Inisial: VH23-2

TPA Desktop – Use Case Description

Use Case: Insert baggage data

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| Use case name: | Insert baggage data | |
| Scenario: | The check-in staff will insert the baggage data of a passenger. | |
| Triggering event: | Passenger wants to check-in with a baggage/luggage. | |
| Brief descriptions: | A passenger wants to do check-in with his/her baggage. After the check-in staff have validated the baggage, then information regarding the baggage will be inserted to the LinKasa application. | |
| Actors: | Check-in staff | |
| Related use cases: | View baggage data:  Before we insert the baggage to the database, we must first evaluate the baggage whether it abides to the regulations or not.  View passenger information:  We must first have the information of the passenger that wants to utilize the baggage service and check the baggage availability of that passengers. | |
| Stakeholders: | Baggage Security Supervisor, Airport Operations Manager, Ground Handling Manager, Check-In staff | |
| Preconditions: | * Baggage/luggage must abide to the airport baggage regulations. * There must be a passenger that wants to do a check-in. * The flight ticket of the passenger must be valid. | |
| Postconditions: | * Baggage/luggage information must be inserted to the database | |
| Flow of activites: | Actor | System |
| 1. The check-in staff opens the passenger information section of the application.  2. The check-in staff checks the corresponding passenger information and the baggage availability of the passenger.  3. The check-in staff will then input the baggage information such as weight, dimension, and content of a baggage.  4. The check-in staff will then insert the baggage/luggage data to the database | 1.1 System navigate user to passenger information page.  1.2 System provides a field to input boarding pass ID for a passenger.  2.1 System displays the information and baggage availability of a passenger.  3.1 System presents a form to input the data of a baggage/luggage.  3.2 System validates the baggage/luggage data whether it abides to the regulations or not.  4.1 System inserts the baggage/luggage information to the database |
| Exception conditions: | * 1. The baggage availability of a passenger is not available, display unavailable message.   2. There is no information regarding a passenger, display unavailable message.   3. The baggage/luggage doesn’t abide to the regulation | |

Use Case: Review fund request.

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| Use case name: | Review fund request | |
| Scenario: | The CFO will review any fund requests from various department within the airport. | |
| Triggering event: | There is a fund request submitted waiting to be reviewed by the CFO. | |
| Brief descriptions: | A fund request is submitted from a certain department. The CFO will then review the request thoroughly based on its necessity, cost-effectiveness, and alignment with the airport’s strategic financial objectives. The CFO will then give a final verdict of a request whether to accept, reject or revise the fund request. | |
| Actors: | Chief Financial Officer (CFO) | |
| Related use cases: | Accept fund request:  After reviewing a fund request, if the fund request aligns with the financial objective and budget, then the CFO may accept the fund request.  Reject fund request:  After reviewing a fund request, if the fund request doesn’t align with the financial objective and budget, then the CFO may reject the fund request.  Revise fund request:  After reviewing a fund request, if the fund request aligns with the financial objective and budget but the finds the request need adjustments, then the CFO may revise the fund request. | |
| Stakeholders: | Chief Financial Officer (CFO), Civil Engineering Manager | |
| Preconditions: | * There must be a fund request submitted and waiting to be approved | |
| Postconditions: | * A decision on the fund request is recorded. * Notifications of the decision are sent to the Civil Engineering Manager and related stakeholders. * If approved, the necessary funds are allocated as per the CFO's decision. | |
| Flow of activites: | Actor | System |
| 1. CFO opens fund request section in LinKasa application.  2. The CFO will first see a list of fund requests waiting to be approved.  3. The CFO will then review a fund request and evaluates whether the fund request align with the financial objective of the airport or not  4. The CFO will then give a verdict upon doing a thorough review of a fund request | 1.1 System navigates user to fund request section.  2.1 System displays list of available fund request from various department.  3.1 Upon choosing a fund request, System will then display detailed information for a certain fund request.  3.2 System also shows information regarding past fund request made from the same department where the current fund request is from.  4.1 After reviewing the fund request, System will then present user with three choices whether to accept, reject, or revise a fund request.  4.2 If the user chooses to reject/revise the request, then the user will be prompted to input a reason of the verdict.  3.3 The final verdict along with the reason will then be notified to the manager of the department where the request originates from. |
| Exception conditions: | 2.1 If there are no available fund requests waiting to be approved the system will display unavailable message.  3.2 If there are no past requests made from the department, display unavailable message. | |

Use Case: Attach photos and descriptions of lost item.

