

John David L. Solomon SYSADD2

Group mate: Charles Sanvictores 09/26/2018

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Event | Trigger | Source | Use Case | Response | Destination |
| Request  For Service  Maintenance | Service Maintenance | Department  Supervisor | Request for  Service  Maintenance | Service Maintenance details | System |
| Admin views all service request | View service requests | Admin | View all service request | All Services Request Details | System |
| Admin checks availability of maintenance | Checks | Building  Admin | Checks availability of service personnel | Service Availability Details | System |
| Admin assign maintenance per service request to the appropriate service request | System has provided the Service Availability details | Admin | Assigning of maintenance personnel to the appropriate Service Maintenance request | Service and Maintenance personnel details | System |
| Maintenance personnel will submit a report and provide feedback about the service maintenance request | Maintenance Personnel’s end of shift | Maintenance Personnel | Reporting and feedback regarding of the service maintenance request | Giving a report and feedback to the Admin | System |
| Admin Review and encode the report of the maintenance  personnel | Report and feedback from the Maintenance personnel | Admin | Reviewing and encoding of the report from maintenance personnel | Updates the service request details | System |
| System Generates Daily, Weekly, Monthly, Quarterly and Annual Reports | Viewing of  Reports | Admin | Creation of Reports | Report Details | System |