Use Case Description

Use Case ID:	CMS.001		
Use Case Name:	Login		
Created By:	Tan Tian Wen	Last Updated By:	Chua Wee Hang
Date Created:	18 Feb 2016	Date Last Updated:	19 Feb 2016

Actor:	Call operator, Agency
Description:	Call operator has to log in before they can take any action.
Preconditions:	Call operator must have an existing account for the CMS.
Postconditions:	A pop-up message will show the call operator that they have successfully login to the CMS.
Priority:	High
Frequency of Use:	Frequent
Flow of Events:	1. When call operator accesses the CMS, the home page will display a login page. 2. The login page requests call operator to input username and password. 3. System will validate the username and password input entered by the call operator. 4. Username and password have been successfully verified and call operator is being logged in into the CMS. The use case ends.
Alternative Flow:	1. Call operator enters invalid username and password. The system displays an error message. The use case ends.
Exceptions:	**Account Does Not Exist Error** No account with the username input by the call operator can be found.
Includes:	
Special Requirements:	
Assumptions:	
Notes and Issues:	

Use Case ID:	CMS.002		
Use Case Name:	Generate Status Report		
Created By:	Tan Tian Wen	Last Updated By:	Tan Tian Wen
Date Created:	18 Feb 2016	Date Last Updated:	18 Feb 2016

Actor:	The President Office, Time
Description:	The CMS will generate a status report and send it to the president office.
Preconditions:	
Postconditions:	President Office follows up to see if any necessary actions are to be taken.
Priority:	High
Frequency of Use:	Every 30 minutes
Flow of Events:	1. Time clocks 30 minutes and alerts system to update the president office by generating a status report. 2. System views map (?) and collate statistics for all happenings. 3. Compares current statistics with the previous statistics. 4. System generates a report to show changes, displaying key indicators and trends. 5. System sends generated report to the president office. 6. System then notifies the office of the report sent via email.
Alternative Flow:	
Exceptions:	
Includes:	
Special Requirements:	
Assumptions:	
Notes and Issues:	- Do you all want to consider in times of crisis, will straight away alert office, and not only at the 30th minute mark? **SY: If it is true, in the use case diagram the crisis use case need to include generate status report?** **I assumed that update sent to office is just the current statistics and no comparison will be shown?

Use Case ID:	CMS.003		
Use Case Name:	Case input		
Created By:	Goh Pei Shan	Last Updated By:	Goh Pei Shan
Date Created:	18 Feb 2016	Date Last Updated:	18 Feb 2016

Actor:	Call Operator
Description:	Call operator will enter assisted request information from public into the system.
Preconditions:	Call operator has logged into CMS and has already received a call from the public.
Postconditions:	Call operator receives acknowledgement for submitted entry and response from selected government agencies. The request is updated and reflected on the map. If the case is not valid, call operator will receive explanation specifying why submission could not be processed (e.g. broken connection).
Priority:	High
Frequency of Use:	High
Flow of Events:	1. Call operator chooses 'new case' option and an entry form appears. 2. Call operator chooses the category (emergency ambulance, rescue and evacuation, fire-fighting, gas leak control) and level of urgency for the incident. The system pre-selects the relevant government agencies. 3. Call operator must enter the name and mobile number of caller. 4. Call operator enters location of the incident: postal code, building name, unit number provided by the public. The system displays a list of incidents happening around the location. Call operator maps to existing case(s) (if applicable). 5. Call operator enters description (e.g. cause, casualty number, hazardous content) of the incident concisely and comprehensively. 6. Call operator modifies or confirms the relevant government agencies selected. 7. Once completed and confirmed, call operator submits the entry, the system dispatches the request to selected government agencies through SMS.
Alternative Flow:	-
Exceptions:	**Mandatory Field Incomplete** System highlights incomplete field(s) to call operator and prompts for a response.
Includes:	Login
Special Requirements:	Call operator receives acknowledgement for entry submission within 30 seconds.

