# Feature Name Maintenance Create Work Order

## Feature Process Flow / Use Case Model

## Use Case(s)

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| **Use Case ID:** | 4.1.24 | | | |
| **Use Case Name:** | Create Work Order | | | |
| **Created By:** | Eric Bostwick | | **Last Updated By:** | Eric Bostwick |
| **Date Created:** | 9/13/18 | | **Last Revision Date:** | 9/18/18 |
| **Actors:** | | Primary Actor: Work Order Requestor (WOR)  Secondary Actor: Approving Supervisor | | |
| **Description:** | | Maintenance work order request | | |
| **Trigger:** | | Need for repairs or periodic maintenance | | |
| **Preconditions:** | | 1. WOR has system account.  2. WOR has permission to create work orders in the system. | | |
| **Postconditions:** | | 1. Maintenance work order is created and routed. | | |
| **Normal Flow:** | | 1. WOR goes to Maintenance Work Order menu. 2. WOR selects Create Work Order from menu. 3. WOR enters information required for work order into create work order screen. (Department, Location, Equipment, Description, Work Order Type, Critical) 4. After entering all the information WOR selects the Submit Work Order menu Item. 5. Work Order is submitted for approval (if required). | | |
| **Alternative Flows:** | |  | | |
| **Exceptions:** | |  | | |
| **Includes:** | | System user login | | |
| **Frequency of Use:** | | On demand | | |
| **Special Requirements:** | |  | | |
| **Assumptions:** | |  | | |
| **Notes and Issues:** | | 2a | | |