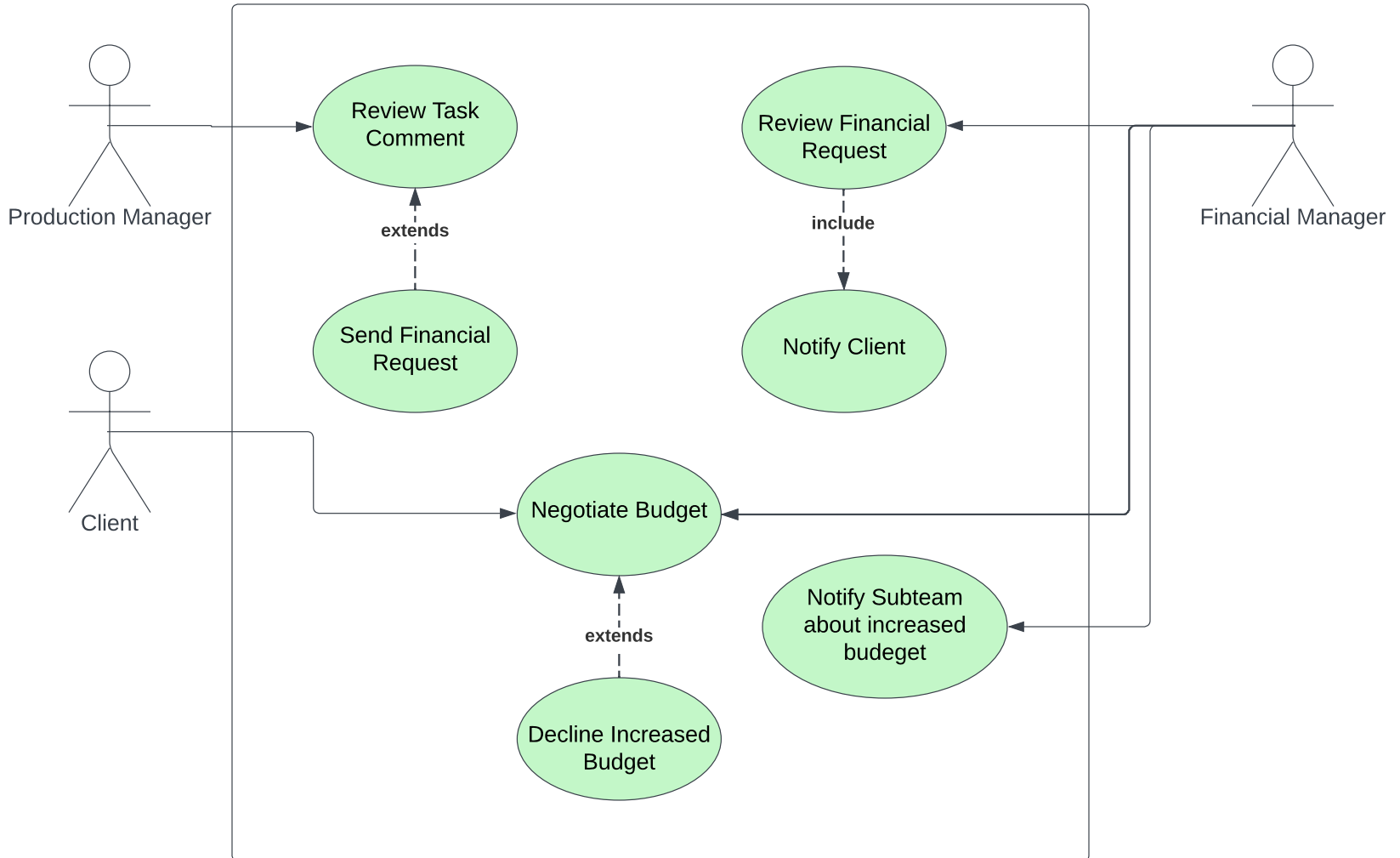
Use Case 4
Production Department Requires More Staff

Production Manager

Create Hire Request

Review Hire Request

HR Team

<<extend>>

Outsource staff from external company

Create Job Advert

Inform Production Department about new resources