Assumptions:	Assume the only source of case input is through calls. Assume call operator cannot file a crisis.
Notes and Issues:	Case = Request

Use Case ID:	CMS.004		
Use Case Name:	View Map		
Created By:	Tan Tian Wen	Last Updated By:	Ho Song Yan
Date Created:	16 Feb 2016	Date Last Updated:	18 Feb 2016

Actor:	Call operator, Agency
Description:	Call operators has an overview of cases on map
Preconditions:	User has to login to access the map view
Postconditions:	
Priority:	High
Frequency of Use:	Every time after call operator has logged in to main page
Flow of Events:	1. Call operator views the Map View. 2. Call operator filter the cases that are displayed on the map. 2.1. Call operator chooses to show all, dengue, haze, riot or viruses. 3. Call operator zooms to particular region in map to have detailed view. 4. Call operator clicks the pin on map to show details of the case. 5. Call operator clicks button to show or update the selected case. 6. Call operator click reset button to back to default map view.
Alternative Flow:	
Exceptions:	**CMS.EX.1** – Dengue Singapore API has downtime. System Response – Dialog Box appears informing user that Dengue Singapore API is facing downtime and the issue is being resolved. **CMS.EX.2** – Google Map API has downtime. System Response – Dialog Box appears informing user that Google Map API is facing downtime and the issue is being resolved. **CMS.EX.3** – NEA API has downtime. System Response – Dialog Box appears informing user that NEA API is facing downtime and the issue is being resolved. **System Response for unexpected failure of use case execution** – A dialog box will pop up asking the user to send feedback to the system administrator and the application will close.
Includes:	Login, Map Renderer, NEA API Request, Dengue API Request
Special Requirements:	
Assumptions:	
Notes and Issues:	

Use Case ID:	CMS.005		
Use Case Name:	Send Request		
Created By:	GOH KHAI HONG	Last Updated By:	GOH KHAI HONG

Date Created:	16 Feb 2016	Date Last Updated:	18 Feb 2016

Actor:	Call Operator	
Description:	The request will be sent by call operator to relevant agencies upon the submission of the particular case to check the severity of the particular case. In case there is a need, call operator will send the request for the help from the relevant agencies.	
Preconditions:	Call operator has to submit the case into the system first. Upon the submission of the case, the request will be sent to the relevant agencies.	
Postconditions:	The request is received and processed by relevant agencies.	
Priority:	High	
Frequency of Use:	Every time after call operator has input the case into the system.	
Flow of Events:	**Actor Step** **Step 1.** Call operator input the case, indicate the relevant agencies and submit it into the system. **Step 3.** Call operator received the acknowledgement from the relevant agencies and decide whether the status of the request. If the status is "completed", go to **Step 4**. If not, go to **Alt Step 4.**	**System Step** **Step 2.** System send the request to the relevant agencies via SMS. **Step 4.** System changes the status of the request to "completed"
Alternative Flow:	**Alt Step 4.** Call operator send the request to relevant agencies for help if there is a need.	
Exceptions:	• **System Failed to Send The Request** The request is unable to reach the relevant agencies. • **Request is Sent to The Irrelevant Agencies** The request is sent to the irrelevant agencies and has been ignored.	
Includes:	Update Status, Crisis and Case Input	
Special Requirements:	• The system will notify the call operator whether the request is received by the relevant agencies within a couples of second.	
Assumptions:	• Every request is sent successfully(no request is failed to send) and acknowledged by relevant agencies.	
Notes and Issues:	**Issues** The system will prompt the call operator if the request is failed to send and has being processed. How we can know that the request is failed to send or is being processed by relevant agencies?	

khaihongTemporaryBackup No_Tempory_back

1. This use case begins after the call operator has submits the case into the system

2. Upon the submission of the case, system will send a request to the relevant agencies for sending someone down to check on the incident based on the assistance required.
3. The status of the particular case is now pending and waiting for the confirmation from the personnel of the relevant agencies
4. After the severity of the particular case is confirmed,either it is crisis or not, if needed, case operator could send the request to the relevant agencies for help.
5. The cases will be updated immediately on the map after the check request is granted and finished.
6. The status of the particular case is now changed based on the severity of the case.

