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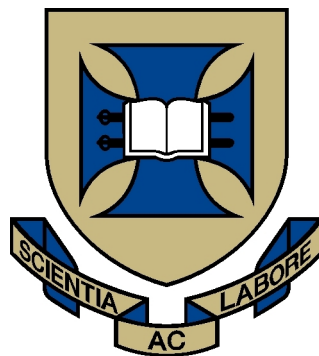
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CSSE3002 – The Software Process

Requirements Specification

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Introduction

This document provides the requirement specification for an eVisa processing system. This is designed to streamline the application and approval process for foreign citizens seeking to enter Australia.

Use Case Packages

Package Diagram

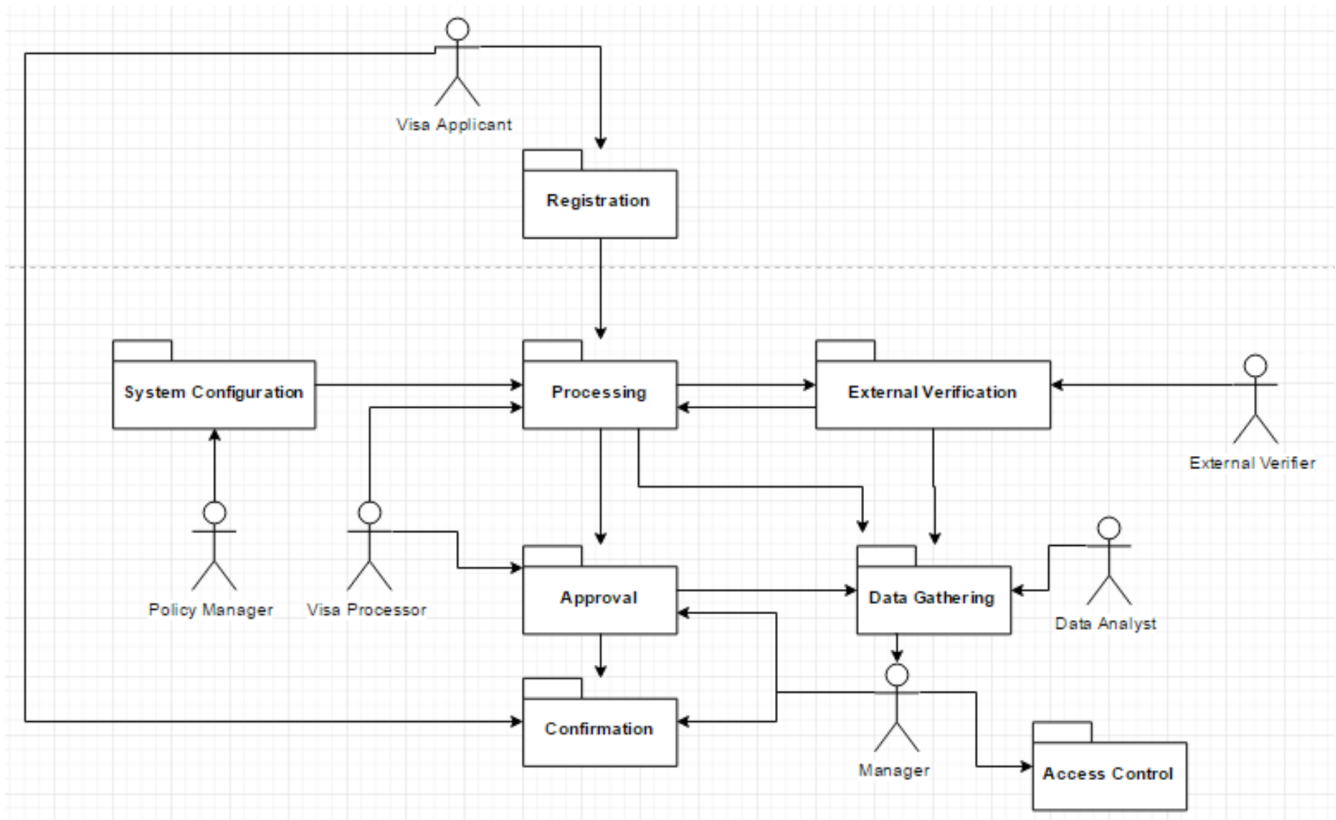


Figure 1: Package Diagram

Package Descriptions

| Package Name | Description |
|-----------------------|--|
| Access Control | Create and manage users and assign access privileges |
| Registration | Give personal information to begin application |
| Approval | The decision of whether or not to grant a visa is made |
| Confirmation | The applicant is notified whether or not their application was successful |
| Data Gathering | View statistics on the behaviour of employees. Allows for more complex data operations |
| External Verification | External verifiers may make comments on an application |
| System Configuration | Policy rules are updated (e.g. updating a black list etc) |

