**Resturante Managment System Program**

**(RMS 1.0 Program)**

**Software engineering project**

Software Requirements Specification For

**Resturante Managment System Progra**(RMS)

**Final Report**

**Deliverable for ICTI Component, Task No. 431.7 Contract No. 278-C-00-02-00201-00**

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*This report was prepared by AlliedSoft, in collaboration with Chemonics International Inc., prime contractor to the U.S. Agency for International Development for the AMIR Program in Jordan*

**Table of Contents**

**Document Revision History**

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| --- | --- | --- | --- |
| **Version** | **Revised By** | **Revision Date** | **Comments** |
| 0.1 | taha shabaan | Nov 21 2023 | Initial draft. |

**Introduction**

This Software Requirements Specification (SRS) document is intended to capture the complete software requirements for the Resturante Managment System Progra(RMS)

This document is intended to capture the scope and requirements of the desired system to be approved by the client and to be used by the software development team as a means to understand what needs to be done, and to serve as a basis for software design, development, and testing.

In addition to system functionality, the SRS also describes the non-functional requirements, design constraints, and other factors necessary to provide a comprehensive view of the requirements for the software.

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* ***Scope***

The Jordanian Ministry of Information and Communication Technology (MoICT) is looking for a system to acquire and track training and testing sessions for Government of Jordan (GoJ) employees. Such a system will be Web based and available to managers, administrators, as well as the employees. Different user groups are identified and the system will implement different policies, access rights and securities per group.

The system will support a bidding process for training/testing offers and will have the ability to track employees’ training/testing nomination, registration, and results. The system will accept course feedback from the trainees. Relevant reports and views are to be generated also as part of this system.

A successful solution will automate (to an extent) the process of acquiring training and testing. It will provide vision to management about the training that the GoJ employees need to complete. More efficient use of the training should be realized with such a system.

* ***Definitions, Acronyms, and Abbreviations***

The following is an alphabetized glossary of terms, acronyms, and abbreviations required to properly interpret and understand the software requirements and intended use.

|  |  |
| --- | --- |
| Term, Acronym, or Abbreviation | Definition |
| ARFO | Approved Request for Offer |
| ARFT | Approved Request for Testing |
| GoJ | Government of Jordan |
| MoICT | Ministry of Information and Communication Technology |
| PMU | Project Management Unit |
| RFI | Request for Information |
| RFN | Request for Nominations (training) |
| RFO | Request for Offer (training) |
| RFO Response | Request for Offer Response (training) |
| RFR | Request for Registration (training) |

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| Term, Acronym, or Abbreviation | Definition |
| RFT | Request for Testing |
| RFT Response | Request for Testing Response |
| TC | Training/Testing Coordinator (GoJ Entity) |
| Testing RFN | Testing Request for Nominations |
| Testing RFR | Testing Request for Registration |
| TP | Training/Testing Provider |

* ***References***

The following is a list of all references used to produce this SRS.

|  |  |  |  |
| --- | --- | --- | --- |
| **Reference** | **Date** | **Published By** | **Source** |
| Training Management System  Definition Document | Aug 25 2002 | CNS | AMIR |
| Annex D, Scope of Work | Oct 14 2002 | AMIR | AMIR |

* **Assumptions and Dependencies**

This document is based on the following assumptions.

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| --- | --- | --- |
| **Assumption No.** | **Title** | **Description** |
| 1 | User Connectivity and Skill Level | All users of this system are assumed to have the ability to connect to the TMS Web application (via Internet or Intranet) and to have Web browsing  capability. |
| 2 | Web Browser | Supported Web Browser will be Microsoft Internet  Explorer 5.0 or above. |
| 3 | Supported Languages | The user interface and data will be either English or Arabic. Normally, English will be used; Arabic will be used in all interactions involving non- administrative users (trainees). Arabic will be used  when appropriate, such as for employee names and mailing addresses. |
| 4 | Runtime Environment | The runtime hardware, software, and networking environment will be supplied in fully operational condition by the client. AlliedSoft is not responsible for the purchase, setup, and configuration of the required runtime hardware, software, and  networking environment. |
| 5 | Screen Resolution | Optimal end user screen resolution will be 800x600. |

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| **Assumption No.** | **Title** | **Description** |
| 6 | Reporting Technique | There is no specific reporting technology identified as an e-Government standard. AlliedSoft is free to use any reporting technique that will meet the  requirements. |
| 7 | Public Events and Program  Announcements | These are text (free-form) announcements to be accessible from the system’s home page without  login. |
| 8 | Nomination vs. Registration | Government Entities nominate, PMU approves nominations based on certain criteria. The criteria are not tracked on the system, but the PMU should  be able to list the criteria in the RFR. |
| 9 | RFI | This is information on the profile of the Training/Testing Provider (TP), such as the services  they offer, their location, etc. |
| 10 | RFI Response | * The RFI response can contain only one attachment which can be downloaded onto the user’s computer. * The attachment can be opened/viewed if the user’s computer has the associated program installed. |
| 11 | Login ID for  Administrative User Groups | For administrative user groups: PMU, TP, and TC,  there is no business need to have different login IDs for each user within these groups. |
| 12 | Testing Prerequisites | There are no testing prerequisites. Employees can  take tests without attending training. |
| 13 | Approved RFO/RFT  Responses | The PMU may approve more than one TP for an  RFO or RFT. |
| 14 | Employee Selection Criteria | The business criteria for employee nomination and selection for registration are kept outside the system  and are not automatically enforced by the system. |
| 15 | GoJ Employee Access | A GoJ employee can use the system after entering  his/her National ID Number. |
| 16 | Export Data to Excel | * Microsoft Excel 2000 or above will be supported. * Not all reports will be exported; only reports where the data can be further analyzed will be exported. |
| 17 | Change Request | The development of the system will proceed based on the client requirements. Any additional requirements and/or changes of existing requirements may result in changes to the development schedule and/or the project price.  Change Requests must be submitted formally using the Change Request Form shown in Appendix – Change Request Form. |

* **High-Level System Architecture**

The system architecture must comply with the overall e-Government software and hardware architecture guidelines. Although this is not yet completed, we are required to use a 3-tier software architecture with XML support for interoperability with future e-Government applications.

A general view of 3-tier software architecture is shown below.



* **Functional Requirements**
* ***Functional Requirements***

The following table summarizes the functional requirements for the TMS.

|  |  |  |
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| **Req. No.** | **Title** | **Description** |
| FR01 | Course/Test Maintenance | Add, update, and delete courses or tests |
| FR02 | Course Type Maintenance | Add, update, and delete course types |
| FR03 | Users Maintenance | Add, update, and delete system  administrators and GoJ trainees; trainee information should include gender |
| FR04 | Training Center Maintenance | Add, update, and delete training centers |
| FR05 | Testing Center Maintenance | Add, update, and delete testing centers |

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| --- | --- | --- |
| **Req. No.** | **Title** | **Description** |
| FR06 | Location Maintenance | Add, update, and delete locations |
| FR07 | GoJ Entity Maintenance | Add, update, and delete GoJ entities |
| FR08 | TP Locations | Locations are associated with TPs |
| FR09 | Request for Offer (RFO) |  |
| FR09.1 | RFO Maintenance | Add, update, and delete training offer requests. Maximum attendees is specified;  no minimum |
| FR09.2 | RFO Notify | RFO notification to centers, optionally via e-  mail |
| FR09.3 | RFO Select | TP views and selects RFO |
| FR09.4 | Training Offer Submit | TP submit training offer |
| FR09.5 | RFO Approve/Reject | PMU approves or rejects one or more  submitted training offer (ARFO) |
| FR10 | Request for Nominations (RFN) |  |
| FR10.1 | RFN Maintenance | Add, update, and delete RFNs, including  nominee selection criteria. Maximum nominees is specified; no minimum |
| FR10.2 | RFN Notify | RFN notification to TCs, optionally via e-  mail |
| FR10.3 | RFN Select | TC views and selects RFN |
| FR10.4 | Nominee Maintenance | Administer the nominated trainees |
| FR10.5 | Submit Nominations | TC submits training nominations to PMU |
| FR10.6 | Approve/Reject Nominations | PMU approves or rejects nominees for  training |
| FR11 | Request for Registration (RFR) |  |
| FR11.1 | RFR Maintenance | Add, update, and delete request for  registration |
| FR11.2 | RFR Notify | RFR notification to TCs, optionally via e-  mail |
| FR11.3 | RFR Select | TC views and selects RFR |
| FR11.4 | Trainee Registration | TC registers approved training nominees  with one or more TPs approved for this training |
| FR11.5 | Registration Maintenance | Maintain registered employees |
| FR11.6 | ARFO Go | Allows TP to move ahead with an ARFO |
| FR11.7 | Training Attendance Maintenance | TP administers training attendance |
| FR11.8 | Indicate Training Completion | TP indicates trainee completed training |
| FR12 | Training/Testing Evaluation |  |
| FR12.1 | Retrieve Trainee History | View attended courses and tests by GoJ  employees |
| FR12.2 | Evaluation | Submit training or testing evaluation data by employee. System should support dynamically generated evaluation form for a  training course or a test. |
| FR13 | Request for Testing (RFT) |  |

