INFO2070 Assignment 2

Working effectively in a team or group is a pivotal skill that you must acquire to succeed as a software developer. For this assignment you are required to work in a 3 person team.

All members of a team:

- are responsible for mastering the skills required to complete the assignment
- are expected to contribute equally
- receive the same mark

Notes:

- a team submits a single assignment
- depending on enrolment numbers, you may have to work in an undersized or oversized team

Task 1:

Install Use Case Editor. Using the ITSD interviews and the use cases listed on the left for guidance, create the use cases listed on the right with Use Case Editor.

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Administrator Adds Asset

Administrator Adds Vendor</td></tr>
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Task 2:

Use Visual Paradigm to draw a use case diagram for the use cases you created for task 1.

Submission:

Print, staple and submit (i) an assignment cover sheet (ii) your use cases and use case diagram and (iii) the Assignment 2 Marking Scheme.

Use Case Name	Agent Determines Priority (Brief)
Description	The Agent selects urgency and impact from lists, and the System caclulates and returns the priority.

Use Case Name	Administrator Maintains Locations
Description	Create: An administrator enters the name of a new location. The system checks to make sure the location name is unique and saves the new location. Update: An administrator enters a different name for a location. The system checks to make sure the location name is unique and updates the location. Delete: An administrator selects a location to delete. The system checks to make sure that there are no open tickets for that location and deletes the location.

Use Case Name	Agent Determines Priority (Casual)
Primary Actor	Agent
Level	Sub-function
Description	The Agent selects urgency from a list, then selecfts impact from a list. The System caclulates and returns the priority based on the selected urgency and impact..

Use Case Name	Agent Creates Known Error Record
Primary Actor	Agent
Level	User Goal
Description	The Agent opens an incident, service request or problem record and initiates creating a Known Error Record in the Knowledge Base for it. The System prompts for the additional information required for a Known Error Record. The Agents saves the Known Error Record. The system adds the new record to the Knowledge Base and updates the Knowledge base index so it can be found.

Use Case 1	Agent Determines Priority (Fully Dressed)
Primary Actor	Agent
Scope	ITSD
Level	Sub-function
Precondition(s)	An incident or service request must be pending.
Minimal Guarantee(s)	Priority is not determined.
Success Guarantee(s)	The priority is determined.
Main Success Scenario/Flow	1. The System displays a list of values for urgency. 2. The Agent selects urgency. 3. The System displays a list of values for impact. 4. The Agent selects impact. 5. The System calculates the numeric priority value. 6. The System returns the text equivalent of the numeric priority value.
Extensions / Alternate Flows	2.1 The Agent cancels the pending incident or service request and this use case ends. 4.2 The Agent cancels the pending incident or service request and this use case ends.
Related Information	

Use Case 2	Administrator Creates Service Level Agreement
Primary Actor	Manager
Scope	ITSD
Level	User Goal
Precondition(s)	The Service Catalogue must have the necessary information. The department or location must be present in the System.
Minimal Guarantee(s)	The Service Level Agreement does not exist.
Success Guarantee(s)	The Service Level Agreement is complete and ready for approval.
Main Success Scenario/Flow	1. The Manager initiates creating a Service Level Agreement (SLA). 2. The Manager selects a department or location from lists displayed by the System. 3. The Manager enters operational hours for the department or location. 4. The Manager enters the warning threshold, response deadline and resolution deadline targets for Urgent tickets. 5. Repeat step 4 for High, Medium, Low and Very Low tickets. 6. The Manager selects a Service Category and Service Item from lists displayed by the System. 7. The Manager enters escalation level, timing and actions for a breach of the response deadline. 8. Repeat step 7 for breaches of the resolution deadline 4 times, once for each escalation level. 9. Repeat steps 6-8 for each item in the service catalogue used by the department.
Extensions / Alternate Flows	6. The Service Category and/or Service Item is not found in the Service Catalogue. The Administrator Maintains Service Catalogue use case is executed and this use case resumes.
Related Information	

Use Case 3	Agent Creates Incident Ticket
Primary Actor	Agent
Scope	ITSD
Level	User Goal
Precondition(s)	A requester has walked in to the service desk, or a requester has phoned the service desk
Minimal Guarantee(s)	The incident ticket will not be open.
Success Guarantee(s)	The incident ticket will be open and in the queue of unresolved tickets. The incident ticket will be "Closed Resolved" if there is First Call Resolution.
Main Success Scenario/Flow	1. The Agent initiates creating an incident ticket. The System opens a new ticket. 2. The Agent asks for and enters the requester's employee number. 3. The System searches for and finds the requester. 4. The Agent asks for and enters a title and description of the incident. 5. The System displays a list of Service Categories from the Service Catalogue. 6. The Agent selects a Service Category. 7. The System displays a list of Service Items for the selected Service Category. 8. The Agent selects a Service Item. 9. The Agent selects impact and urgency from lists presented by the System. 10. The System executes Agent Determines Priority and displays priority. 11. The Agent asks for and enters information about an IT asset that is associated with the ticket 12. The System searches for and finds the IT asset and associates it with the ticket. 13. Repeat steps 11 and 12 until all pertinent IT assets have been associated with the incident. 14. The Requester emails a file that is associated with the ticket to the Agent. 15. The Agent receives the file and the System associates it with the ticket. 16. Repeat steps 14 and 15 until all pertinent files have been associated witht the ticket. 17. The Agent completes creating the incident ticket. 18. The System saves all information and adds the incident to the queue of unresolved tickets.
Extensions / Alternate Flows	3.1 The requester is not found. Execute Agent Adds Requester. 11.1 No IT assets are associated with the incident ticket 14.1 No Files are associated with the incident ticket. 18. The Agent is able to resolve the incident immediately. The status of the ticket is changed to "Closed Resolved" and the ticket is closed.
Related Information	