Use Case Diagrams

Processing

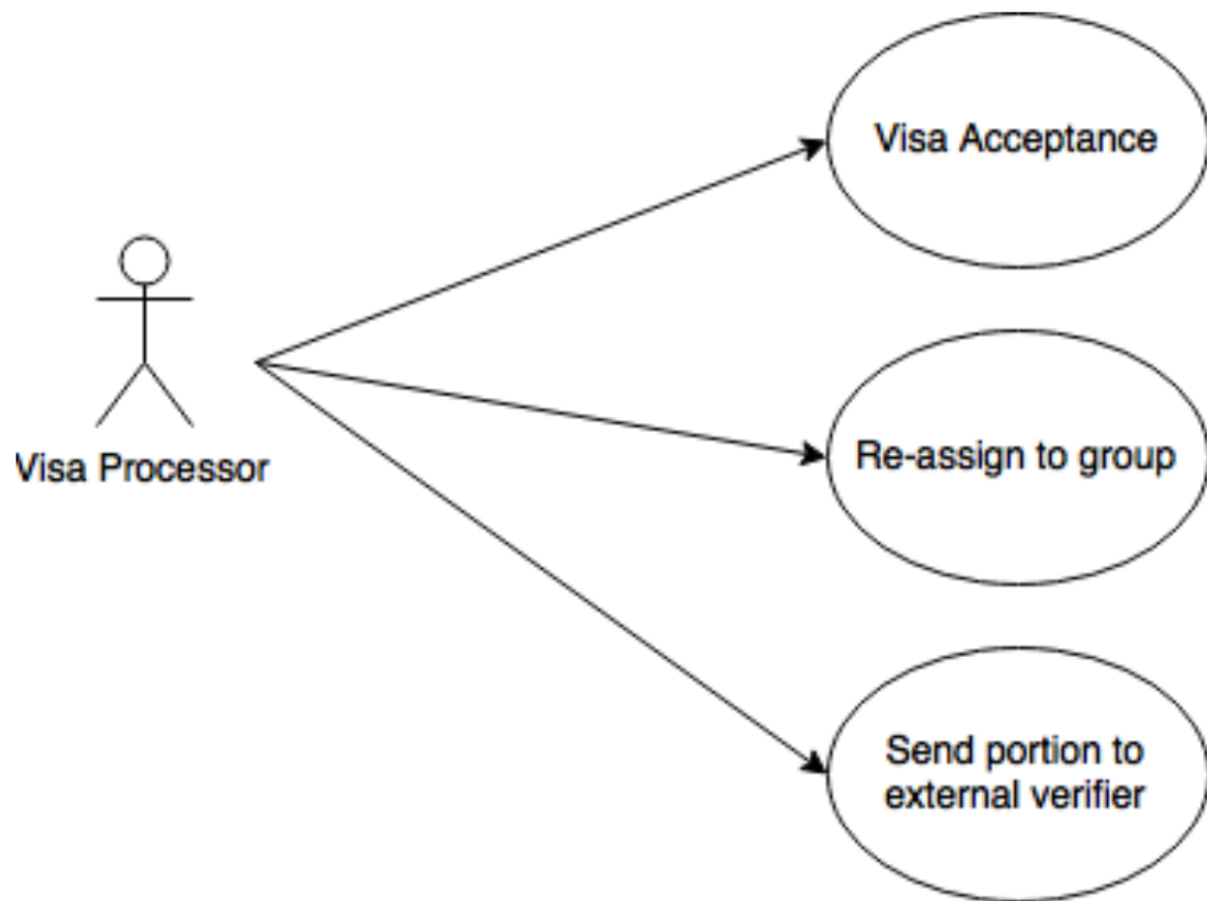


Figure 2: Processing

External Verification

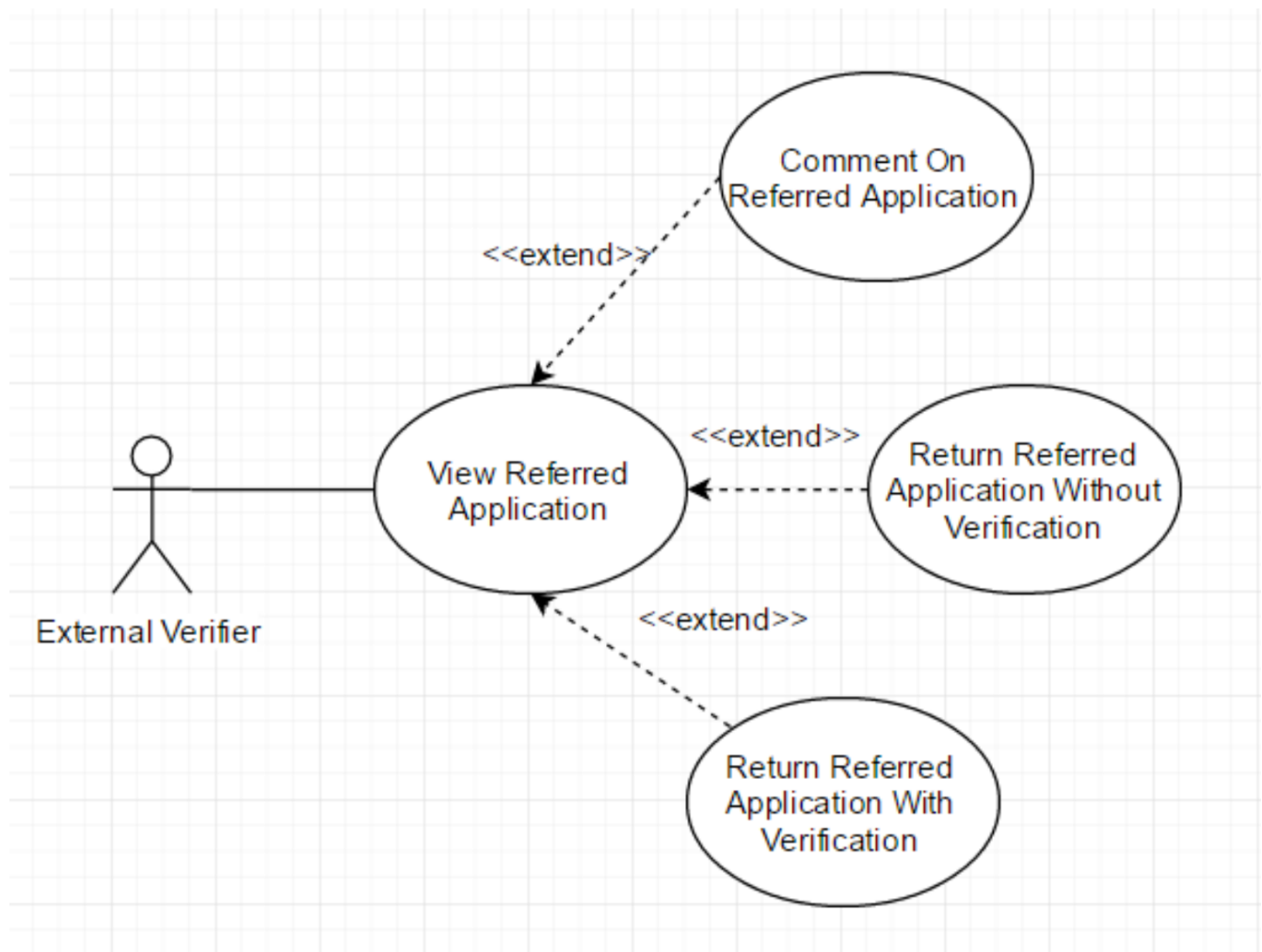


Figure 3: External Verification

System Configuration

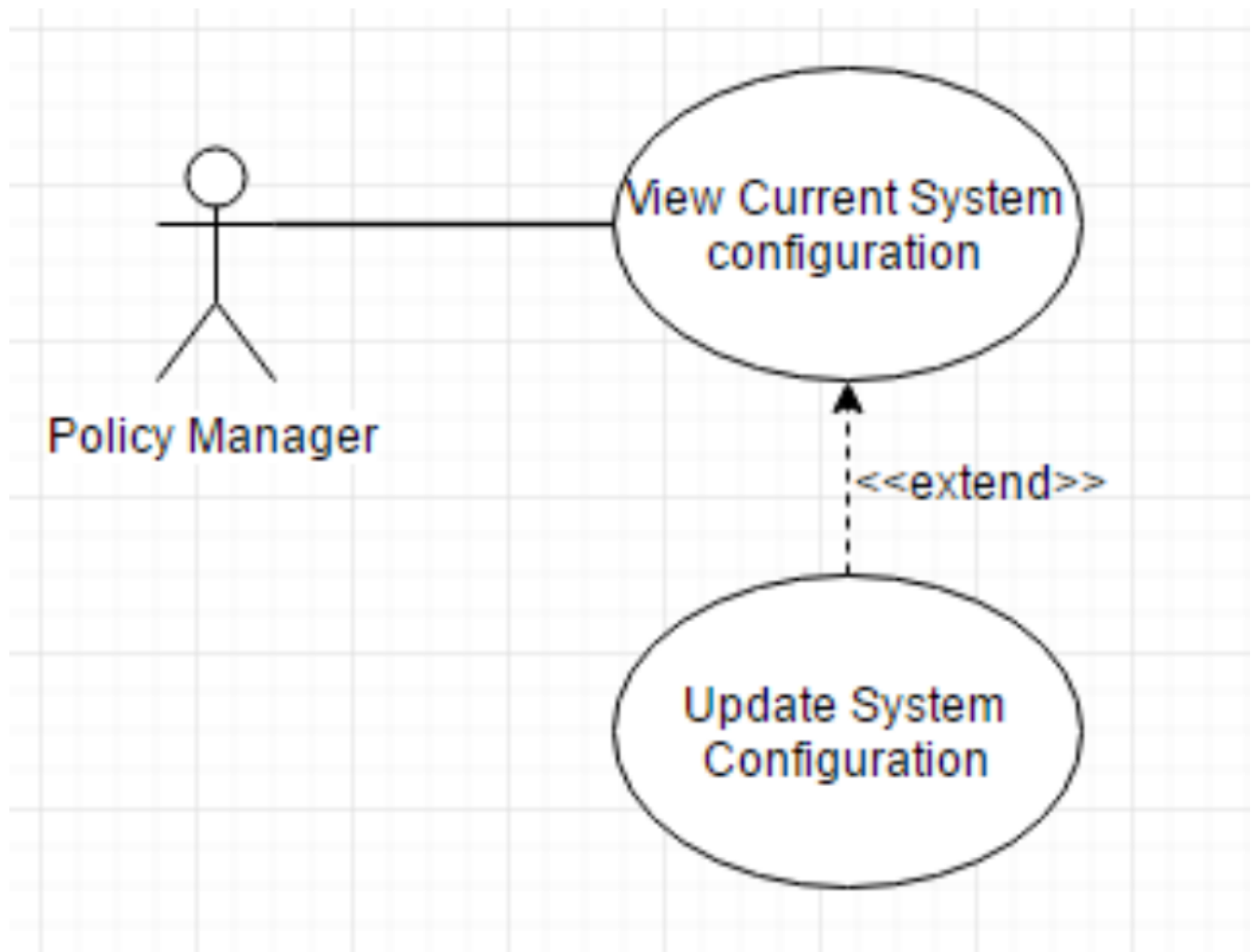


Figure 4: System Configuration

Registration

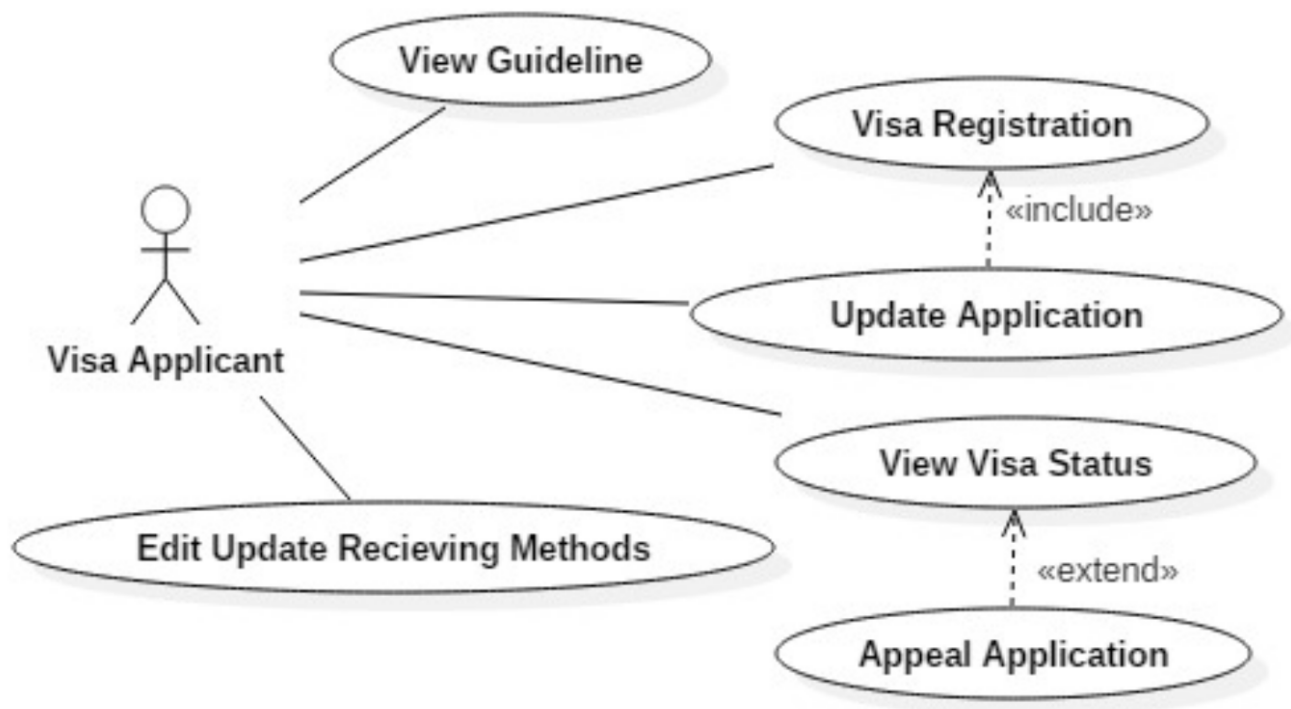


Figure 5: Registration

Access Control

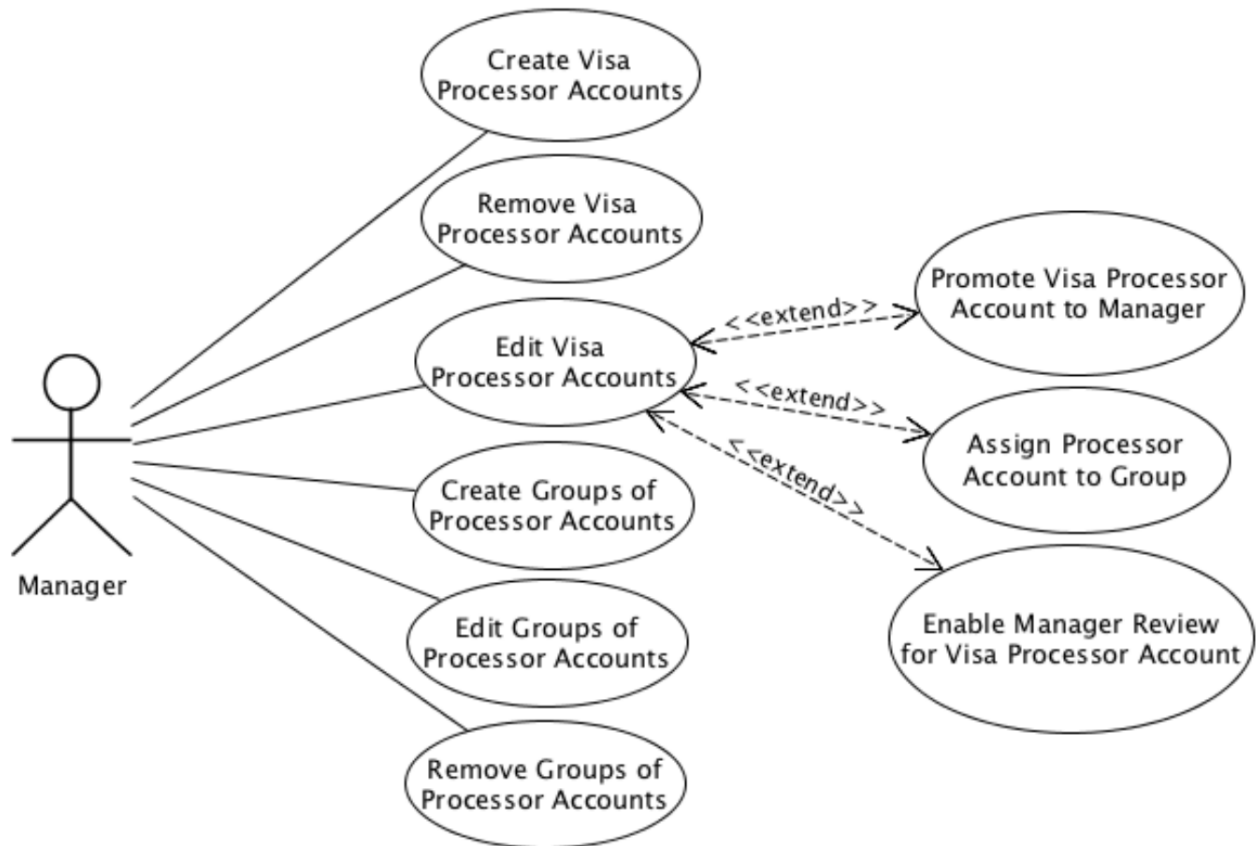


Figure 6: Access Control

Data Gathering



Figure 7: Data Gathering

Approval

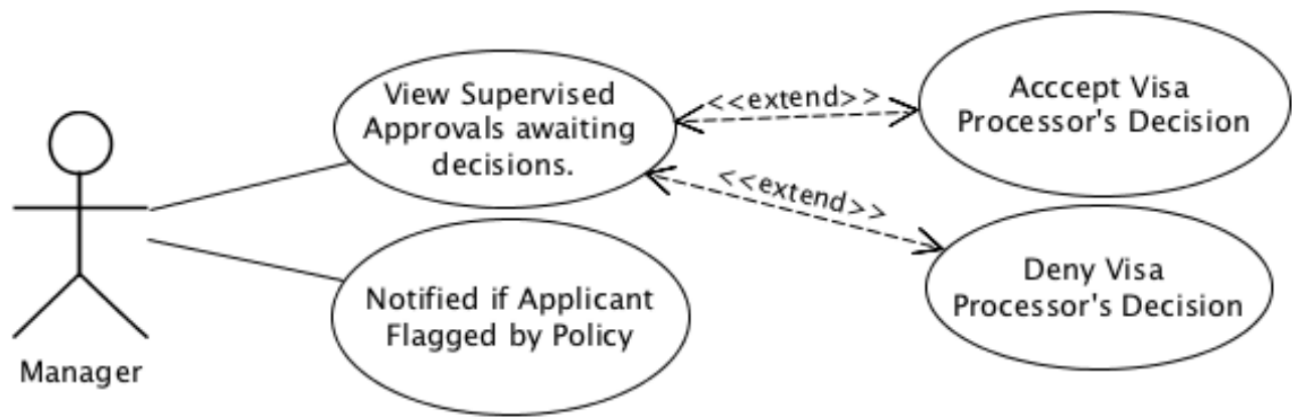


Figure 8: Approval

Actor Descriptions

| Actor Name | Description |
|-------------------|---|
| Visa Processor | Less common user but more frequent and with higher permissions. These users will be reviewing data entered by the Visa Applicant users and approve/deny visas. |
| External Verifier | Users who are not responsible for processing applications, nor under the responsibility of a Manager, but have can have significant information influencing a Visa Processor's decision. A Visa Processor can refer an application to an External Verifier to receive a recommendation. Examples of External Verifiers are members of the AFP or FBI, medical doctors responsible for examinations, or an employer verifying that the applicant is an employee. |
| Manager | Manages a group of Visa Processors by creating Visa Processor accounts with necessary restrictions and monitors processor actions and performance. |
| Policy Manager | Rare users, responsible for updating system configuration to reflect changes in visa policy. E.g. introducing a new type of visa, changing the list of countries that automatically require extra attention. |
| Visa Applicant | The person who apply visa through the system |

Use Case Summaries

External Verification

| Use Case | Summary |
|-----------------------------------|---|