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| **Req. No.** | **Title** | **Description** |
| FR13.1 | RFT Maintenance | Add, update, and delete testing offer requests. Maximum attendees is specified;  no minimum |
| FR13.2 | RFT Notify | RFT notification to centers, optionally via e-  mail |
| FR13.3 | RFT Select | TP views and selects RFT |
| FR13.4 | Testing Offer Submit | TP submit testing offer |
| FR13.5 | RFT Approve/Reject | PMU approves or rejects one or more  submitted testing offer (ARFT) |
| FR14 | Testing Request for Nominations |  |
| FR14.1 | Testing RFN Maintenance | Add, update, and delete testing RFNs, including nominee selection criteria. Maximum nominees is specified; no  minimum |
| FR14.2 | Testing RFN Notify | Testing RFN notification to TCs, optionally  via e-mail |
| FR14.3 | Testing RFN Select | TC views and selects testing RFN |
| FR14.4 | Testing Nominee Maintenance | Administer the employees nominated for  testing |
| FR14.5 | Submit Testing Nominations | TC submits testing nominations to PMU |
| FR14.6 | Approve/Reject Testing  Nominations | PMU approves or rejects testing nominees |
| FR15 | Testing Request for Registration |  |
| FR15.1 | Testing RFR Maintenance | Add, update, and delete request for  registration (testing) |
| FR15.2 | Testing RFR Notify | Testing RFR notification to TCs, optionally  via e-mail |
| FR15.3 | Testing RFR Select | TC views and selects testing RFR |
| FR15.4 | Registration for Testing | TC registers approved nominees for testing with one or more TPs approved for this  testing |
| FR15.5 | Testing Registration Maintenance | Maintain registered employees for testing |
| FR15.6 | ARFT Go | Allows TP to move ahead with an ARFT |
| FR15.7 | Testing Attendance Maintenance | TP administers testing attendance |
| FR15.8 | Indicate Testing Completion | TP indicates employee testing completed |
| FR16 | Allow Training and Related Testing in the Same Center | System should allow trainee to take the related test in the same center where the  training occurred. |
| FR17 | Events Maintenance | Maintain and publish public event  announcements |
| FR18 | Programs Maintenance | Maintain and publish public program  announcements |
| FR19 | Request for Information (RFI) |  |
| FR19.1 | RFI Maintenance | List, edit and maintain RFIs |
| FR19.2 | RFI Notify | RFI notification to all centers, optionally via  e-mail |

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| --- | --- | --- |
| **Req. No.** | **Title** | **Description** |
| FR19.3 | RFI Respond | TP responds to RFI. An ID number (commercial registration number) must be  entered in order to respond to RFI. |
| FR19.4 | RFI Response Attachment | RFI Response must have the ability to attach  a binary file of 2 MB maximum size |
| FR19.5 | RFI Response Maintenance | List and delete RFI responses; download  (view) file attachments |
| FR20 | Reports |  |
| FR20.1 | Printable | Reports should be printable in a neat and  clear format |
| FR20.2 | E-mail | Provide the ability to send reports via e-mail |
| FR20.3 | Export to Excel | Provide the ability to export report data to  Microsoft Excel (for further analysis) |
| FR20.4 | RFO report | List of RFOs |
| FR20.5 | RFR report | List of RFRs |
| FR20.6 | RFR nominations report | List of RFR nominations |
| FR20.7 | Approved Training Offers Report | List of approved training offers |
| FR20.8 | Registered Trainees Report | List of registered trainees per course |
| FR20.9 | Course Attendance Report | List of attendance per course |
| FR20.10 | Course Absentees Report | List of absentees per course |
| FR20.11 | Training Evaluation Report | Report about training evaluations |
| FR20.12 | Training History Report | Training history per trainee |
| FR20.13 | Approved Testing Offers Report | List of approved testing offers |
| FR20.14 | Testing RFR Nominations Report | List of registered employees for testing |
| FR20.15 | Testing History Report | Testing history per employee |
| FR20.16 | Pass Rate Reports | Pass rates by entity, location, TP, and gender |
| FR20.17 | Total Cost Report | Total cost of employees in a certain course or  test |
| FR20.18 | RFR Cost per Entity Report | Cost per entity for a certain RFR |

* ***Actors***

An actor is anything that exchanges data with the system. An actor can be a user, external hardware, or another system. The following are identified actors on the system.

* **System Administrator**

The System Administrator will have full access to the whole application. His/her role is to set up the system to be used by the other user groups, such as maintaining GoJ entities, users, locations, TPs, TCs, PMUs, etc.

* **PMU Administrator**

The PMU Administrator is responsible for managing the entire workflow for training and testing GoJ employees, including maintaining TPs, administering RFOs and RFTs, selecting TPs, registering employees for training and testing, etc.

* **TP Administrator**

The TP Administrator is responsible for maintaining his/her center’s information, submitting offers, reporting attendance, and reporting training and/or testing results.

* **Training Coordinator (TC)**

The TC is responsible for tracking his employees training/testing status, and nominating employees for training/testing.

* **GoJ Employee**

The GoJ Employee belongs to a specific government entity. He/she can track his/her own training/testing history, and he/she can submit training course evaluations.

* ***Use Cases***

A use case defines a set of use-case instances, where each instance is a sequence of actions a system performs that yields an observable result of value to a particular actor. Following are the identified use cases.

* **Login**

**Initiator:** Any Actor

**Description:** This use case enables actors to login to the Training Management System (TMS) in order to access the application and determine their access rights.

**Basic Flow of Events**

This use case begins when the actor attempts to logon the TMS web site through entering his/her User ID and Password. The system verifies that the password is valid [E-1] and allows the actor to log to the system.

**Exceptional Flow of Events**

**E-1: An invalid User ID or Password is entered.** The user may either re-enter the User ID and/or Password, or terminate the use case.

* **Course/Test Maintenance**

**Initiator:** PMU Administrator

**Description:** This use case enables the PMU Administrator to maintain Course or Test information.

**Preconditions**

The user successfully logs in as PMU Administrator.

**Basic Flow of Events**

The user can create/read/update/delete a specific Course or Test.

If the activity selected is Create, the *A-1: Create Course/Test* alternative flow is performed. If the activity selected is Read, the *A-2: Read Course/Test* alternative flow is performed.

If the activity selected is Update, the *A-3: Update Course/Test* alternative flow is performed. If the activity selected is Delete, the *A-4: Delete Course/Test* alternative flow is performed.

**Alternative Flow of Events**

**A-1: Create Course/Test**

The system displays the Course/Test creation screen. The user enters and saves the Course/Test information [E-1], then the use case can restart or terminate.

**A-2: Read Course/Test**

The system displays the Course/Test information [E-2], then the use case can restart or terminate.

**A-3: Update Course/Test**

The system displays the Course/Test screen containing information for the specified Course/Test. The user updates and saves the information [E-1], then the use case can restart or terminate.

**A-4: Delete Course/Test**

The user deletes the specified Course/Test [E-3], then the use case can restart or terminate.

**Exceptional Flow of Events**

**E-1: Invalid Course/Test information is entered.** The user may re-enter the invalid Course/Test information, restart the use case, or terminate the use case.

