## Use Cases

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| No | Use Case Name | Explanation / Discussions | Feature/ Grouping |
| 1 | Volunteer Registers to the System |  | Registration |
| 2 | Volunteer updates his/her profile | Including their stuff, their work conditions | Profile Management |
| 3 | Volunteer reports new incident | We may narrow it to only trained members. | Incident Reporting |
| 4 | Trained members reports about incident progress | We may expand it to the all volunteers. Think that we don’t have any trained member in one incident. How we can get information about progress? | Incident Reporting |
| 5 | Manager manages profiles |  | Profile Management |
| 6 | Manager/System informs all related users about important incidents and crisis |  | Warning the users |
| 7 | System visually shows all users in map |  | Resource Management |
| 8 | System shows all incidents in map with filtering option | Manager can filter for specific users. E.g. 20-25 aged teens or only those having a car. | Incident Management |
| 9 | System keeps updated location and status information of all users |  | Resource Management |
| 10 | Manager sends specific questions to all/some users | E.g. We need too much first aid stuff. Some users have reported having that but we need more. Manager sends explicit request for that need. | Information Gathering |
| 11 | User logins to the system |  | Authentication |
| 12 | Manager registers new incident | Defines needs, manage location.. | Incident Management |
| 13 | Manager manages existing incidents |  | Incident Management |
| 14 | System assists the manager to chose the resources | System creates main and alternate user list as suggestion, manager manages that lists. | Resource Management |
| 15 | System sends request to users |  | Commanding Users |
| 16 | Users gets and evaluates the requests |  | Commanding Users |
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## More System Explanation

System has three kinds of users.

1. Manager : Stays in the management office and manages the incidents and resources. There may be more than one manager managing different incidents
2. Trained Users : Hired people or volunteer members of organization. They had trainings. They are experts. They usually already registered to the system.
3. Citizen : Volunteers. No specific trainings. They usually register at the time of crisis.

Citizen point of view : Crisis happens. Citizen decides to help people. Installs our software. Software asks for registration or login. Citizen selects registration. System guides him. He selects a username and password. Enters stuff he has and work conditions. Software asks for location information. Citizen waits for the commands.

Manager point of view : Manager gets some reports from citizen users, about a collapsed building in lindholmen. Manger asks a trained user close to there about that incident. If it is correct, he creates new incident, defines needs and select resources. Ideally, few trained users and more citizens are selected. Trained users are strong members of that organization. At the incident place, trained members manages and coordinates the overall work ORALY. Then they reports about the incident.

System uses written messaging intensively instead of voice calling. Because it is difficult to track recorded calls for a specific information.