| Vias Acceptance | Allows the user to accept or deny a visa application. The user is also able to write notes or comments and attention them to the application |
| Re-assign to Group | Allows the user to forward a visa application onto another group, in case the user is not qualified or unsure to complete the visa application process |
| Send portion to external verifier | Gives the user the ability to select different areas of the visa application and forward the detail to an external source, such as the FBI or other organisations |

External Verification

| Use Case | Summary |
|---|--|
| View referred application | As an external verifier, I can view the parts of an application that have been referred to me |
| Comment on referred application | As an external verifier, I can add comments and supporting evidence on an application that has been referred to me |
| Return referred application that cannot be verified | As an external verifier, I can return the application to the referrer if I believe I cannot verify it for whatever reason. |
| Return referred application has been verified | As an external verifier, I can return the application to the referrer once I have verified it. |

System Configuration

| Use Case | Summary |
|-----------------------------------|--|
| View current system configuration | As a policy manager, I can view all current policy rules |
| Update system configuration | As a policy manager, I can update a policy rule |

Registration

| Use Case | Summary |
|-------------------------------|---|
| View Guideline | To view the guideline on which visa to apply and how to apply |
| Visa Registration | Application for applicant to fill up for registering a visa |
| Update Application | Allow applicant to modify application detail |
| View Visa Status | Allow applicant to view status and details of the visa applied |