**E-2: Course/Test information cannot be accessed.** The user is informed that this option is not available at this time. The user may restart or terminate the use case.

**E-3: Course/Test information cannot be removed.** The user is informed that this option cannot be executed at this time. The user may restart or terminate the use case.

* **TP Maintenance**

**Initiator:** PMU Administrator or TP Administrator

**Description:** This use case enables the PMU Administrator or TP Administrator to maintain TP information.

**Preconditions**

The user successfully logs in as PMU Administrator or TP Administrator.

**Basic Flow of Events**

The PMU Administrator or TP Administrator can Create/Read/Update/Delete the information for a specific TP.

If the activity selected is Create, the *A-1: Create TP* alternative flow is performed. If the activity selected is Read, the *A-2: Read TP* alternative flow is performed.

If the activity selected is Update, the *A-3: Update TP* alternative flow is performed. If the activity selected is Delete, the *A-4: Delete TP* alternative flow is performed.

**Alternative Flow of Events**

**A-1: Create TP**

The system displays the TP creation screen. The user enters and saves the TP information [E-1], then the use case can restart or terminate.

**A-2: Read TP**

The system displays the specific TP information [E-2], then the use case can restart or terminate.

**A-3: Update TP**

The system displays the TP screen containing information for the specific TP. The user updates and saves the information [E-1], then the use case can restart or terminate.

**A-4: Delete TP**

The user deletes the specific TP [E-3], then the use case can restart or terminate.

**Exceptional Flow of Events**

**E-1: Invalid TP information is entered.** The user may re-enter the TP information, restart, or terminate the use case.

**E-2: TP information cannot be accessed.** The user is informed that this option is not available at this time. The user may restart or terminate the use case.

**E-3: TP information cannot be removed.** The user is informed that this option cannot be executed at this time. The user may restart or terminate the use case.

* **Requests Maintenance**

**Initiator:** PMU Administrator

**Description:** This use case enables the PMU Administrator to maintain the information for all types of requests.

**Preconditions**

The user successfully logs in as PMU Administrator.

**Basic Flow of Events**

The PMU Administrator is able to create/read/update/delete the information for all types of requests such as: RFO, RFT, RFN or RFI.

If the activity selected is Create, the *A-1: Create Request* alternative flow is performed. If the activity selected is Read, the *A-2: Read Request* alternative flow is performed.

If the activity selected is Update, the *A-3: Update Request* alternative flow is performed. If the activity selected is Delete, the *A-4: Delete Request* alternative flow is performed.

**Alternative Flow of Events**

**A-1: Create Request**

The system displays the Request creation screen, depending on the type of request. The user enters and saves the Request information [E-1], then the use case can restart or terminate.

Request information includes criteria for nomination if applicable.

**A-2: Read Request**

The system displays the specific Request information [E-2], then the use case can restart or terminate.

**A-3: Update Request**

The system displays the Request screen containing information for the specific Request. The user updates and saves the information [E-1], then the use case can restart or terminate.

**A-4: Delete Request**

The user deletes the specific Request [E-3], then the use case can restart or terminate.

**Exceptional Flow of Events**

**E-1: Invalid Requests information is entered.** The user may re-enter the Request information, restart, or terminate the use case.

**E-2: Requests information cannot be accessed.** The user is informed that this option is not available at this time. The user may restart or terminate the use case.

**E-3: Requests information cannot be removed.** The user is informed that this option cannot be executed at this time. The user may restart or terminate the use case.

* **Submit Request**

**Initiator:** PMU Administrator

**Description:** This use case enables the PMU Administrator to submit Request information.

**Preconditions**

* The user successfully logs in as PMU Administrator.
* The Request Maintenance use case has finished successfully for the Request to be submitted.

**Basic Flow of Events**

The PMU Administrator can submit a particular Request to the appropriate destination based on the type of Request [E-1] [E-2]. The PMU Administrator will specify the deadline for the response.

**Exceptional Flow of Events**

**E-1: Request information cannot be accessed.** The user is informed that this option is not available at this time. The user may restart or terminate the use case.

**E-2: Request cannot be submitted.** The user may either re-submit the Request, restart or terminate the use case.

* **RFR Maintenance**

**Initiator:** PMU Administrator

**Description:** This use case enables the PMU Administrator to maintain the information for RFR form.

**Preconditions**

The user successfully logs in as PMU Administrator.

**Basic Flow of Events**

The PMU Administrator is able to create/read/update/delete the information for RFR form. If the activity selected is Create, the *A-1: Create RFR Form* alternative flow is performed. If the activity selected is Read, the *A-2: Read RFR Form* alternative flow is performed.

If the activity selected is Update, the *A-3: Update RFR Form* alternative flow is performed.

If the activity selected is Delete, the *A-4: Delete RFR Form* alternative flow is performed.

**Alternative Flow of Events**

**A-1: Create RFR Form**

The system displays the RFR creation screen. The user enters and saves the RFR information [E-1], then the use case can restart or terminate.

**A-2: Read Request**

The system displays the RFR information [E-2], then the use case can restart or terminate.

**A-3: Update Request**

The system displays the RFR information screen. The user updates and saves the information [E-1], then the use case can restart or terminate.

**A-4: Delete Request**

The user deletes the RFR information [E-3], then the use case can restart or terminate.

**Exceptional Flow of Events**

**E-1: Invalid RFR information is entered.** The user may re-enter the RFR information, restart, or terminate the use case.

**E-2: RFR information cannot be accessed.** The user is informed that this option is not available at this time. The user may restart or terminate the use case.

**E-3: RFR information cannot be removed.** The user is informed that this option cannot be executed at this time. The user may restart or terminate the use case.

* **Submit RFR**

**Initiator:** PMU Administrator

**Description:** This use case enables the PMU Administrator to submit a RFR for training or testing.

**Preconditions**

* The user successfully logs in as PMU Administrator.
* The RFR Maintenance use case has finished successfully for the RFR to be submitted.

**Basic Flow of Events**

The PMU Administrator specifies the RFR to be submitted [E-1] then submits the RFR to the selected TCs [E-2].

**Exceptional Flow of Events**

**E-1: RFR information cannot be accessed.** The user is informed that this option is not available at this time. The user may restart or terminate the use case.

**E-2: RFR cannot be submitted.** The user may either re-submit the RFR, restart or terminate the use case.

* **RFO/RFT Response Maintenance**

**Initiator:** TP Administrator

**Description:** This use case enables the TP Administrator to maintain the information for RFO or RFT Response.

**Preconditions**

* The user successfully logs in as TP Administrator.
* Submit Request successfully done.

**Basic Flow of Events**

The TP Administrator is able to create/read/update/delete the information for a specific RFO/RFT Response.

If the activity selected is Create, the *A-1: Create RFO/RFT Response* alternative flow is performed.

If the activity selected is Read, the *A-2: Read RFO/RFT Response* alternative flow is performed.

If the activity selected is Update, the *A-3: Update RFO/RFT Response* alternative flow is performed.

If the activity selected is Delete, the *A-4: Delete RFO/RFT Response* alternative flow is performed.

**Alternative Flow of Events**

**A-1: Create RFO/RFT Response**

The system displays the RFO/RFT Response creation screen. The user enters and saves the Response information [E-1], then the use case can restart or terminate.

**A-2: Read RFO/RFT Response**

The system displays the specific RFO/RFT Response information [E-2], then the use case can restart or terminate.

**A-3: Update RFO/RFT Response**

The system displays the RFO/RFT Response screen containing information for the specific RFO/RFT Response. The user updates and saves the information [E-1], then the use case can restart or terminate.

**A-4: Delete RFO/RFT Response**

The user deletes the specific RFO/RFT Response [E-3], then the use case can restart or terminate.

**Exceptional Flow of Events**

**E-1: Invalid RFO/RFT Response information is entered.** The user may re-enter the Request information, restart, or terminate the use case.

**E-2: RFO/RFT Response information cannot be accessed.** The user is informed that this option is not available at this time. The user may restart or terminate the use case.

**E-3: RFO/RFT Response information cannot be removed.** The user is informed that this option cannot be executed at this time. The user may restart or terminate the use case.

