|  |  |  |
| --- | --- | --- |
| Use Case Name: | Maintenance service request | |
| Scenario: | One or many department/s in the hospital is requesting for a maintenance service. | |
| Triggering Event: | Service maintenance | |
| Brief Description: | The department supervisor of each of the hospital's departments may request a maintenance service for a specific or multiple rooms and/or machines. They may also cancel the request if they had a change of thought. | |
| Actor/s | * Department Supervisor * System | |
| Related Use Case: | - | |
| Stakeholders: | * System * Building Admin | |
| Preconditions: | * The department supervisor must have an authorized account * The department supervisor must know all the rooms in his/her department’s jurisdiction. * The department supervisor must know all the machineries’ and the status and conditions of the machines in the rooms within his/her department’s jurisdiction | |
| Post Conditions: | * A request ticket is sent via the system to the building admin’s office. * A maintenance service request notification from the system will appear on the building admin’s station. | |
| Assumptions: | * The request ticket notification will be seen by the building admin. | |
| Flow of Activities: | Department Supervisor | System |
| 1.0 Request for service maintenance | 1.1 Provides notification to the building admin |
| Exception Conditions: | * No request/s * Cancelled request/s * System errors * Internet connectivity issues | |

|  |  |  |
| --- | --- | --- |
| Use Case Name: | Viewing of all service request/s | |
| Scenario: | Building admin has received a request notification from the system. | |
| Triggering Event: | System has provided a notification of a service maintenance request | |
| Brief Description: | The building admin has received a maintenance service request from one or many department supervisor/s that they are in need of of maintenance service | |
| Actor/s | * Building Admin * System | |
| Related Use Case: | Maintenance service request | |
| Stakeholders: | * Building Admin | |
| Preconditions: | * The building admin’s computer must be turned on and has internet connection. * The building admin must have his privileged account logged on. * The building admin must receive a service request notification from the system. | |
| Post Conditions: | * The building admin must acknowledge that he received  the service request notification. * The building admin must proceed to the service maintenance assignment process once the notification is seen and acknowledged. | |
| Assumptions: | * The request is analyzed both by the building admin and the system. | |
| Flow of Activities: | System | Building Admin |
| 2.0 Provide a notification to the building admin | 2.1 Viewing of all service request/s |
| Exception Conditions: | * No request/s * Cancelled request/s * System errors * Internet connectivity issues * Building admin has not yet seen nor acknowledged the maintenance service notification from the system. | |

|  |  |  |
| --- | --- | --- |
| Use Case Name: | Maintenance personnel assignment | |
| Scenario: | System will initialize matching of maintenance personnel based on their skills, availability, previous and/or pending task/s. The building admin will only double check if the system is correct on the matching. | |
| Triggering Event: | System has a database of personnel and will match them based on all details | |
| Brief Description: | The proposed system utilizes a bit of A.I. capability in it, thus the automated matching is based on each of the personnel’s skill’s, availability, attendance and/or previous and/or pending tasks. This will shorten the time of finding who is/are available. The role of the building admin is to check if the system has matched them correctly. The building admin can also change of what the system matched if he wishes. | |
| Actor/s | * Building Admin * System | |
| Related Use Case: | Viewing of all service request/s | |
| Stakeholders: | * System | |
| Preconditions: | * A service request notification must be seen and acknowledged by the building admin. * The system must have a database of all personnel and with details such as their skills, availability, attendance and the statuses of their previous and/or pending task/s. | |
| Post Conditions: | * The building admin must double check if the system has matched correctly | |
| Assumptions: | If the system matched correctly and the building admin has double checked it then the system will proceed to the service maintenance assignment process. | |
| Flow of Activities: | System | Maintenance Personnel |
| 3.0 System will access the database with personnel records and proceeds to the matching process | 3.1 Will double check if system matched correctly |
| Exception Conditions: | * No request/s * Cancelled request/s * System errors * Internet connectivity issues * Confusion/Conflict | |