| Appeal Application | Appeal application to be review again for denied visa applicant |
| Edit Updates Receiving Method | Modify option of receiving visa related updates |

Access Control

| Use Case | Summary |
|-------------------------------|--|
| Create Visa Processor Account | Allows the manager to create an account for a new Visa Processor |
| Remove Visa Processor Account | Allows the manager to remove an account for a new Visa Processor |

| Use Case | Summary |
|---|---|
| Edit Visa Processor Account Permissions | A Manager should be able to change the permissions of individual Visa Processors |
| Create Groups of Visa Processors | A Manager can create groups for Visa Processor accounts based on specializations |
| Assign Processor Accounts to Groups | A Manager can add and remove Visa Processor accounts from the groups. A single Visa Processor account can be within multiple groups |

Data Gathering

| Use Case | Summary |
|---|--|
| View Processor Statistics | Managers can view the statistics of groups or individual Visa Processor accounts |
| Create Notification Conditions for Processor Accounts | Allows the Manager to create certain conditions for individual Visa Processor accounts which, if met, will send a notification to that manager |

Approval

| Use Case | Summary |
|---|--|
| Enable Review Requirement for a Processor Account | Managers can enable an individual Visa Processor account's decisions to be reviewed. This can be used for new Processor employees |
| Promote Processor Account to Manager | A Manager can promote a Visa Processor account to Manager Level. Once conducted, a demotion can only be conducted by system administrators |

Use Case Descriptions

Visa Acceptance

| | |
|-------------------------|--|
| Version | 0.1 |
| Date | 1/4/17 |
| Package | Approval |