* **Submit RFO/RFT Response**

**Initiator:** TP Administrator

**Description:** This use case enables the TP Administrator to submit a response to a Request.

**Preconditions**

* The user successfully logs in as TP Administrator.
* The RFO/RFT Response Maintenance use case has finished successfully for the RFO/RFT Response to be submitted.

**Basic Flow of Events**

The TP Administrator specifies the RFO/RFT Response to be submitted [E-1] then submits the response to the PMU Administrator [E-2] [E-3].

**Exceptional Flow of Events**

**E-1: RFO/RFT Response information cannot be accessed.** The user is informed that this option is not available at this time. The user may restart or terminate the use case.

**E-2: RFO/RFT Response cannot be submitted.** The user may either re-submit the RFO/RFT Response, restart or terminate the use case.

**E-3: Response to the request after given deadline.** The response is not submitted. The user may restart or terminate the use case.

* **RFN Response Maintenance**

**Initiator:** TC

**Description:** This use case enables a TC to maintain the information for RFN or Testing RFN Response.

**Preconditions**

* The user successfully logs in as a TC.
* Submit Request successfully done.

**Basic Flow of Events**

The TC is able to create/read/update/delete the information for a specific RFN/Testing RFN Response.

If the activity selected is Create, the *A-1: Create RFN Response* alternative flow is performed. If the activity selected is Read, the *A-2: Read RFN Response* alternative flow is performed.

If the activity selected is Update, the *A-3: Update RFN Response* alternative flow is performed. If the activity selected is Delete, the *A-4: Delete RFN Response* alternative flow is performed.

**Alternative Flow of Events**

**A-1: Create RFN Response**

The system displays the RFN Response creation screen. The user enters and saves the Response information [E-1], then the use case can restart or terminate. RFN Response includes specifying the nominated employees.

**A-2: Read RFO/RFT Response**

The system displays the specific RFN Response information [E-2], then the use case can restart or terminate.

**A-3: Update RFO/RFT Response**

The system displays the RFN Response screen containing information for the specific RFN Response. The user updates and saves the information [E-1], then the use case can restart or terminate. Updating RFN Response includes the ability to add/update/delete nominated employees.

**A-4: Delete RFN Response**

The user deletes the specific RFN Response [E-3], then the use case can restart or terminate.

**Exceptional Flow of Events**

**E-1: Invalid RFN Response information is entered.** The user may re-enter the Response information, restart, or terminate the use case.

**E-2: RFN Response information cannot be accessed.** The user is informed that this option is not available at this time. The user may restart or terminate the use case.

**E-3: RFN Response information cannot be removed.** The user is informed that this option cannot be executed at this time. The user may restart or terminate the use case.

* **Submit RFN Response**

**Initiator:** TC

**Description:** This use case enables the TC to submit a response to a RFN or Testing RFN.

**Preconditions**

* The user successfully logs in as a TC.
* The RFN Response Maintenance use case has finished successfully for the RFN Response to be submitted.

**Basic Flow of Events**

The TC specifies the RFN Response to be submitted [E-1] then submits the response to the PMU Administrator [E-2] [E-3].

**Exceptional Flow of Events**

**E-1: RFN Response information cannot be accessed.** The user is informed that this option is not available at this time. The user may restart or terminate the use case.

**E-2: RFN Response cannot be submitted.** The user may either re-submit the RFN Response, restart or terminate the use case.

**E-3: Response to the request after given deadline.** The response is not submitted. The user may restart or terminate the use case.

* **RFR Response Maintenance**

**Initiator:** TC

**Description:** This use case enables a TC to maintain the information for RFR or Testing RFR Response.

**Preconditions**

* The user successfully logs in as a TC.
* Submit RFR Request successfully done.

**Basic Flow of Events**

The TC is able to create/read/update/delete the information for a specific RFR/Testing RFR Response.

If the activity selected is Create, the *A-1: Create RFR Response* alternative flow is performed. If the activity selected is Read, the *A-2: Read RFR Response* alternative flow is performed.

If the activity selected is Update, the *A-3: Update RFR Response* alternative flow is performed. If the activity selected is Delete, the *A-4: Delete RFR Response* alternative flow is performed.

**Alternative Flow of Events**

**A-1: Create RFR Response**

The system displays the RFR Response creation screen. The user enters and saves the Response information [E-1], then the use case can restart or terminate. RFR Response includes specifying the TP selected for providing the course or test.

**A-2: Read RFR Response**

The system displays the specific RFR Response information [E-2], then the use case can restart or terminate.

**A-3: Update RFR Response**

The system displays the RFN Response screen containing information for the specific RFN Response. The user updates and saves the information [E-1], then the use case can restart or terminate.

**A-4: Delete RFR Response**

The user deletes the specific RFR Response [E-3], then the use case can restart or terminate.

**Exceptional Flow of Events**

**E-1: Invalid RFR Response information is entered.** The user may re-enter the Response information, restart, or terminate the use case.

**E-2: RFR Response information cannot be accessed.** The user is informed that this option is not available at this time. The user may restart or terminate the use case.

**E-3: RFR Response information cannot be removed.** The user is informed that this option cannot be executed at this time. The user may restart or terminate the use case.

* **Submit RFR Response**

**Initiator:** TC

**Description:** This use case enables the TC to submit a response to a RFR or Testing RFR.

**Preconditions**

* The user successfully logs in as a TC.
* The RFR Response Maintenance use case has finished successfully for the RFR Response to be submitted.

**Basic Flow of Events**

The TC specifies the RFR Response to be submitted [E-1] then submits the response to the TP [E-2] [E-3].

**Exceptional Flow of Events**

**E-1: RFR Response information cannot be accessed.** The user is informed that this option is not available at this time. The user may restart or terminate the use case.

**E-2: RFR Response cannot be submitted.** The user may either re-submit the RFR, restart or terminate the use case.

**E-3: Response to the request after given deadline.** The response is not submitted. The user may restart or terminate the use case.

* **RFI Response Maintenance**

**Initiator:** TP Administrator

**Description:** This use case enables a TP Administrator to maintain the information for RFI Response.

**Preconditions**

* The user successfully logs in as a TP Administrator.
* Submit Request successfully done.

**Basic Flow of Events**

The TP Administrator is able to create/read/update/delete the information for a specific RFI Response. The user has the option to attach one or more binary files to the RFI Response.

If the activity selected is Create, the *A-1: Create RFI Response* alternative flow is performed. If the activity selected is Read, the *A-2: Read RFI Response* alternative flow is performed.

If the activity selected is Update, the *A-3: Update RFI Response* alternative flow is performed. If the activity selected is Delete, the *A-4: Delete RFI Response* alternative flow is performed.

**Alternative Flow of Events**

**A-1: Create RFI Response**

The system displays the RFI Response creation screen. The user enters and saves the Response information [E-1], then the use case can restart or terminate. The user may attach one or more binary files to the RFI Response [E-4].

**A-2: Read RFI Response**

The system displays the specific RFI Response information [E-2], then the use case can restart or terminate. The user is able to view any attachments associated with the RFI Response [E-5].

**A-3: Update RFI Response**

The system displays the RFI Response screen containing information for the specific RFI Response. The user updates and saves the information [E-1], then the use case can restart or terminate. The user is able to add/update/delete any attachment associated with this RFI Response.

**A-4: Delete RFI Response**

The user can delete the specific RFI Response [E-3] along with any attachments, then the use case can restart or terminate.

**Exceptional Flow of Events**

**E-1: Invalid RFI Response information is entered.** The user may re-enter the Response information, restart, or terminate the use case.

**E-2: RFI Response information cannot be accessed.** The user is informed that this option is not available at this time. The user may restart or terminate the use case.

**E-3: RFI Response information cannot be removed.** The user is informed that this option cannot be executed at this time. The user may restart or terminate the use case.

**E-4: Total attachments’ size exceeds 2 MB.** The user is informed that this option cannot be executed. The user may attach another file, restart or terminate the use case.

**E-5: No viewer available.** The user is informed that this option cannot be executed. The user may view another file, restart or terminate the use case.

