# Manager View Maintenance Tickets

## Feature Process Flow / Use Case Model

## Use Case(s)

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| **Use Case ID:** | 2.2.22 | | | |
| **Use Case Name:** | View Maintenance Tickets | | | |
| **Created By:** | Kevin Broskow | | **Last Updated By:** |  |
| **Date Created:** | 9/19/18 | | **Last Revision Date:** |  |
| **Actors:** | | Manager, Maintenance system(secondary) | | |
| **Description:** | | Allow user to view all maintenance tickets | | |
| **Trigger:** | | User logs into the maintenance system | | |
| **Preconditions:** | | User enters a valid login | | |
| **Postconditions:** | | The user is browsing a list of current maintenance tickets | | |
| **Normal Flow:** | | 1. User logs into the maintenance system 2. System queries database to pull up all current tickets 3. System provides a list to user | | |
| **Alternative Flows:**  **[Alternative Flow 1 – Not in Network]** | | NA | | |
| **Exceptions:** | | 2)Database query fails  2a) System prints an error message alerting user of a problem and awaits user acknowledgement  2b)System returns to basic flow step 1 | | |
| **Includes:** | | Maintenance System | | |
| **Frequency of Use:** | | 3+ Per week | | |
| **Special Requirements:** | | NA | | |
| **Assumptions:** | | There is an existing maintenance system | | |
| **Notes and Issues:** | | Some sort of color coded status tracking? | | |