| Summary | Allows the user to accept or deny a visa application. The user is also able to write notes or comments and attention them to the application |
| Primary Actor | Visa Applicant |
| Secondary Actor | Visa Processor |
| Actor | |
| Inherits | |
| Includes | |
| Extension | |
| Points | |
| Business Rules | |
| Estimate | |
| Pre-Condition(s) | |
| Author | Daniel Fitzmaurice |

Typical Sequence of Events

| Actor Stimulus | System Response |
|--|--|
| 1. Request for Visa Application Document | 2. Provides a document ready for viewing |
| 3. User can accept/deny application or take further action | 4. Visa application is sent elsewhere to be dealt with |

Alternative Sequences of Events

Table 10: Alternative 1 – Re-assign Visa at step 3

| Actor Stimulus | System Response |
|--|--|
| 3. User Reassigns application to a different group | 4. Visa Application is sent to the other group and a person from within that group will accept or deny the application |

Re-assign to Group

| | |
|-------------------------|--|
| Version: 0.1 | Date: 2/4/17 |
| Package | Processing |
| Summary | Allows the user to forward a visa application onto another group, in case the user is not qualified or unsure to complete the visa application process |
| Primary Actor | Visa Processor |
| Secondary Actor | |
| Inherits | Visa Acceptance |
| Includes | |
| Extension | |
| Points | |
| Business Rules | |
| Estimate | |
| Pre-Condition(s) | |
| Author | Daniel Fitzmaurice |

Typical Sequence of Events

| Actor Stimulus | System Response |
|---|--|
| 1. User submits request for another group to review | 2. User moves application to another group |

Alternative Sequence of Events

Table 13: Alternative 1 – The network transmission fails at step 1

| Actor Stimulus | System Response |
|----------------|--|
| | 2.1 The user receives an error message |
| | 2.2 No data is changed |