* **Submit RFI Response**

**Initiator:** TP Administrator

**Description:** This use case enables the TP Administrator to submit a RFI Response.

**Preconditions**

* The user successfully logs in as a TP Administrator.
* The RFI Response Maintenance use case has finished successfully for the RFI Response to be submitted.

**Basic Flow of Events**

The TP Administrator specifies the RFI Response to be submitted [E-1] then submits the response to the PMU Administrator [E-2] [E-3].

**Exceptional Flow of Events**

**E-1: RFI Response information cannot be accessed.** The user is informed that this option is not available at this time. The user may restart or terminate the use case.

**E-2: RFI Response cannot be submitted.** The user may either re-submit the RFI, restart or terminate the use case.

**E-3: Response to the request after given deadline.** The response is not submitted. The user may restart or terminate the use case.

* **Review RFI Response**

**Initiator:** PMU Administrator

**Description:** This use case enables the PMU Administrator to review a specific RFI Response.

**Preconditions**

* The user successfully logs in as PMU Administrator.
* The Submit RFI Response use case has finished successfully for the RFI Response to be reviewed.

**Basic Flow of Events**

The PMU Administrator is able to read/delete a selected RFI Response.

If the activity selected is Read, the *A-1: Read RFI Response* alternative flow is performed.

If the activity selected is Delete, the *A-2: Delete RFI Response* alternative flow is performed.

**Alternative Flow of Events**

**A-1: Read RFI Response**

The system displays the specific RFI Response information [E-1], then the use case can restart or terminate. The user is able to view any attachments associated with the RFI Response [E-2].

**A-2: Delete RFI Response**

The user can delete the specific RFI Response [E-3] along with any attachments, then the use case can restart or terminate.

**Exceptional Flow of Events**

**E-1: RFI Response information cannot be accessed.** The user is informed that this option is not available at this time. The user may restart or terminate the use case.

**E-2: No viewer available.** The user is informed that this option cannot be executed. The user may view another file, restart or terminate the use case.

**E-3: RFI Response information cannot be removed.** The user is informed that this option cannot be executed at this time. The user may restart or terminate the use case.

* **Request Notification**

**Initiator:** PMU Administrator

**Description:** This use case enables the PMU Administrator to notify TP Administrators and TCs of their pending requests through the system and optionally through e- mail.

**Preconditions**

* The user successfully logs in as PMU Administrator.
* The Submit Request use case has finished successfully for the Request to notify about.

**Basic Flow of Events**

This use case enables the PMU Administrator to notify the related TP Administrators and/or TCs about a Request (RFO, RFT, RFR, Testing RFR, RFI, or RFN) through the system [E-1].

If the user chooses to also notify via e-mail, the *A-1: Notify through E-Mail* alternative flow is performed.

**Alternative Flow of Events**

**A-1: Notify through E-mail.** An E-mail message is sent to the related TP Administrators and/or TC [E-2].

**Exceptional Flow of Events**

**E-1: Notification cannot be submitted.** The user is informed that this option is not available at this time. The user may restart or terminate the use case.

**E-2: E-mail cannot be sent.** The user is informed and the e-mail notification is not sent. The use case terminates.

* **Response Approval**

**Initiator:** PMU Administrator

**Description:** This use case enables the PMU Administrator to approve one or more Responses for a specific RFO/RFT Request.

**Preconditions**

* The user successfully logs in as PMU Administrator.
* The Submit RFO/RFT Response use case has finished successfully for the Response to approve.

**Basic Flow of Events**

The PMU Administrator can approve one or more of the RFO/RFT Responses for a specific RFO/RFT Request [E-1]. An approved RFO Response is called ARFO (Approved RFO) and an approved RFT Response is called ARFT (Approved RFT).

If there are no responses within the Request deadline, the *A-1: Extend Request Deadline*

alternative flow may be performed.

**Alternative Flow of Events**

**A-1: Extend Request Deadline.** The PMU Administrator has the option to extend the response deadline for the specific RFO/RFT Request and send a notification to the related TPs [E-2].

**Exceptional Flow of Events**

**E-1: RFO/RFT Response cannot be accessed.** The user is informed that this option is not available at this time. The user may restart or terminate the use case.

**E-2: Request Deadline cannot be extended.** The user is informed that this option is not available at this time. The user may restart or terminate the use case.

* **Nominations Approval**

**Initiator:** PMU Administrator

**Description:** This use case enables the PMU Administrator to approve/reject nomination(s) of trainees/employees for a Training/Testing course.

**Preconditions**

* The user successfully logs in as PMU Administrator.
* The Submit RFN Response use case has finished successfully for the nominations to approve.

**Basic Flow of Events**

The PMU Administrator can approve or reject nominations of trainees/employees for a course or a test.

If the activity selected is Approve, the *A-1: Approve Nomination* alternative flow is performed. If the activity selected is Reject, the *A-2: Reject Nomination* alternative flow is performed.

**Alternative Flow of Events**

**A-1: Approve Nomination**

The nominee from the RFN Response is tagged as approved [E-1] to be included in the RFR which will be sent to the relevant TC for registration.

**A-2: Reject Nomination**

The nominee from the RFN Response is tagged as rejected [E-1] to be excluded from the RFR which will be sent to the relevant TC for registration.

**Exceptional Flow of Events**

**E-1: RFN Response cannot be accessed.** The user is informed that this option is not available at this time. The user may restart or terminate the use case.

* **ARFO/ARFT “Go” Signal**

**Initiator:** PMU Administrator

**Description:** This use case enables the PMU Administrator to inform the relevant TP(s) associated with a RFR or Testing RFR to start the training course or test.

**Preconditions**

* The user successfully logs in as PMU Administrator.
* The Submit RFR Response use case has finished successfully for the related ARFO/ARFT.

**Basic Flow of Events**

The PMU Administrator informs the approved TP(s) to start the training course/test [E-1].

**Exceptional Flow of Events**

**E-1: RFR Response cannot be accessed.** The user is informed that this option is not available at this time. The user may restart or terminate the use case.

* **Course/Test Results Maintenance**

**Initiator:** TP Administrator

**Description:** This use case enables the TP Administrator to maintain Trainee/Employee course or test results, including attendance and grades.

**Preconditions**

The user successfully logs in as TP Administrator.

**Basic Flow of Events**

The TP Administrator can maintain [E-1] Trainee/Employee results for a particular training course or test taken at the TP, including attendance/absence and grades (pass/fail).

**Exceptional Flow of Events**

**E-1: Employee record cannot be accessed.** The user is informed that this option is not available at this time. The user may restart or terminate the use case.

* **Submit Course/Test Results**

**Initiator:** TP Administrator

**Description:** This use case enables the TP Administrator to submit course or test results.

**Preconditions**

* The user successfully logs in as a TP Administrator.
* The Course/Test Results Maintenance use case has finished successfully for the results to be submitted.

**Basic Flow of Events**

The TP Administrator specifies the course/test to be submitted [E-1] then submits the results to the TC and PMU Administrator [E-2].

**Exceptional Flow of Events**

**E-1: Results information cannot be accessed.** The user is informed that this option is not available at this time. The user may restart or terminate the use case.

**E-2: Results cannot be submitted.** The user may re-submit the results, restart or terminate the use case.

* **Evaluation Form Maintenance**

**Initiator:** PMU Administrator

**Description:** This use case enables the PMU Administrator to maintain the Evaluation Form for a particular course/test.

**Preconditions**

The user successfully logs in as PMU Administrator.

**Basic Flow of Events**

The PMU Administrator is able to create/read/update/delete the training course evaluation form for a particular course/test.

The evaluation form is built by creating questions and specifying the Feedback Type for each question:

* Rating from 1-5
* Yes/No
* Free-form text

If the activity selected is Create, the *A-1: Create Evaluation Form* alternative flow is performed. If the activity selected is Read, the *A-2: Read Evaluation Form* alternative flow is performed.

If the activity selected is Update, the *A-3: Update Evaluation Form* alternative flow is performed.

If the activity selected is Delete, the *A-4: Delete Evaluation Form* alternative flow is performed.

**Alternative Flow of Events**

**A-1: Create Evaluation Form**

The system displays the Evaluation Form creation screen. Then the user can enter questions and specify the Feedback Type for each question [E-1].