Use Case ID:	CMS.006		
Use Case Name:	Update Status		
Created By:	Ng Han Beng	Last Updated By:	Ng Han Beng
Date Created:	18 Feb 2016	Date Last Updated:	18 Feb 2016

Actor:	Call operator
Description:	Call operator will update information on the CMS map when new updates are received
Preconditions:	There is an existing case on the map
Postconditions:	Public(shelter thing) and government(every 30min thing) must be updated on the changes.
Priority:	High
Frequency of Use:	High
Flow of Events:	Call operator receives information to change the case from normal to crisis or vice versa, or just any normal updates on the severity of the case. Call operator updates the status of the relevant case. Information of the change is released to the public through Facebook, Twitter and SMS, if its change is from normal to crisis or crisis to normal.
Alternative Flow:	Call operator receives information to change the case from normal to crisis or vice versa, or just any normal updates on the severity of the case. Call operator sends request to the relevant agencies if the case's situation requires more assistance/backup. Call operator updates the status of the relevant case. Information of the change is released to the public through Facebook, Twitter and SMS, if its change is from normal to crisis or crisis to normal.
Exceptions:	
Includes:	Crisis, Release Information
Special Requirements:	
Assumptions:	The update is about an existing case.
Notes and Issues:	

Use Case ID:	CMS.007		
Use Case Name:	Dengue API Request		
Created By:	Kong Zhong Han	Last Updated By:	Kong Zhong Han
Date Created:	16 Feb 2016	Date Last Updated:	18 Feb 2016

Actor:	Dengue Singapore	
Description:	System requests from Dengue Singapore API for updated information of current Dengue incidents in Singapore.	
Preconditions:	The View Map use case is being called upon.	
Postconditions:	API returns with the requested information of Dengue Incidents in Singapore.	
Priority:	High	
Frequency of Use:	High	
Flow of Events:	**Actor Step** 2. The API returns the requested information to the system.	**System Step** 1. The system requests for the updated information of current dengue incidents in Singapore. 3. The system parses the information and shows the incidents on the map.
Alternative Flow:		
Exceptions:	**CMS.EX.1** – Dengue Singapore API has downtime. System Response – Dialog Box appears informing user that Dengue Singapore API is facing downtime and the issue is being resolved. **System Response for unexpected failure of use case execution** – A dialog box will pop up asking the user to send feedback to the system administrator and the application will close.	
Includes:	View Map	
Special Requirements:	1. The system is able to correctly parse the information received from the API. 2. Dengue Singapore API must not have downtime.	
Assumptions:		
Notes and Issues:		

Use Case ID:	CMS.008		
Use Case Name:	Map Renderer		
Created By:	Kong Zhong Han	Last Updated By:	Kong Zhong Han
Date Created:	16 Feb 2016	Date Last Updated:	18 Feb 2016

Actor:	Google Map API	
Description:	System requests from Google Map for the Singapore Map.	
Preconditions:	The View Map use case is being called upon.	
Postconditions:	API returns with the map of Singapore.	
Priority:	High	
Frequency of Use:	High	
Flow of Events:	**Actor Step** 2. The API returns the requested information to the system.	**System Step** 1. The system requests for the Singapore Map. 3. The system parses the information and renders the map on the browser.
Alternative Flow:		
Exceptions:	**CMS.EX.2** – Google Map API has downtime. System Response – Dialog Box appears informing user that Google Map API is facing downtime and the issue is being resolved. **System Response for unexpected failure of use case execution** – A dialog box will pop up asking the user to send feedback to the system administrator and the application will close.	
Includes:	View Map	
Special Requirements:	1. The system is able to correctly parse the information received from the API. 2. Google Map API must not have downtime.	
Assumptions:		
Notes and Issues:		