Send portion to external verifier

| | | | |
|-------------------------|---|--------------|--------|
| Version: | 0.1 | Date: | 2/4/17 |
| <hr/> | | | |
| Package | External Verification | | |
| Summary | Gives the user the ability to select different areas of the visa application and forward the detail to an external source, such as the FBI or other organisations | | |
| Primary Actor | Visa Processor | | |
| Secondary Actor | External Verifier | | |
| Inherits | | | |
| Includes | Provide external verification | | |
| Extension | | | |
| Points | | | |
| Business Rules | | | |
| Estimate | | | |
| Pre-Condition(s) | | | |
| Author | Daniel Fitzmaurice | | |

Typical Sequence of Events

| Actor Stimulus | System Response |
|--------------------------------------|---|
| 1. User selects data to be forwarded | 2. Packages the information into an exportable format and sends the information to an external source |

View referred application

| | |
|---------------------------------|--|
| Version: Initial Version | Date: 2/4/17 |
| Package | External Verification |
| Summary | As an external verifier, I can view parts of an application that have been referred to me |
| Primary Actor | External Verifier |
| Secondary Actors | Visa Processor |
| Inherits | |
| Includes | |
| Extension Points | |
| Business Rules | External verifiers can see and comment on only the portion of the application that has been referred to them |
| Estimate | |
| Pre-conditions(s) | |
| Post-Condition(s) | The application has been referred to an external verifier |
| Priority | Must Have |

Typical Sequence of Events

| Actor Stimulus | System Response |
|--|--------------------------------------|
| 1. Select the view option for a referred application | 2. The referred portion is displayed |

Alternative Sequences of Events

Table 18: Alternative 1 – The external verifier has their access revoked at step 1

| Actor Stimulus | System Response |
|----------------|---|
| | 2.1 An error message is shown |
| | 2.2 The external verifier can no longer see the application |

Table 19: Alternative 2 – The application has already been approved/denied at step 1

| Actor Stimulus | System Response |
|----------------|---|
| | 2.1 An error message is shown |
| | 2.2 The external verifier can no longer see the application |

Comment on referred application

Version: Initial Version **Date:** 2/4/17

| | |
|--------------------------|--|
| Package | External Verification |
| Summary | As an external verifier, I can add comments and supporting evidence on an application that has been referred to me |
| Primary Actor | External Verifier |
| Secondary Actor | Visa Processor |
| Inherits | |
| Includes | |
| Extension Points | |
| Business Rules | External verifiers can see and comment on only the portion of the application that has been referred to them |
| Estimate | |
| Pre-Condition(s) | The application has been viewed by the external verifier |
| Post-Condition(s) | Any comments made are stored with the application |
| Priority | Must Have |

Typical Sequences of Events

| Actor Stimulus | System Response |
|--|---|
| 1. Enter comments and provide supporting documentation | 2. The comments and documents are stored with the application |

Alternative Sequences of Events

Table 22: Alternative 1 – The external verifier has their access revoked at step 1

| Actor Stimulus | System Response |
|----------------|---|
| | 2.1 An error message is shown |
| | 2.2 The external verifier can no longer see the application |

Table 23: Alternative 2 – The application has already been approved/denied

| Actor Stimulus | System Response |
|----------------|---|
| | 2.1 An error message is shown |
| | 2.2 The external verifier can no longer see the application |

Return referred application that cannot be verified

| | |
|------------------------------------|--|
| Version: Initial Version | Date: 2/4/17 |
| Package | External Verification |
| Summary | As an external verifier, I can return the application to the referrer if I believe I cannot verify it for whatever reason |
| Primary Actor | External Verifier |
| Secondary Actor | Visa Processor |
| Inherits | |
| Includes | |
| Extension Points | |
| Business Rules | External verifiers can see and comment on only the portion of the application that has been referred to them |
| Estimate | |
| Pre-Condition(s) | The application has been referred to an external verifier, and the external verifier believes they cannot provide verification |
| Post-Condition(s) | The application has not been reviewed by an external source |
| Priority | Must Have |

Typical Sequence of Events

| Actor Stimulus | System Response |
|---|--|
| 1. The verifier selects the cannot verify option on the application | 6.1 The application can no longer be seen by the external verifier 6.2 The Visa Processor who referred the application is notified that the application is unverified |

Alternative Sequences of Events

Table 26: Alternative 1 – The external verifier has their access revoked at step 1

| Actor Stimulus | System Response |
|----------------|--|
| | 2.1 An error message is shown 2.2 The external verifier can no longer see the application |

Table 27: Alternative 2 – The application has already been approved/denied at step 1

| Actor Stimulus | System Response |
|----------------|--|
| | 2.1 An error message is shown 2.2 The external verifier can no longer see the application |

Return referred application that has been verified

| | |
|---------------------------------|--|
| Version: Initial Version | Date: 2/4/17 |
| Package | External Verification |
| Summary | As an external verifier, I can return the application to the referrer once I have verified it |
| Primary Actor | External Verifier |
| Secondary Actor | Visa Processor |
| Inherits | |
| Includes | |
| Extension Points | |
| Business Rules | External verifiers can see and comment on only the portion of the application that has been referred to them |
| Estimate | |
| Pre-Condition(s) | The application has been referred to an external verifier, and this verifier has provided comments and or supporting documentation |
| Post-Condition(s) | The application has been reviewed by an external source |
| Priority | Must Have |

Typical Sequence of Events

| Actor Stimulus | System Response |
|--|---|
| 5. Select the return option for a referred application | 6.1 The application can no longer be seen by the external verifier 6.2 The Visa Processor who referred the application can proceed with processing |

Alternative Sequences of Events

Table 30: Alternative 1 – The external verifier has their access revoked at step 1

| Actor Stimulus | System Response |
|----------------|--|
| | 2.1 An error message is shown 2.2 The external verifier can no longer see the application |

Table 31: Alternative 2 – The application has already been approved/denied

| Actor Stimulus | System Response |
|----------------|--|
| | 2.1 An error message is shown 2.2 The external verifier can no longer see the application |