**A-2: Read Evaluation Form**

The system displays the course/test Evaluation Form [E-2].

**A-3: Update Evaluation Form**

The system displays the Evaluation Form update screen. Then the user can update questions and/or Feedback Types [E-1].

**A-4: Delete Evaluation Form**

The user is able to delete Evaluation Forms [E-3].

**Exceptional Flow of Events**

**E-1: Invalid evaluation information is entered.** The user may re-enter the Evaluation Form information, restart, or terminate the use case.

**E-2: Evaluation Form information cannot be accessed.** The user is informed that this option is not available at this time. The user may restart or terminate the use case.

**E-3: Evaluation Form cannot be removed.** The user is informed that this option cannot be executed at this time. The user may restart or terminate the use case.

* **Course/Test Evaluation**

**Initiator:** GoJ Employee

**Description:** This use case enables a GoJ Employee to evaluate a specific attended training course or test.

**Preconditions**

* The user successfully logs in as a GoJ Employee.
* The Evaluation Form Maintenance use case has finished successfully for the related course/test.

**Basic Flow of Events**

The GoJ Employee is able to evaluate an attended course or test by filling the evaluation form. The user is allowed to fill only one evaluation for the selected course, and he/she cannot delete an evaluation once submitted.

If the activity selected is Create, the *A-1: Create Evaluation* alternative flow is performed. If the activity selected is Read, the *A-2: Read Evaluation* alternative flow is performed.

If the activity selected is Update, the *A-3: Update Evaluation* alternative flow is performed.

**Alternative Flow of Events**

**A-1: Create Evaluation**

The system displays the associated Evaluation Form [E-2] [E-3] and the user enters and saves the evaluation [E-1].

**A-2: Read Evaluation**

The system displays the evaluation form for the selected course/test [E-4].

**A-3: Update Evaluation**

The system displays the selected course/test evaluation update screen. Then the user can update the evaluation information [E-1] [E-5].

**Exceptional Flow of Events**

**E-1: Invalid evaluation information is entered.** The user may re-enter the evaluation information, restart, or terminate the use case.

**E-2: Evaluation Form information cannot be accessed.** The user is informed that this option is not available at this time. The user may restart or terminate the use case.

**E-3: Evaluation information already entered.** The user is allowed to update the evaluation if not already submitted. The user may restart or terminate the use case.

**E-4: Evaluation information cannot be accessed.** The user is informed that this option is not available at this time. The user may restart or terminate the use case.

**E-5: Evaluation information already submitted.** The user is allowed to read but not update evaluation information. The user may restart or terminate the use case.

* **Lookup Data Maintenance**

**Initiator:** PMU Administrator

**Description:** This use case enables the PMU Administrator to maintain the Lookup Data.

**Preconditions**

The user successfully logs in as PMU Administrator.

**Basic Flow of Events**

The PMU Administrator is able to create/read/update/delete Lookup Data entries, such as Locations, Feedback Types, etc.

If the activity selected is Create, the *A-1: Create Lookup Data* alternative flow is performed. If the activity selected is Read, the *A-2: Read Lookup Data* alternative flow is performed.

If the activity selected is Update, the *A-3: Update Lookup Data* alternative flow is performed. If the activity selected is Delete, the *A-4: Delete Lookup Data* alternative flow is performed.

**Alternative Flow of Events**

**A-1: Create Lookup Data**

The system displays the Lookup Data creation screen for the selected lookup data then the user enters and saves the information [E-1].

**A-2: Read Lookup Data**

The system displays the selected Lookup Data [E-2].

**A-3: Update Lookup Data**

The system displays the Lookup Data update screen for the selected lookup data. The user updates and saves the information [E-1].

**A-4: Delete Lookup Data**

The user deletes the selected lookup data entry [E-3].

**Exceptional Flow of Events**

**E-1: Invalid Lookup Data is entered.** The user may re-enter the lookup data, restart, or terminate the use case.

**E-2: Lookup Data cannot be accessed.** The user is informed that this option is not available at this time. The user may restart or terminate the use case.

**E-3: Lookup Data cannot be removed.** The user is informed that this option cannot be executed at this time. The user may restart or terminate the use case.

* **GoJ Entity Maintenance**

**Initiator:** PMU Administrator or TC

**Description:** This use enables the PMU Administrator to maintain GoJ Entity information.

**Preconditions**

The user successfully logs in as PMU Administrator.

**Basic Flow of Events**

The PMU Administrator is able to create/read/update/delete GoJ Entity information.

If the activity selected is Create, the *A-1: Create GoJ Entity* alternative flow is performed. If the activity selected is Read, the *A-2: Read GoJ Entity* alternative flow is performed.

If the activity selected is Update, the *A-3: Update GoJ Entity* alternative flow is performed. If the activity selected is Delete, the *A-4: Delete GoJ Entity* alternative flow is performed.

**Alternative Flow of Events**

**A-1: Create GoJ Entity**

The system displays the GoJ Entity creation screen. The user enters and saves the information [E-1].

**A-2: Read GoJ Entity**

The system displays the selected GoJ Entity information [E-2].

**A-3: Update GoJ Entity**

The system displays the GoJ Entity update screen for the selected GoJ Entity. The user updates and saves the information [E-1].

**A-4: Delete GoJ Entity**

The user can delete the selected GoJ Entity [E-3].

**Exceptional Flow of Events**

**E-1: Invalid GoJ Entity information is entered.** The user may re-enter the information, restart, or terminate the use case.

**E-2: GoJ Entity information cannot be accessed.** The user is informed that this option is not available at this time. The user may restart or terminate the use case.

**E-3: GoJ Entity information cannot be removed.** The user is informed that this option cannot be executed at this time. The user may restart or terminate the use case.

* **Administrator Maintenance**

**Initiator:** PMU Administrator

**Description:** This use case enables the PMU Administrator to maintain TP Administrators and TCs.

**Preconditions**

* The user successfully logs in as PMU Administrator.
* The TP Maintenance use case or the GoJ Entity Maintenance use case has finished successfully for the TP or GoJ Entity to which the administrator belongs.

**Basic Flow of Events**

The PMU Administrator is able to create/read/update/delete TP Administrator or TC information.

If the activity selected is Create, the *A-1: Create Administrator* alternative flow is performed.

If the activity selected is Read, the *A-2: Read Administrator* alternative flow is performed.

If the activity selected is Update, the *A-3: Update Administrator* alternative flow is performed. If the activity selected is Delete, the *A-4: Delete Administrator* alternative flow is performed.

**Alternative Flow of Events**

**A-1: Create Administrator**

The system displays the Administrator creation screen. The user enters and saves the information for a TP Administrator or TC and specifies which TP or GoJ Entity the Administrator represents [E-1].

**A-2: Read Administrator**

The system displays information for a selected Administrator [E-2].

**A-3: Update Administrator**

The system displays the Administrator update screen. The user updates and saves the information [E-1].

**A-4: Delete Administrator**

The user can delete a selected Administrator [E-3].

**Exceptional Flow of Events**

**E-1: Invalid GoJ Employee information is entered.** The user may re-enter the information, restart, or terminate the use case.

**E-2: GoJ Employee information cannot be accessed.** The user is informed that this option is not available at this time. The user may restart or terminate the use case.

**E-3: GoJ Employee information cannot be removed.** The user is informed that this option cannot be executed at this time. The user may restart or terminate the use case.

* **GoJ Employee Maintenance**

**Initiator:** TC

**Description:** This use case enables the TC to maintain GoJ Employee information.

**Preconditions**

* The user successfully logs in as a TC.
* The GoJ Entity Maintenance use case has finished successfully for the Entity to which the Employee belongs.

**Basic Flow of Events**

The TC is able to create/read/update/delete GoJ Employee information.

If the activity selected is Create, the *A-1: Create GoJ Employee* alternative flow is performed. If the activity selected is Read, the *A-2: Read GoJ Employee* alternative flow is performed.

If the activity selected is Update, the *A-3: Update GoJ Employee* alternative flow is performed. If the activity selected is Delete, the *A-4: Delete GoJ Employee* alternative flow is performed.