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| Use case name: | Attach photos and descriptions of lost item | |
| Scenario: | A Lost and Found Staff wants to attach photos and description of a potentially lost item as proof and documentation. | |
| Triggering event: | If a Lost and Found Staff finds a potentially lost item. | |
| Brief descriptions: | Upon the intake of a lost item, the Lost and Found Staff captures and uploads photos of the item, along with a detailed description, into the LinKasa application. In doing so, the Lost and Found Staff also creates a new log of lost items or updates a new log of lost items. | |
| Actors: | Lost and Found Staff | |
| Related use cases: | Create digital log of lost items:  In case where the Lost and Found Staff attaches photos and description of a new lost item, the Lost and Found Staff will create a new digital log of lost items and put the photos along with the description of the lost item on the log.  Update digital log of items:  In case where the Lost and Found Staff wants to add/remove photos or change the description of a registered lost item, the Lost and Found Staff will update a digital log of lost items and make the necessary changes for the lost item information. | |
| Stakeholders: | Lost and Found Staff, Baggage Security Supervisor | |
| Preconditions: | * The lost item is in the possession of the Lost and Found department. * There is an image and description of the lost item. | |
| Postconditions: | * Photos and a description of the lost item must be available in the LinKasa application. * Other related department must be notified of a potentially lost item. | |
| Flow of activites: | Actor | System |
| 1. The staff opens digital log section in LinKasa application.  2. The Lost and Found Staff creates a new digital log / updates a digital log of a registered lost item.  3. The Lost and Found Staff upload the photos of the lost item and provide a description befitting of the lost item.  4. The Lost and Found Staff will then be able to submit the log to LinKasa application. | 2.1 System will display a list of all unresolved lost item logs.  2.2 System will give Lost and Found Staff options to create a new digital log or update existing ones.  3.1 System will provide a place to attach photos of lost item.  3.2 System will provide a form to write a description and information of the lost item.  4.1 System provides a button to submit the log.  4.2 After pressing the button the system will validate the information from the form.  4.3 System will then insert/update the digital log of lost item in the database after the user have submitted the log. |
| Exception conditions: | 2.1 If there are no digital log of lost items yet, display unavailable message.  4.2 If the number of photos or the photo’s size exceeded the application limit or the description of the item isn’t yet filled, display error message on the form. | |

Use Case: Remove staff

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| Use case name: | Remove staff | |
| Scenario: | A Human Resource Director wants to remove employee and his/her record from the LinKasa application. | |
| Triggering event: | An employee resigns, retires, or is terminated from the organization. | |
| Brief descriptions: | The Human Resources Director utilizes the LinKasa application to officially remove an employee's records from the company database, ensuring that the employee's personal and professional information is securely and properly managed after their departure. | |
| Actors: | Human Resource Director | |
| Related use cases: | Delete employee record:  When a staff/employee is removed from LinKasa application, his/her record within the company will also be deleted. | |
| Stakeholders: | Human Resource Director | |
| Preconditions: | * The staff/employee data must exists in LinKasa application. | |
| Postconditions: | * The employee’s records are no longer active in the LinKasa system. * Access rights and credentials of the departing employee are revoked. | |
| Flow of activites: | Actor | System |
| 1. The Human Resource Director opens the remove staff section.  2. The Human Resource Director selects the staff/employee to be removed.  3. The Human Resource Director confirms the deletion of a staff/employee. | 1.1 System navigates user to remove staff section in LinKasa application.  1.2 System displays a list of active staff/employee,  2.1 User will be given an option to search by name, department, etc.  2.2 System displays detailed information/record of a selected staff/employee.  3.1 System provides a button that can be used to delete a staff/employee.  3.2 Upon clicking the button, system will validate whether the user still has an active job or not.  3.3 If the user doesn’t have any job left, the system will display a confirmation yes/no button.  3.4 System will then proceed to remove any record of the employee/staff from LinKasa application if the user confirms the deletion. |
| Exception conditions: | 2.1 If the employee's record cannot be found, the system prompts for a more detailed search.  3.2 If the employee still has an active job, display message that the user can’t be removed yet until the employee is liberated from any active job. | |