View current system configuration

| | | | |
|--------------------------|--|--------------|--------|
| Version: | Initial Version | Date: | 2/4/17 |
| Package | System Configuration | | |
| Summary | As a policy manager, I can view all current policy rules | | |
| Primary Actor | Policy Manager | | |
| Secondary Actor | | | |
| Inherits | | | |
| Includes | | | |
| Extension Points | | | |
| Business Rules | | | |
| Estimate | | | |
| Pre-Condition(s) | | | |
| Post-Condition(s) | No changes to configuration have occurred | | |
| Priority | Must Have | | |

Typical Sequence of Events

| Actor Stimulus | System Response |
|--|--|
| 1. Select the view policy rules option | 2. A list of all current policies is displayed |

Alternative Sequences of Events

Table 34: Alternative 1 – The policy manager has their access revoked at step 1

| Actor Stimulus | System Response |
|----------------|-------------------------------|
| | 2.1 An error message is shown |

Table 35: Alternative 2 – A concurrent modification has occurred at step 1

| Actor Stimulus | System Response |
|----------------|-----------------------------------|
| | 2.1 A notification is shown |
| | 2.2 The displayed data is updated |

Update policy rules

| | |
|---------------------------------|--|
| Version: Initial Version | Date: 2/4/17 |
| Package | System Configuration |
| Summary | As a policy manager, I can update the policy rule |
| Primary Actor | Policy manager |
| Secondary Actor | |
| Inherits | |
| Includes | |
| Extension Points | |
| Business Rules | |
| Estimate | |
| Pre-Condition(s) | The policy manager is viewing the list of policy rules |
| Post-Condition(s) | The selected policy rule is changed system wide, no other data changes occur |
| Priority | Must Have |

Typical Sequence of Events

| Actor Stimulus | System Response |
|------------------------------|------------------------------------|
| 1. Select an individual rule | 2. The rule becomes editable |
| 3. Enter new value | 4. The new value is displayed |
| 5. Submit | 6. The rule is changed system-wide |

Alternative Sequences of Events

Table 38: Alternative 1 – The policy manager has their access revoked at step 1

| Actor Stimulus | System Response |
|----------------|-------------------------------|
| | 2.1 An error message is shown |

Table 39: Alternative 2 – A concurrent modification has occurred

| Actor Stimulus | System Response |
|----------------|-----------------------------------|
| | 2.1 A notification is shown |
| | 2.2 The displayed data is updated |

Registration – View Guideline

| | |
|---------------------------------|--|
| Version: Initial Version | Date: 2/4/17 |
| Package | View Guideline |
| Summary | View the guideline on which visa to apply and how to apply |
| Primary Actor | Visa Applicant |
| Secondary Actor | |
| Inherits | |
| Includes | |
| Extension Points | |
| Business Rules | |
| Estimate | |
| Pre-Condition(s) | Guideline needed to exist to be view |
| Post-Condition(s) | The guideline information is provided to be the Visa Applicant |
| Priority | Must Have |
| Author | Wei Qing Chin |

Typical Sequence of Events

| Actor Stimulus | System Response |
|--|---------------------------------|
| 1. Visa Applicant want to view guideline | 2. Display available guidelines |

Registration – Visa Registration

| | |
|---------------------------------|--|
| Version: Initial Version | Date: 2/4/17 |
| Package | Registration |
| Summary | Register visa through application |
| Primary Actor | Visa applicant |
| Secondary Actor | |
| Inherits | |
| Includes | <<Update Application>> |
| Extension Points | |
| Estimate | |
| Pre-Condition(s) | The Visa Applicants have been successfully registered in the system. |
| Post-Condition(s) | The Visa Applicants completed the application and successfully registered for the visa |
| Priority | Must Have |
| Author | Wei Qing Chin |

Typical Sequence of Events

| Actor Stimulus | System Response |
|---|--|
| 1. Visa Applicant want to register visa | 2.1 System create and display the visa application 2.2 System record applicant input and upload (extension point: Update Application) 2.3 Update and submit visa application |

Alternative Sequences of Events

| Actor Stimulus | System Response |
|----------------|--|
| | 2.1 Update all input and upload before it's closed 2.2 Application is not yet submitted |

Registration – Update Application

| | |
|---------------------------------|---|
| Version: Initial Version | Date: 2/4/17 |
| Package | Registration |
| Summary | Allow applicant to modify application detail |
| Primary Actor | Visa applicant |
| Secondary Actor | |
| Inherits | |
| Includes | |
| Extension Points | |
| Business Rules | |
| Estimate | |
| Pre-Condition(s) | The Visa Applicants have been successfully registered in the system. The Visa Applicants have an existing application |
| Post-Condition(s) | Visa Application is updated |
| Priority | Must Have |
| Author | Wei Qing Chin |

Typical Sequence of Events

| Actor Stimulus | System Response |
|--|--|
| 1. Visa Applicant want to update personal detail | 2.1 Retrieve and display applicant's existing application 2.2 Record applicant input and upload 2.3 Update and submit visa application |

Alternative Sequences of Events

Table 47: Alternative 1 – Visa Applicant do not update personal detail at step 1

| Actor Stimulus | System Response |
|----------------|--|
| | 2. Applicant recorded personal details remain same as before |

Table 48: Alternative 2 – Visa Applicant close the system without submitting at step 1

| Actor Stimulus | System Response |
|----------------|---|
| | 2.1 Update all input and upload before it's closed 2.2 Applicationn is not yet submitted |

Registration – View Visa Status

| | |
|--------------------------|---|
| Version: Initial | |
| Version | Date: 2/4/17 |
| Package | Registration |
| Summary | Allow applicant to view status of the visa applied |
| Primary Actor | Visa Applicant |
| Secondary Actor | |
| Inherits | |
| Includes | |
| Extension Points | <<Appeal Application>> |
| Business Rules | |
| Estimate | |
| Pre-Condition(s) | The Visa Applicants have been successfully registered in the system. The Visa Applicant's application has been successfully applied in the system |
| Post-Condition(s) | The Visa Application status is provided to the Visa Applicant |
| Priority | Must Have |
| Author | Wei Qing Chin |

Typical Sequence of Events

| Actor Stimulus | System Response |
|---|--|
| 1. Visa Applicant want to view application status | 2.1 Check for applicant's visa application status 2.2 Display applicant's visa application status (extension point: Appeal Application) |