**Alternative Flow of Events**

**A-1: Create GoJ Employee**

The system displays the GoJ Employee creation screen. The user enters and saves the information for a particular employee within the GoJ Entity he/she represents [E-1].

**A-2: Read GoJ Employee**

The system displays information for a selected GoJ Employee [E-2].

**A-3: Update GoJ Employee**

The system displays the GoJ Employee update screen. The user updates and saves the information [E-1].

**A-4: Delete GoJ Employee**

The user can delete a selected GoJ Employee [E-3].

**Exceptional Flow of Events**

**E-1: Invalid GoJ Employee information is entered.** The user may re-enter the information, restart, or terminate the use case.

**E-2: GoJ Employee information cannot be accessed.** The user is informed that this option is not available at this time. The user may restart or terminate the use case.

**E-3: GoJ Employee information cannot be removed.** The user is informed that this option cannot be executed at this time. The user may restart or terminate the use case.

* **Public Events/Programs Maintenance**

**Initiator:** PMU Administrator

**Description:** This use case enables the PMU Administrator to maintain public events and program announcements.

**Preconditions**

The user successfully logs in as PMU Administrator.

**Basic Flow of Events**

The PMU Administrator is able to create/read/update/delete public events and program announcements.

If the activity selected is Create, the *A-1: Create Announcement* alternative flow is performed. If the activity selected is Read, the *A-2: Read Announcement* alternative flow is performed.

If the activity selected is Update, the *A-3: Update Announcement* alternative flow is performed. If the activity selected is Delete, the *A-4: Delete Announcement* alternative flow is performed.

**Alternative Flow of Events**

**A-1: Create Announcement**

The system displays the Announcement creation screen. The user enters and saves the information for a particular announcement [E-1].

**A-2: Read Announcement**

The system displays information for a selected announcement [E-2].

**A-3: Update Announcement**

The system displays the Announcement update screen. The user updates and saves the information [E-1].

**A-4: Delete Announcement**

The user can delete a selected announcement [E-3].

**Exceptional Flow of Events**

**E-1: Invalid Announcement information is entered.** The user may re-enter the information, restart, or terminate the use case.

**E-2: Announcement information cannot be accessed.** The user is informed that this option is not available at this time. The user may restart or terminate the use case.

**E-3: Announcement information cannot be removed.** The user is informed that this option cannot be executed at this time. The user may restart or terminate the use case.

* **Publish Announcements**

**Initiator:** PMU Administrator

**Description:** This use case enables the PMU Administrator to publish public events and program announcements onto the TMS home page.

**Preconditions**

* The user successfully logs in as PMU Administrator.
* The Public Events/Programs Maintenance use case has finished successfully for the announcement to be published.

**Basic Flow of Events**

The PMU Administrator is able to select one or more public events and program announcements [E-1], and then the selected announcements will appear on the TMS home page [E-2].

**Exceptional Flow of Events**

**E-1: Announcement information cannot be accessed.** The user is informed that this option is not available at this time. The user may restart or terminate the use case.

**E-2: Announcement information cannot be published.** The user is informed that this option cannot be executed at this time. The user may restart or terminate the use case.

* **Produce Reports**

**Initiator:** Any Actor

**Description:** This use case enables an actor to request and produce reports, depending on the type of Actor.

**Preconditions**

The user successfully logs in.

**Basic Flow of Events**

The user is able to select and display reports [E-1] based on the type of user.

If the user selects to print the report, the *A-1: Print Report* alternative flow is performed.

If the user selects to e-mail the report, the *A-2: E-Mail Report* alternative flow is performed. If the user selects to export the report, the *A-3: Export Report* alternative flow is performed.

**Alternative Flow of Events**

**A-1: Print Report**

After the report is displayed, the user can print the report to a printer defined at the client machine [E-2].

**A-2: E-Mail Report**

After the report is displayed, the user can e-mail the report to an e-mail recipient [E-3].

**A-3: Export Report**

After the report is displayed, the user can export the report data to a Comma Separated Variable (CSV) file on the client machine [E-4], that can be opened with Microsoft Excel for further data analysis.

**Exceptional Flow of Events**

**E-1: Report information cannot be accessed.** The user is informed that this option is not available at this time. The user may restart or terminate the use case.

**E-2: Report cannot be printed.** The user is informed that this option cannot be executed. The user may restart or terminate the use case.

**E-3: Report cannot be e-mailed.** The user is informed that this option cannot be executed. The user may restart or terminate the use case.

**E-3: Report cannot be exported.** The user is informed that this option cannot be executed. The user may restart or terminate the use case.

* ***Use Case Diagrams***
* **Entities/Users Information Maintenance**

TP Maintenance

<< Depends on >>

Administrator Maintenance

PMU Administrator

PMU Administrator or

TP Administrator

GoJ Entity Maintenance

<< Depends on >>

GoJ Employee Maintenance

TC

* **Lookup Data Maintenance**

PMU Administrator

* **Course/Test Maintenance**

PMU Administrator

* **RFO/RFT**

Request Maintenance

<<

Depends on >>

Submit Request

<< Depends on >>

Request Notification

<< Depends on >>

RFO/RFT

Response Maintenance

<< Depends on >>

TP Administrator

PMU Administrator

Response Approval

<< Depends on >>

Submit RFO/RFT Response

* **RFI**

Request Maintenance

<<

Depend s on >>

Submit Request

<< Depends on >>

Request Notification

<< Depends on >>

RFI Response Maintenance

<< Depends on >>

TP Administrator

PMU Administrator

Review RFI << Depend

Response

s on >>

Submit RFI Response

* **Nomination and Registration**

PMU Administrator

* **Course/Test Results**

TP Administrator

* **Course/Test Evaluation**

GoJ Employee

* **Public Events/Programs**
* **Reports**

Any Actor

* **Non Functional Requirements**
* ***System Requirements***

|  |  |  |
| --- | --- | --- |
| **Req. No.** | **Title** | **Description** |
| SYS01 | Web Based | This application will be Web based. |
| SYS02 | Languages | The user interface and data will be either English or Arabic. Normally, English will be used; Arabic will be used in all interactions involving non-administrative users (trainees). Arabic will be used when appropriate, such as  for employee names and mailing addresses. |
| SYS03 | Architecture | The application must be designed with a 3-tier software architecture with XML support for interoperability with  future e-Government applications. |

* ***Security Requirements***

The following user security levels are required.

|  |  |  |
| --- | --- | --- |
| **Req. No.** | **Title** | **Description** |
| SEC01 | PMU | MoICT Project Management Unit users: full control over the system; ability to update the system control data  (lookup data); ability to generate all reports. |
| SEC02 | TP  Administrators | Training/testing center administrators: of less power than the PMU; maintain his/her center related information; ability to update training attendance/absence and results,  and testing results; ability to submit training/testing offers. |
| SEC03 | Training Coordinators | Government of Jordan entity administrators: of less power than the PMU; ability to administer their own employees;  ability to nominate their employees for training/testing. |
| SEC04 | GoJ Employees | Ability to view their own training/testing history and  provide training evaluations. |

* ***Documentation Requirements***

The following documentation is required.

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| --- | --- | --- |
| **Req. No.** | **Title** | **Description** |
| DOC01 | Prototype | A prototype that demonstrates the system’s structure, look-and-feel, and main functions for the purpose of receiving feedback. This will be delivered as part of  the Design phase. |
| DOC02 | Software Design Specification  Document | A document specifying the software design, including recommended hardware specifications and  hardware/software security design. |
| DOC03 | User Manual | Document describing how to use the system. |

**Appendix – TMS Components**

The following table summarizes the TMS components as they exist today. It is intended to facilitate functionality prioritization.

