Allied World Healthcare

ImpactLaunch.Space Use Case Model

# Use Case Model

The following diagram illustrates the scope of the solution



# Relationship Model

The following model describes some of the static relationships



# Use Case Descriptions

The following subsection describe the use cases

## Use Case 01: **Registration**

Summary: Registration can be performed by a system user either as an individual or on behalf of an authorisation:

* For an organisation: The user will enter organisation details and the system must check organisation with same name not already registered. The person creating the organisation profile will be the default profile owner and will be able to add co-owners and resource offerings from that organisation. In creating the organisation the user will be able to provide brief details of the organisation.
* For an individual: The user will be able to register individually of part of an organisation. If the user attempts to create an organisation that exists they will be able to register as a party within that organisation, otherwise they will have the ability to select an organisation to be part of. The user will be able to add a profile picture, short bio, personal details, set password (with checks for 1 letter 1 number etc) and other normal sign up features. System will check no user with same email address.

Users can defer completion of their profile until a later date but will have to accept standard terms and conditions of the service/application before any request can be processed. The Ts and Cs are configurable by Admin.

### Precondition

None

### Use Case Flows (candidate)

1. Register as an individual (main)
2. Register an organisation
3. Register an individual within an organisation

## Use Case 02: **Amend Profile**

Users will have the ability to amend their profile at any time and this is the same function as invoked when to Register a user. Users can align their profile to: needing support (requesting time or resources from others) or offering supporting (willing to give time or resources to others).

Users will have an option to ‘complete their profile’ as part of sign up, which can be deferred if they want (completing sign up)

Users may hide or remove projects or support offers.

Account management features:

* Users will be able to update password, delete account, manage preferences etc
* Users will be able to update personal details about themselves or an organisation so their profile is up to date (e.g. bio etc).
* Name and email will be locked.
* User can update password through a normal process.
* Users will be able to specify contact preferences, email frequency etc.

### Precondition

User registered or in the registration process.

### Use Case Flows (candidate)

1. Amend personal profile
2. Amend Company profile
3. Attach personal profile to a company profile

## Use Case 03: **Create Project**

From within their Profile, users needing support will be able to create a ‘project’. This will require a description, purpose, timeline and a location. The user will be able to add resource requirements. Projects will hold resource requests.

Live projects can be ‘open’ or ‘hidden’ (chosen by user managing project). Open projects will go into a ‘directory’ of live projects where they can be searched/refined by their characteristics (e.g. sector, location etc)

Users needing support can visit a page to browse resource offerings that have been posted, and filter according to skills offered, location, time available etc

### Preconditions

Individual or organisation owning the project has been registered and agreed to Ts & Cs.

### Use Case Flows (candidate):

1. Create a Project (main) - outlining:

* An overview of their project overview
* The mission
* Social impact area
* Sector
* Location
* Project timescales
* Other relevant information (TBC)
* What resources they require (from same fields as those offering support)
* Quantifying the estimated support commitment that they need, and durations
* Specifying any criteria or restrictions etc

1. Create a Project (main) - outlining:

## Use Case 04: **Create Resource Offering**

From within their Profile, users offering support will be able to create to select what they or their organisation can offer. This will involve selecting a category (e.g. time, software etc) from a drop-down list, quantifying it, then providing a descriptions/any conditions.

Users that have signed up to offer support can visit a page to browse projects that have been posted, and filter according to skills needed, location, time required etc

### Preconditions

Individual or organisation owning the project has been registered and agreed to Ts & Cs.

### Use Case Flows (candidate):

1. Create Resource Offer

## Use Case 05: **Match and Confirm Project and Resource**

Once a resource request or offer has been created or updated in the system:

* the system will match characteristics of projects to support, and send an email to users offering support, matched to their sign-up profiles.
* The user offering the resource will be offered a list of possible matches and possible matches notified
* The user requesting the resource will be offered a list of possible matches and possible matches notified

Possible match eEmails will be well-formatted and contain links to projects that are of interest.

Project pages and user profiles will have a ‘Register interest’ function, which will send the Resource offering user’s profile/project summary as well as a custom message expressing interest in partnering

Before accepting a project, either side can add terms and conditions of their involvement, that will have to be accepted by the other user prior to them joining the project. This will be configurable/free text and aligned to specific users.

Public feedback will be made available on user profile and ordered by age (most recent feedback first) along with a summary of the other user (e.g. project name user worked on, or user name that gave feedback to a project)

Users that have posted projects will be able to visit a page to see user’s profiles that have offered support, and filter according to skills, location, time available etc (specified as part of user sign up)

Users managing an in-flight project will be able to see a page where all users offering support will be displayed, with links to their profiles

If a user managing a project confirms participation of another user, a notification will be sent to both users to confirm their selection

If a resource has been agreed (e.g. free hosting from a company) then the user will be given contact details of user who can help them access this (if they haven’t been speaking with them already)

## Use Case 6: **Accept or Reject Project or Resource**

Users managing a project will be able to accept or reject support, or start a messaging conversation with the user to discuss collaboration (with the ‘accept’ and ‘reject’ options remaining available)

Having accepted system terms and Conditions and negotiated any additional Ts and Cs and having been offered the work, the user providing the resource has the ability to accept. On acceptance the resource is committed to the project and the resource availability and the project need are linked and made unavailable to other offers.

Reject Projects (after negotiations around Ts and Cs if the Project is rejected, any “under offer” type commitment is removed.

I guess when both parties have formally accepted, the “contract” is binding (what does this mean?)

### Precondition

The offered resource has been formally offered the work.

The project has been formally offered the resource.

### Use Case Flows (candidate):

1. Accept Offer of resource
2. Accept offer of project
3. Reject Offer

## Use Case 7: **Manage Project**

All users will be able to see a simple page where they can see all of their live projects, and choose to visit a specific project management space.

System must control user access to specific project management spaces, with only those approved by the project management getting access.

Due to the complexity of development, we will look for a range of useful project management components that can be integrated as part of the project management space. This could include:

* Group chat
* Calendars
* Integrated project management tool (e.g. Trello or GANTT chart tool)
* Document storage/management
* Etc

There are no fixed requirements here. Rather seeing what tools are available to embed to aid project management once teams have been identified and agreed.

A project manager will be able to add in additional support requests for their project, that will re-post their project needs in line with Use Case 03: Create Project above.

Users managing a project will be able to browse page of users offering support and send them request to join a project.

### Precondition

* A project is already established and resourced with at least one resource.

### Use Case Flows (candidate):

1. tbd

## Use Case 8: **Provide Feedback**

All users will able to be write feedback on each other. This will be both public and private, and include a star rating out of 5

Public feedback will be made available on user profile and ordered by age (most recent feedback first) along with a summary of the other user (e.g. project name user worked on, or user name that gave feedback to a project)

Not an essential requirement… Can look at a ‘leader board’ for all users to rank best performers according to their feedback/number of projects supported/number of hours spent on project etc

Dispute procedure?

### Precondition

* A user is in the last 10% of project time or within 3 days of the end of the assigned time on the project.

### Use Case Flows (candidate):

1. A Resource rates a project
2. A Project rates a resource

## Use Case 9: **Generate Reports**

System will automatically generate useful reports about system usage on a weekly or monthly basis (e.g. number of new projects, number of users signed up etc)

## Use Case 10: **Service Administration**

Admin functions

Create Standard Terms and Conditions