# **1 Feature Name Operations Maintainer**

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

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

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| --- | --- | --- | --- | --- |
| **Use Case ID:** | 7.3.05 | | | |
| **Use Case Name:** | Complete maintenance request | | | |
| **Created By:** | Ben hanna | | **Last Updated By:** | Ben Hanna |
| **Date Created:** | 9.21.2018 | | **Last Revision Date:** | 9.21.2018 |
| **Actors:** | | Maintenance | | |
| **Description:** | | User approves maintenance request | | |
| **Trigger:** | | Manual action | | |
| **Preconditions:** | | 1. User is logged in  2. **User has access to the maintenance server**  **3. An active Maintenance request exists** | | |
| **Postconditions:** | | 1. The maintenance request is completed | | |
| **Normal Flow:** | | 1. User selects maintenance request  2. User completes request  3. Request is marked as completed in the database | | |
| **Alternative Flows:**  **[Alternative Flow 1 – Not in Network]** | |  | | |
| **Exceptions:** | |  | | |
| **Includes:** | | View maintenance requests | | |
| **Frequency of Use:** | | Twice an hour | | |
| **Special Requirements:** | |  | | |
| **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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