Note: 3 = High, 2 = Medium, 1 = Low, TBD = to be determined.

|  |  |  |  |
| --- | --- | --- | --- |
| **Title** | **Description** | **Technical Complexity** | **Business Priority1** |
| Lookup Data Maintenance | Create/update/delete lookup data, such  as feedback types, course types, locations, etc. | 1 | 3 |
| Course/Test  Maintenance | Create/update/delete of course and test  information. | 1 | 3 |
| GoJ Entity Maintenance | Create/update/delete GoJ Entity  information. | 2 | 3 |
| GoJ Employee  Maintenance | Create/update/delete GoJ Employee  information. | 2 | 3 |
| TP Maintenance | Create/update/delete TP information. | 1 | 3 |
| RFI | TP profile requested by PMU and submitted by TP. |  | 3 |
| RFI Maintenance | Create/update/delete RFI. | 1 | 3 |
| RFI Notification | RFI notification to all centers through  the system. | 1 | 3 |
| RFI Response | TP responds to RFI; PMU maintains  responses. | 1 | 3 |
| RFI Response  Attachments | Attach, download, and maintain RFI  response attachments. | 2 | 3 |
| Events and Programs | Announcement of events and programs by the PMU directed for the GoJ  entities. | 1 | 3 |
| RFO | Request for Offer (training) |  |  |
| RFO Maintenance | Create/update/delete RFO information. | 2 | 3 |
| RFO Notification | PMU notifies TPs of RFO through the  system. | 1 | 3 |
| RFO Response | TPs response to RFOs. | 2 | 3 |
| RFO Response  Approvals | PMU approves one or more RFOs  (ARFO) | 1 | 3 |
| RFN | Request for Nominations (training) |  |  |
| RFN Maintenance | Create/update/delete RFN information. | 1 | 3 |
| RFN Notification | PMU notifies TCs of RFN through the  system. | 1 | 3 |
| RFN Nominations | TC nominates employees for training. | 1 | 3 |

1 As specified by MoICT.

|  |  |  |  |
| --- | --- | --- | --- |
| **Title** | **Description** | **Technical Complexity** | **Business Priority1** |
| Approve Nominations | PMU approves/rejects nominations. | 1 | 3 |
| RFR | Request for Registration (training) |  |  |
| RFR Maintenance | Create/update/delete RFR information. | 2 | 3 |
| RFR Notification | PMU notifies TCs of RFR through the  system. | 1 | 3 |
| Trainee Nomination | TC nominates and administers list of  nominees for an RFR. | 1 | 3 |
| Trainee Registration | PMU registers training nominees for a  course at a specific TP. | 1 | 3 |
| Training Tracking |  |  |  |
| ARFO Go | PMU approves the start of a training  course. | 1 | 3 |
| Training Attendance  Maintenance | TP tracks training attendance and  results. | 2 | 2 |
| Training Completion | TP indicates training course  completion. | 1 | 2 |
| Training/Testing  Evaluation |  |  |  |
| Evaluation Form  Maintenance | Create/update/delete training  evaluation form. | 3 | 3 |
| Training Evaluation | Trainee evaluates a specific training  course. | 2 | 3 |
| RFT | Request for Testing |  |  |
| RFT Maintenance | Create/update/delete RFT information. | 2 | 3 |
| RFT Notification | PMU notifies TPs of RFT through the  system. | 1 | 3 |
| RFT Response | TPs response to RFTs. | 2 | 3 |
| RFT Response  Approvals | PMU approves one or more RFTs  (ARFT) | 1 | 3 |
| Testing RFN | Request for Nominations (testing) |  |  |
| RFN Maintenance | Create/update/delete testing RFN  information. | 1 | 3 |
| RFN Notification | PMU notifies TCs of testing RFN  through the system. | 1 | 3 |
| RFN Nominations | TC nominates employees for testing. | 1 | 3 |
| Approve Nominations | PMU approves/rejects testing  nominations. | 1 | 3 |
| Testing RFR |  |  |  |
| Testing RFR  Maintenance | Create/update/delete Testing RFR  information. | 2 | 3 |
| Testing RFR  Notification | PMU notifies TCs of Testing RFR  through the system. | 1 | 3 |
| Testing Nomination | TC nominates and administers list of  nominees for a Testing RFR. | 1 | 3 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Title** | **Description** | **Technical Complexity** | **Business Priority1** |
| Testing Registration | PMU registers testing nominees for a  test at a specific TP. | 1 | 3 |
| Testing Tracking |  |  |  |
| ARFT Go | PMU approves the start of a test. | 1 | 2 |
| Testing Attendance  Maintenance | TP tracks testing attendance and  results. | 2 | 3 |
| Testing Completion | TP indicates testing completion. | 1 | 3 |
| Reporting |  |  |  |
| E-mail Report | Send report via e-mail. | 1 | 3 |
| Export to Excel | Export report data to Excel for further  analysis. | 2 | 3 |
| RFO/RFT Report | List of RFOs/RFTs (possible filters:  TP). | 1 | 3 |
| ARFO/ARFT Report | List of ARFOs/ARFTs (possible  filters: TP). | 1 | 3 |
| RFR Report | List of training/testing RFRs (possible  filters: ARFO, ARFT, TP). | 2 | 3 |
| Nominations Report | List of training/testing nominations  (possible filters: RFR). | 1 | 3 |
| Registration Report | List of employees registered for  training/testing (possible filters: RFR, TP, GoJ Entity, course, test). | 2 | 3 |
| Attendance Report | List of employees who attended a  training course or a test (possible filters: TP, GoJ Entity, course, test). | 2 | 2 |
| Absentees Report | List of employees who were registered but absent from a training course or a  test (possible filters: TP, GoJ Entity, course, test). | 2 | 2 |
| Training Evaluations Report | List of evaluations for a training course  (possible filters: TP, GoJ Entity, course, various evaluation criteria). | 3 | 3 |
| Training/Testing History Report | Training/testing history for GoJ  emoloyees (possible filters: GoJ Employee, GoJ Entity). | 2 | 3 |
| Pass Rate Reports | Pass rates by entity, location, TP, and  gender. | 2 | 3 |
| Total Cost Report | Total cost of a course or test (possible  filters: GoJ Entity, course, test). | 2 | 3 |
| E-Mail Notifications |  |  |  |
| RFI | PMU notifies TPs of RFI through e-  mail. | 2 | 3 |
| RFO | PMU notifies TPs of RFO through e-  mail. | 2 | 3 |
| RFN | PMU notifies TCs of RFN through e-  mail. | 2 | 3 |

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| --- | --- | --- | --- |
| **Title** | **Description** | **Technical Complexity** | **Business Priority1** |
| RFR | PMU notifies TCs of RFR through e-  mail. | 2 | 3 |
| RFT | PMU notifies TPs of RFT through e-  mail. | 2 | 3 |
| Testing RFN | PMU notifies TCs of Testing RFN  through e-mail. | 2 | 3 |
| Testing RFR | PMU notifies TCs of Testing RFR  through e-mail. | 2 | 3 |
| Public Events/Programs | Maintain and publish public events and  programs announcements. | 1 | 2 |

**Appendix – Change Request Form**

**Note: Filling this Ticket serves as a formal notification to AlliedSoft of your problem or/and change request.**

|  |  |
| --- | --- |
| ***Su b mit Da te :*** | <dd/mm/yyyy> |
| ***Su b mit te d By :*** |  |
| ***Type:*** | <Problem or Change Request> |
| ***Pri o ri ty:*** |  |
| ***Descri pt io n:*** |  |

**For AlliedSoft use only**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***Pro j ect N a m e :*** |  | | | | |
| ***Ti cke t N u m b er:*** |  | | | | |
| ***Prob le m / C R :*** |  | | | | |
| ***Ow n e r:*** |  | | | | |
|  | **Design** | **Development** | **Testing** | **Documentation** | **Total** |
| ***Es ti ma te d E ffor t : ( m a n***  ***ho ur s)*** |  |  |  |  |  |
| ***Im pa c t o n Pro j ect***  ***Sc he du le :*** |  | | | | |
| ***Im pa c t o n Pro j ect C o st :*** |  | | | | |

***Status Trail***

|  |  |  |
| --- | --- | --- |
| ***Status*** | ***Date*** | ***Comments*** |
| Submitted | <dd/mm/yyyy> |  |
| <Postponed, Duplicate, Rejected, or  More Info> | <dd/mm/yyyy> |  |
| Opened | <dd/mm/yyyy> |  |
| Assigned | <dd/mm/yyyy> |  |
| Resolved | <dd/mm/yyyy> |  |
| Test Failed | <dd/mm/yyyy> |  |
| Verified | <dd/mm/yyyy> |  |