Use Case: Upload information regarding inspection of goods.

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| Use case name: | Upload information regarding inspection of goods. | |
| Scenario: | Customs and Declaration Manager uploads necessary information upon inspecting goods. | |
| Triggering event: | Goods are inspected at the border checkpoint and need to be documented within the LinKasa application. | |
| Brief descriptions: | Customs and Declaration Manager creates/modify an inspection document regarding goods from passenger and upload the information gathered from the inspection. The information can include photographs, descriptions, and notes regarding any irregularities observed from the goods. | |
| Actors: | Customs and Border Control Officer | |
| Related use cases: | Create inspection record document:  Customs and Declaration Manager creates a new inspection record document that contains the necessary information such as photographs, descriptions, and notes regarding any irregularities observed from the goods.  Modify inspection record document:  Customs and Declaration Manager modifies an inspection record document providing new information based on further investigation. | |
| Stakeholders: | Customs and Border Control Officer | |
| Preconditions: | * There is a physical inspection that needs further investigation. | |
| Postconditions: | * The inspection record document is uploaded to the LinKasa application. * The document is accessible for the necessary department. | |
| Flow of activites: | Actor | System |
| 1. The officer opens inspection record section in LinKasa application.  2. The officer will choose whether to create a new inspection record or modify an existing one from LinKasa application.  3. The officer will then upload photographs of the goods and write a description of the inspected goods.  4. The officer will then specify the type of irregularities the inspected good may have and add notes regarding any irregularities or issues observed during the inspection.  5. The officer will then submit the inspection record to LinKasa application. | 1.1 System displays inspection record section in application.  2.1 System displays list of available inspection record.  2.2 System gives user options whether to create a new inspection record or modify existing ones.  3.1 System will present the user with a form that has a place to upload photos and write description of the inspected goods.  4.1 System will present the user with types of prohibited good that aligns with the suspected item.  4.2 System will present the user with a text field where the user can write notes about any irregularities from the inspection.  5.1 System will then provide a submit button to submit the inspection record.  5.2 System will then create/update an inspection record of goods based on the filled form. |
| Exception conditions: | 2.1 If there is no available list of inspection records, display unavailable message.  3.1 If the number of photos or the photo’s size exceeded the application limit or the description of the item isn’t yet filled, display error message on the form.  5.1 If there is a field that the user hasn’t yet filled which includes photo, description, type, and note of the goods, then display error message on the form. | |

Use Case: Send message between department.