Use Case ID:	CMS.009		
Use Case Name:	NEA API Request		
Created By:	Kong Zhong Han	Last Updated By:	Kong Zhong Han
Date Created:	16 Feb 2016	Date Last Updated:	18 Feb 2016

Actor:	NEA	
Description:	System requests from NEA for the Weather and Haze information of Singapore.	
Preconditions:	The View Map use case is being called upon.	
Postconditions:	API returns with the requested information of the Weather and Haze in Singapore.	
Priority:	High	
Frequency of Use:	High	
Flow of Events:	**Actor Step** 2. The API returns the requested information to the system.	**System Step** 1. The system requests for the Weather and Haze information in Singapore currently. 3. The system parses the information and renders the information on the browser.
Alternative Flow:		
Exceptions:	**CMS.EX.3** – NEA API has downtime. System Response – Dialog Box appears informing user that NEA API is facing downtime and the issue is being resolved. **System Response for unexpected failure of use case execution** – A dialog box will pop up asking the user to send feedback to the system administrator and the application will close.	
Includes:	View Map	
Special Requirements:	1. The system is able to correctly parse the information received from the API. 2. NEA API must not have downtime.	
Assumptions:		
Notes and Issues:		

Use Case ID:	CMS.010		
Use Case Name:	Crisis		
Created By:	Gayle Natalie Ang	Last Updated By:	Ho Song Yan
Date Created:	18 Feb 2016	Date Last Updated:	18 Feb 2016

Actor:	Call Operator, Google Map API	
Description:	System indicates the scale of the crisis on the map base on color-codes.	
Preconditions:	The Update Status use case will indicate if a situation is now a crisis	
Postconditions:	The system will return the map that is colour coded based on the severity of the crisis. The call operators will inform the relevant agencies and the release of information accordingly.	
Priority:	High	
Frequency of Use:	Frequent	
Flow of Events:	**Actor Step** 2. The Call operator indicates the location and the scale of the crisis after receiving confirmation from the relevant agency. 3.The Call operator selects the scale of the crisis based on the colour codes: Green- Stabilised Yellow- Occurrence of a case. Orange- Occurrence of a handful of cases Red- Severe	**System Step** 1. The system requests the map. 4. The system parses the information and renders the information on the map.
Alternative Flow:		
Exceptions:	**System Response for incorrect location entered** – A dialog box will pop up asking the user to re-enter the address information or the postal code of the location.	
Includes:	Send Request, Release Information	
Special Requirements:		
Assumptions:	1.The number of cases in each location is known. 2.The agencies will reflect the scalability of the crisis by calling in to the call operator.	
Notes and Issues:		

Use Case ID:	CMS.011		
Use Case Name:	Release information		
Created By:	Gayle Natalie Ang	Last Updated By:	Chua Wee Hang
Date Created:	18 Feb 2016	Date Last Updated:	19 Feb 2016

Actor:	Call operator, Facebook , Twitter, SMS
Description:	System sends SMS to social media agencies to update the status of the crisis to the public via platforms, which include Facebook, Twitter and SMS.
Preconditions:	Call operator updates the status of the crisis.
Postconditions:	Public will be updated with the latest details of the crisis.
Priority:	High
Frequency of Use:	Frequent
Flow of Events:	1. Once the status of the crisis is “Confirmed”, the system sends SMS to social media agencies to update the crisis. 2. The agencies release the information to public via social media platforms, which include Facebook, Twitter and SMS. 3. Public is being updated with the latest details of the crisis. The use case ends.
Alternative Flow:	1. Once the status of the crisis is updated to “Resolved”, and the icon of that particular crisis is removed from the map, the system sends SMS to social media agencies to update the crisis. 2. The agencies release the resolved information to public via social media platforms, which include Facebook, Twitter and SMS. 3. Public is being updated with the latest details of the crisis. The use case ends.
Exceptions:	**System Response for failure to send message** A dialog box will pop up telling the call operator that the message has failed to send through.
Includes:	
Special Requirements:	
Assumptions:	
Notes and Issues:	