# **1 Operations Maintainer**

## **1.1 Feature Process Flow / Use Case Model**

## **1.2 Use Case(s)**

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| **Use Case ID:** | 7.2.20 | | | |
| **Use Case Name:** | View Maintenance requests | | | |
| **Created By:** | Ben Hanna | | **Last Updated By:** | Ben Hanna |
| **Date Created:** | 9/13/2018 | | **Last Revision Date:** | 9/21/2018 |
| **Actors:** | | Maintenance | | |
| **Description:** | | User view the current overview status of all active maintenance in the system | | |
| **Trigger:** | | User requests to see maintenance requests, or timed trigger | | |
| **Preconditions:** | | 1. User has access to the maintenance records systems  2. User is logged in | | |
| **Postconditions:** | | 1. User is viewing the maintenance requests | | |
| **Normal Flow:** | | 1. User requests to see an overview of all active maintenance requests  2. The records server fetches relevant records and sends it back  3. The records are displayed on user screen as current maintenance status | | |
| **Alternative Flows:**  **[Alternative Flow 1 – No pet records]** | | 3a. in Step 3 of normal flow, if no maintenance requests are flagged as active.  1. A message informs the user that no active maintenance requests were found  2. Return to step 1 | | |
| **Exceptions:** | | 2a. In step 2, if the server can’t be contacted  1. User is notified that the request timed out and to check their connection  2. Return to step 1 | | |
| **Includes:** | | Logging in | | |
| **Frequency of Use:** | | 15 times and hour, possibly on demand | | |
| **Special Requirements:** | | [Identify any additional requirements, such as nonfunctional requirements, for the use case that may need to be addressed during design or implementation. These may include performance requirements or other quality attributes.] | | |
| **Assumptions:** | | [List any assumptions that were made in the analysis that led to accepting this use case into the product description and writing the use case description.  e.g. For the *Withdraw Cash* Use Case, an assumption could be:  The Bank Customer understands either English or Spanish language.] | | |
| **Notes and Issues:** | | [List any additional comments about this use case or any remaining open issues or TBDs (To Be Determined) that must be resolved. e.g.    1. What is the maximum size of the PIN that a use can have?] | | |
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