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| Use case name: | Send message between department. | |
| Scenario: | An employee/staff sends message to various department within the airport which utilizes the chat feature using LinKasa application. | |
| Triggering event: | A certain staff/employee wants to send message but only to a specific department. | |
| Brief descriptions: | The Information Desk Staff utilizes the LinKasa application to join and participate in department-specific chat groups. Within these groups, they can view ongoing discussions and send messages to obtain information or coordinate actions across departments. | |
| Actors: | Information Desk Staffs, Lost and Found Staff, Check-in Staff, Flight Operations Manager, Maintenance Manager, Civil Engineering Manager, Chief Security Officer (CSO) | |
| Related use cases: | View department chat:  Employee/staff will be able to view the department chat while also be able to send messages so they can communicate effectively. | |
| Stakeholders: | Information Desk Staffs, Lost and Found Staff, Check-in Staff, Flight Operations Manager, Maintenance Manager, Civil Engineering Manager, Chief Security Officer (CSO) | |
| Preconditions: | * There must be a department chat group for each department that consists of the corresponding manager and staff. * The employee/staff member must be a member of the departmental chat groups. | |
| Postconditions: | * The employee/staff must successfully send the message to the related department. * All of the employee/staff that belongs to the target message department must be able to see the message. | |
| Flow of activites: | Actor | System |
| 1. The employee/staff opens the department chat section of LinKasa application.  2. The employee/staff will choose the department chat groups that he/she will send the message into.  3. The employee/staff will be able to see the past chat record of a department.  4. The employee/staff will be able to write a message for the designated department.  5. The employee/staff will then send the written message to the department chat group. | 1.1 System display chat section in LinKasa application.  2.1 System display lists of available department chat group.  2.2 System will then validate the choice of department chat from user.  3.1 System displays the chat record of a chosen department chat group.  4.1 System provides a chat field where the user can write a message that the user wants to send to a department.  5.1 System provides a send button to send the message from the chat field to the department chat group.  5.2 System sends the message to the group chat as according to the text from the chat field. |
| Exception conditions: | 2.1 If there are no available department chat group for a staff/employee, display unavailable message.  3.1 If there are no record of message in a department chat group, display empty message.  5.2 If the chat field is empty, upon clicking the button the system will display an empty message for the chat field. | |

Use Case: Modify boarding pass.

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| Use case name: | Modify boarding pass. | |
| Scenario: | Check-in staff modify the boarding pass of a passenger in case of alteration of travel plan. | |
| Triggering event: | A passenger's travel plans have changed, prompting an update to their boarding pass. | |
| Brief descriptions: | Check-In Staff uses LinKasa application to modify a passenger’s boarding pass. This may include cancellation or an update to make the necessary changes of a boarding pass such as changing flight details, seat assignments, or updating personal information to make sure the boarding pass aligns with the passenger’s travel plan. | |
| Actors: | Check-In Staff | |
| Related use cases: | Cancel boarding pass:  This use case is activated when a passenger's flight booking is no longer valid due to cancellation, significant schedule change, or at the passenger's request.  Update boarding pass:  This use case is activated when there is a minor change in the itinerary that requires the boarding pass to be updated to make it align. This may include details that do not require cancelling the flight, such as seat reassignments, updates to frequent flyer information, or minor schedule changes.  Print boarding pass:  This use case is activated when “Update boarding pass” use case is invoked so that the passenger may receive the newly updated boarding pass. | |
| Stakeholders: | Check-In Staff | |
| Preconditions: | * The passenger’s initial boarding pass must exists and be validated first. | |
| Postconditions: | * The boarding pass accurately reflects the updated travel itinerary. * The modified boarding pass ensures the avoidance of delays or disruptions. | |
| Flow of activites: | Actor | System |
| 1. The staff opens the modify boarding pass page in LinKasa application.  2. The staff searches for the boarding pass data in modify boarding pass page by the boarding pass’s ID.  3. The staff makes the necessary changes of the boarding pass detail by adjusting it to the itinerary of the passenger.  4. The staff submits and confirms the newly updated boarding pass and presents it to the passenger by printing the new boarding pass. | 2.1 System provides user with a field to search for the boarding pass’s ID.  2.2 System displays the boarding pass that matches with the ID inputted.  3.1 System displays the current information of the boarding pass.  3.2 System provides a changeable field to update the information of a boarding pass such as time, date, and seat reassignments.  4.1 System provides a button to submit and confirms the changes made to the boarding pass.  4.2 System validates the boarding pass information before submitting it to LinKasa application.  4.3 System submits the boarding pass and logs the changes for tracking and auditing purposes.  4.4 System prints the newly updated boarding pass that will be presented to the passenger. |
| Exception conditions: | 2.2 If there are no boarding pass that matches with the ID, display unavailable message.  4.2 If there are field that is not considered as valid to the system, display error message.  4.4 If the system ran out of paper to print boarding pass, then display error message. | |