Alternative Sequences of Events

Table 51: Alternative 1 – Visa applicant's visa was denied at step 1

| Actor Stimulus | System Response |
|----------------|---|
| | 2.1 System display "Visa Denied" |
| | 2.2 System display reason of why visa is denied |

Registration – Appeal Application

Version:

Initial Version **Date:** 2/4/17

Package Registration

Summary Appeal application to be reviewed again for denied visa applicant

Primary Visa applicant

Actor

Secondary

Actor

Inherits

Includes

Extension

Points

Business

Rules

Estimate

Pre-Condition(s) The Visa Applicants have been successfully registered in the system. The Visa Applicant's application has been successfully applied in the system. The Visa Applicant's application was reviewed and denied

Post-Condition(s) The Visa Application is resubmitted to be appealed

Priority Must Have

Author Wei Qing Chin

Typical Sequence of Events

| Actor Stimulus | System Response |
|--|--|
| 1. Visa Applicant wants the denied visa to be reviewed again | 2.1 Check for applicant's visa appeal possibility |
| | 2.2 Update and submit applicant's application to be appealed |
| | 2.3 Change application status |

Alternative Sequences of Events

Table 54: Alternative 1 – Visa applicant's application cannot be appealed at step 1

| Actor Stimulus | System Response |
|----------------|--|
| | 2.1 System display why visa cannot be appealed |

Registration – Edit Update Receiving Methods

| | |
|---------------------------------|---|
| Version: Initial Version | Date: 2/4/17 |
| Package | Registration |
| Summary | Modify option of receiving visa related updates |
| Primary Actor | Visa applicant |
| Secondary Actor | |
| Inherits | |
| Includes | |
| Extension Points | |
| Business Rules | |
| Estimate | |
| Pre-Condition(s) | The Visa Applicants have been successfully registered in the system |
| Post-Condition(s) | The Visa Applications choice of receiving update is updated |
| Priority | Must Have |
| Author | Wei Qing Chin |

Typical Sequence of Events

| Actor Stimulus | System Response |
|--|--|
| 1. Visa Applicant wants to change way of receiving the updates | 2.1 Check for applicant's current option of receiving update 2.2 Record applicants input 2.3 Update and save applicant input |

Alternative Sequences of Events

Table 57: Alternative 1 – Visa applicant did not choose any way of receiving update

| Actor Stimulus | System Response |
|----------------|---|
| | 2.1 System display warning message 2.2 System could not proceed until applicant chosen an option |

Create Visa Processor Accounts

| | |
|---------------------------------|---|
| Version: Initial Version | Date: 2/4/17 |
| Package | Access Control |
| Summary | Create new uniquely identifiable accounts for Visa Processors |
| Primary Actor | Manager |
| Secondary Actor | |
| Inherits | |
| Includes | |
| Extension Points | |
| Business Rules | |
| Estimate | |
| Pre-Condition(s) | |
| Post-Condition(s) | The account has been created and is accessible by the designated Visa Processor |
| Priority | Must Have |
| Author | Mark Belonogoff |

Typical Sequence of Events

| Actor Stimulus | System Response |
|--|---|
| 1. Click “Create Processor Account” button | 2. Opens “new processor account form” |
| 3. Fill out the new processor account form | 4. Indicate if required fields have not been filled out |
| 5. Submit “new processor account form” | 6.1 Indicates if form was submitted successfully or not |
| | 6.2 Provides information on how new user can access |

Alternative Sequences of Events

Table 60: Alternative 1 – System is unable to create an account at step 3

| Actor Stimulus | System Response |
|----------------|--|
| | 3.1 Provide error message with reason why account could not be created |
| | 3.2 Provide possible solution method for manager (e.g. Retry, contact system administrator with error message) |

Remove Visa Processor Accounts

Version: Initial

Version

Date: 2/4/17

Package

Access Control

Summary

A manager can remove a visa processor account

Primary Actor

Policy Manager

Secondary Actor

Inherits

Includes

Extension Points

Business Rules

Estimate

Pre-Condition(s) The Processor account must have been created

Post-Condition(s) The account has been removed and can no longer be used for the system. All unprocessed applications associated with the account are designated as “unassigned”

Priority

Must Have

Typical Sequence of Events

| Actor Stimulus | System Response |
|--|--|
| 1. Click “delete account” for the particular Processor Account | 2. Display a confirmation window |
| 3. Accept confirmation for deletion | 4.1 Remove the Processor Account from groups 4.2 Unassign all unfinished applications from the account 4.3 Display a response indicating that the account has been removed |

Alternative Sequences of Events

Table 63: Alternative 1 – The Manager declines the confirmation at step 3

| Actor Stimulus | System Response |
|----------------|--|
| | 3.1 Display response indicating that the Processor account was not deleted |

Table 64: Alternative 2 – The system is unable to remove the account at step 4

| Action Stimulus | System Response |
|-----------------|--|
| | 4.1 Provide error message with reason why account could not be removed 4.2 Provide possible solution method for manager (e.g. Retry, contact system administrator with error message) |

Edit Visa Processor Accounts

| | |
|---------------------------------|---|
| Version: Initial Version | Date: 2/4/17 |
| Package | Access Control |
| Summary | Edit management options for a Visa Processor account supervised by a manager |
| Primary Actor | Manager |
| Secondary Actor | |
| Inherits | |
| Includes | |
| Extension Points | |
| Business Rules | |
| Estimate | |
| Pre-Condition(s) | |
| Post-Condition(s) | The account has been created and is accessible by the designated Visa Processor |
| Priority | Must Have |

Typical Sequence of Events

| Actor Stimulus | System Response |
|-------------------------------------|---|
| 1. Select Processor account to edit | 2. Provide edit options for account to manager as form |
| 3. Submit the new options form | 4.1 Indicates if form was submitted successfully or not |
| | 4.2 Updates groups to show that options have changed |

Alternative Sequences of Events

Table 67: Alternative 1 – The system is unable to remove the account at step 4

| Actor Stimulus | System Response |
|----------------|--|
| | 4.1 Provide error message with reason why account options could not be updated |
| | 4.2 Provide possible solution method for manager (e.g. Retry, contact system administrator with error message) |