|  |  |  |
| --- | --- | --- |
| Use Case Name: | Service maintenance assignment | |
| Scenario: | Since the system along with the building has matched the maintenance personnel then the service maintenance assignment will now be assigned to the maintenance personnel. | |
| Triggering Event: | System has provided the service maintenance assignment | |
| Brief Description: | The system has now provided the service maintenance assignment and the maintenance personnel will check them | |
| Actor/s | * Maintenance Personnel * System | |
| Related Use Case: | Maintenance personnel assignment | |
| Stakeholders: | * Department supervisor | |
| Preconditions: | * A dashboard or a PC station must be set up for the use of the maintenance personnel. * Each of the maintenance personnel must have an account that can be used to view the task only assigned specifically to them. | |
| Post Conditions: | * The maintenance personnel must see and acknowledge the task/s that is/are assigned to them. * The maintenance personnel must accept the task. | |
| Assumptions: | * The maintenance personnel has seen and accepted the task and proceeds to do the service itself. | |
| Flow of Activities: | System | Maintenance Personnel |
| 4.0 Provide assigned service maintenance details | 4.1 Do the assigned service maintenance. |
| Exception Conditions: | * No request/s * Cancelled request/s * System errors * Internet connectivity issues * Maintenance personnel has not yet seen nor acknowledged the maintenance service assignment from the system. | |

|  |  |  |
| --- | --- | --- |
| Use Case Name: | Reporting and feedback of the personnel with regards to the service maintenance assignment | |
| Scenario: | The maintenance personnel will provide report and feedback to the system if the service is been completed or if the service is pending because some requires additional time and/or if there are additional delivery time for parts or if he cancels the service. | |
| Triggering Event: | Maintenance Personnel’s end of shift, completion of assigned tasks and cancellation of assigned task. | |
| Brief Description: | After the service has been rendered the maintenance personnel will provide report and feedback to the system flagging the service is done or pending because if the service requires additional time and/or if there is additional delivery time for parts or if the cancellation of the assigned task. | |
| Actor/s | * Maintenance Personnel * System | |
| Related Use Case: | Service maintenance assignment | |
| Stakeholders: | * Department Supervisor * System | |
| Preconditions: | * The maintenance personnel regardless of the status of the completion of his job must flag his job as complete, pending or cancelled. | |
| Post Conditions: | * The department supervisor must receive a notification in the system that a job is finished. | |
| Assumptions: | * The maintenance personnel has finished the service and has provided report and feedback to the system which will be sent to the department supervisor. * The department supervisor has checked his work. | |
| Flow of Activities: | Maintenance Personnel | System |
| 5.0 Provide report and feedback to the system. | 5.1 Records the report and feedback and send a notification to the department supervisor. |
| Exception Conditions: | * No request/s * Cancelled request/s * System errors * Internet connectivity issues * Maintenance personnel has cancelled and/or chose not do it anymore/yet. | |

|  |  |  |
| --- | --- | --- |
| Use Case Name: | Reviewing of the service rendered by maintenance personnel | |
| Scenario: | After the submission of the report and feedback of completion of the service rendered by the maintenance personnel, the department supervisor will check their work after. | |
| Triggering Event: | Maintenance personnel have submitted a report and provide feedback about the service maintenance assignment | |
| Brief Description: |  | |
| Actor/s | * Department Supervisor * System | |
| Related Use Case: | Reporting and feedback of the personnel with regards to the service maintenance assignment | |
| Stakeholders: | * System | |
| Preconditions: | * The department supervisor must receive a notification in the system that the maintenance personnel has flagged his job as completed. | |
| Post Conditions: | * The department supervisor must review the service rendered by the maintenance personnel. | |
| Assumptions: | * The department supervisor has reviewed the service rendered by the maintenance personnel, thus that request ticket can now be officially closed. | |
| Flow of Activities: | Department Supervisor | System |
| 6.0 Review the service rendered by the personnel and close the ticket | 6.1 Request Ticket Closure |
| Exception Conditions: | * No request/s * Cancelled request/s * System errors * Internet connectivity issues * Department supervisor has not checked the service rendered. * Department supervisor has not closed the ticket. | |

|  |  |  |
| --- | --- | --- |
| Use Case Name: | Creation of reports | |
| Scenario: | The system will collect all of the feedback and reports from all actors on a daily basis and so on. | |
| Triggering Event: | Collection of all feedbacks and reports from all actors. | |
| Brief Description: | Whenever an action is done that involves the system, the system will collect all the data and store them for future use and decision-making. | |
| Actor/s | * Building Admin * System | |
| Related Use Case: | All Use Cases | |
| Stakeholders: | * System * All Actors | |
| Preconditions: | * The system itself must be used. | |
| Post Conditions: |  | |
| Assumptions: | * The continuous collection of data will provide data analysis for future decision-making. | |
| Flow of Activities: | System | System |
| 7.0 Collect all feedbacks and reports on a daily basis and so on. | 7.1 Continuous collection of data for analysis and future decisions. |
| Exception Conditions: | * No request/s * Cancelled request/s * System errors * Internet connectivity issues * None or very few feedbacks and reports. * Not using the system. | |