

Requirements Management
015395 SRP Workflow Automation

Use Case
015395 UC004 Submit an SRP Request

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015395 UC004**1. DESCRIPTION / OVERVIEW**

This use case describes how an SRP request is created and submitted.

2. ACTORS**2.1 PRIMARY**

DSA

2.2 SECONDARY

SAM

Request Detail Table

Request History Table

3. STIMULUS

The use case begins when the primary actor:

1. Is viewing an existing SRP and chooses to:
 - a. Create a new request for a new SRP based on the SRP being viewed
 - b. Create a new request to modify the SRP being viewed
 - c. Create a new request to delete the SRP being viewed
2. Is viewing the main page of the SRP Workflow application and chooses to:
 - a. Create a new request for a new SRP
 - b. Remove a resource from multiple SRP
 - c. Add a resource to multiple SRP
3. Is viewing an SRP request that has been withdrawn and chooses to:
 - a. Create a new request based on the withdrawn request
4. Is opening an SRP Request that has previously been saved as a draft.
5. Is opening an SRP Request that has been rejected by a CoSA Liaison.
 - a. The request can be opened from a work queue or [Notification Email N3](#).
6. Is opening an SRP Request containing resources that have been rejected by one or more Resource Owners.
 - a. The request can be opened from a work queue or [Notification Email N4](#).

4. PRE-CONDITION(S)

To execute this use case the primary actor must be a DSA and must have successfully executed **Use Case 001 – Access SRP Workflow System**.

5. POST-CONDITION(S)

This use case ends when the request has been:

- submitted or resubmitted

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- closed
- withdrawn
- checked-in

6. NARRATIVE

6.1 PRIMARY FLOW

1. This use case begins when the primary actor chooses to create a new SRP request.
 - a. If the primary actor is opening a “Draft” SRP Request, execute **Alternate Flow A1**.
 - b. If the primary actor is opening an SRP Request that has been rejected by a CoSA Liaison or Resource Owner, execute **Alternate Flow A5**.
2. The system displays the SRP Request details as follows:

Field	Comments
Current Owner	The system displays the name of the person the request is currently checked out to. If it is not checked out to anyone, the field is blank.
Role ID	<ul style="list-style-type: none"> • If the purpose of the request is to modify or delete an existing SRP, this field is pre-filled with the Role ID associated with the existing SRP. • If the purpose of the request is to create a new SRP, this field is blank. • If this request was created based on another request that had been withdrawn, this field is pre-filled with the Role ID associated with the withdrawn request if one exists. • If there is more than one role is affected by the request, list the Role ID for each affected Role.
Role Name	<ul style="list-style-type: none"> • If the purpose of the request is to modify or delete an existing SRP, this field is pre-filled with the Role Name associated with the existing SRP. • If the purpose of the request is to create a new SRP, this field is blank. • If this request was created based on another request that had been withdrawn, this field is pre-filled with the Role Name associated with the withdrawn request. • If there is more than one role affected by the request, list the Role Name for each affected Role
CoSA	
Resources	If this request was created based on an existing SRP or a request that had been withdrawn, this field is pre-filled with the Resources associated with the existing SRP or withdrawn request.
Environment	If this request was created based on an existing SRP or a request that had been withdrawn, this field is pre-filled with the Environment associated with the existing SRP or withdrawn request.
Request Type	<ul style="list-style-type: none"> • If a new SRP is being created, this field is pre-filled with "SRP Creation" • If one or more SRP are being modified, this field is pre-filled with "SRP Modification" • If an existing SRP is being deleted, this field is pre-filled with "SRP Deletion" • If this request was created based on a request that had been withdrawn, this field is pre-filled with the Request Type from the withdrawn request.
Request Number	A unique request number is generated when the request is submitted or when it is saved for the first time. The request number pre-fills only when the request has previously been saved as a draft.
Workflow Status	The workflow status is blank unless the request has been saved. When the request is saved the workflow status becomes “Draft”.

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Field	Comments
CoSA Liaisons	The system pre-fills this field with a list of all CoSA Liaisons who have an access code that matches the access code associated primary actor who is creating this request.
Role Administrators	The system pre-fills this field with a list of all DSA who have an access code that matches the access code associated primary actor who is creating this request
Business Justification	This is a required text field.
Comments	This is an optional text field.
Request History	<p>The request history contains the following information:</p> <p>Action:</p> <ul style="list-style-type: none"> --- Includes anything an actor (person or system) does that changes the request data or the request status: --- Check-In (by the primary actor, ITSM, or the system) --- Check-Out --- Submit Request --- Withdraw Request --- Approve Request --- Reject Request --- Approve Resource Request (if all resources are approved) --- Reject Resource Request (if one or more resources are rejected) --- Withdraw Resource --- Assign CoSA Liaison --- Assign Resource Owner --- Complete Request <p>Submitted By:</p> <ul style="list-style-type: none"> --- The name of the actor (person or system) who performed the action <p>Date/Time:</p> <ul style="list-style-type: none"> --- The date and time the action was performed <p>Role:</p> <ul style="list-style-type: none"> --- The role of the person performing the action: --- DSA --- CoSA Liaison --- Resource Owner --- ITSM

3. The system enables the following actions:
 - Submit the request
 - Save the request (**Alternate Flow A2**)
 - Withdraw the request (**Alternate Flow A3**)
4. If the request is in “Draft” status, the system also enables the following actions:
 - Check In (**Alternate Flow A4**)
5. The system allows the primary actor to edit the SRP Request details based on the request type, as specified below:

Field	Type = SRP Creation	Type = SRP Modification	Type = SRP Deletion	Comments
Role ID	Optional	Read Only	Read Only	<ul style="list-style-type: none"> • If the purpose of the request is to remove a resource from multiple SRP, the primary actor must select the resource before the rest of the request can be edited. Once the resource is

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Field	Type = SRP Creation	Type = SRP Modification	Type = SRP Deletion	Comments
				<p>selected the system allows the primary actor to choose the SRP to include in the request from a list of all SRP that contain that resource.</p> <ul style="list-style-type: none"> If the purpose of the request is to add a resource to multiple roles, the system allows the primary actor to choose the SRP to include in the request from a list of all SRP that have the same access code as the primary actor.
Role Name	Mandatory	Optional	Read Only	
Environment	Mandatory	Read Only	Read Only	<ul style="list-style-type: none"> Domain values = "Production" and "Test" If the request type is creation or modification, the primary actor must select the environment before editing the rest of the request.
Resources	Mandatory	Optional	Read Only	<ul style="list-style-type: none"> If "Production" is selected as the environment, the system filters the list of available resources to those that exist in a production environment. If "Test" is selected as the environment, the system filters the list of available resources to those that exist in a test environment. If a single SRP is being created or modified, resources may be added or removed from the request. If the purpose of the request is to add or remove a resource from multiple SRP, only one resource can be included in the request. When the primary actor is adding resources to the request, the system allows the primary actor to "look up" resources by resource name, resource group, or target system. A request cannot contain resources from more than one environment. A request can include only IMS resources, but IMS resources cannot be mixed with resources from any target system other than RACF.
Business Justification	Mandatory	Mandatory	Mandatory	
Comments	Optional	Optional	Optional	

6. The primary actor submits the request.
7. The system checks the status of the request.
 - a. If the request has been withdrawn, the system displays [Error Message ER5](#).
 - b. If the request has been withdrawn, the system allows the primary actor to:

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- Close the request (**Alternate Flow A1**). The use case ends.
8. The system checks the ownership status of the request.
 - a. If the request is not checked out to the primary actor, the system displays [Error Message ER9](#).
 - b. If the request is not checked out to the primary actor, the system allows the primary actor to:
 - Close the request (**Alternate Flow A1**). The use case ends.
 9. If the request is checked out to the primary actor, the system saves all the information associated with the request.
 10. The system validates the request.
 - a. If any mandatory fields are blank execute **Exception E1**
AND
 - b. If the primary actor has specified a Role ID that already exists in the system execute **Exception E2**.
AND
 - c. If the primary actor has specified a Role Name that already exists in the system execute **Exception E3**.
 11. If there is not a request number associated with the request the system generates a unique request number for the request.
 12. The system checks in the request.
 13. If the primary actor is creating a request to modify or delete an existing SRP, the system “locks” the affected SRP (so that only one request that affects the SRP is in-process at one time).
 14. The system changes the status of the SRP to “Awaiting CoSA Liaison Approval”.
 15. The system records the following information in the request history.
 - a. The date and time.
 - b. The action (“submitted”).
 - c. The role of the person submitting the request (“DSA”)
 - d. The user id and name of the person submitting the request.
 - e. The primary actor’s comments.
 16. The system sends [Notification Email N1](#) to all CoSA Liaisons who have the same access code as the access code associated with the request.
 - a. If there are no CoSA Liaisons who have the same access code as the access code associated with the request, the system sends [Notification Email N5](#) to ITSM and the use case skips to **Primary Flow Step 18**.
 17. If there are one or more CoSA Liaisons that have the same access code as the access code associated with the request, the system calculates the due date for the CoSA Liaison.
 - a. The due date is the current date and time plus the CoSA Liaison’s SLO (defined in hours in the system), not including Saturday and Sunday.
 - b. If the request is submitted on a Saturday or Sunday, the due date is calculated starting from 12:01a.m. the following Monday.
 18. The system returns the primary actor to the main page and displays [System Message S3](#).
 19. The use case ends.

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6.2 ALTERNATE FLOW(S)

A1. The primary actor opens a request that is in “Draft” status

1. This alternate flow begins when a primary actor opens a request that is in “Draft” status.
2. The system displays all request details specified in **Primary Flow Step 2** as “read only”.
3. If the request is checked out to another user:
 - a. The system allows the primary actor to:
 - Close the request (**Alternate Flow A1**).
4. If the request is not checked out to anyone:
 - a. The system allows the primary actor to:
 - Check out the request
 - Close the request (**Alternate Flow A1**).
 - b. If the primary actor chooses to check out the request:
 - The system assigns ownership of the request to the primary actor
 - The system records the following information in the request history.
 - The date and time.
 - The action (“checked out”).
 - The role of the primary actor (“DSA”)
 - The user id and name of the primary actor
 - The use case resumes at **Primary Flow Step 3**.
5. If the request is checked out to the primary actor, resume at **Primary Flow Step 3**.

A2. The primary actor chooses to save the request

1. This alternate flow begins when the primary actor saves the open request.
2. If there is NOT a workflow status associated with the request:
 - a. The system generates a unique request number for the request
 - b. The system sets the status of the request to “Draft”
 - c. The system assigns the request to the primary actor.
 - d. The system saves all the information associated with the request.
 - e. The system records the following information in the request history.
 - The date and time.
 - The action (“saved”).
 - The role of the person performing the action (“DSA”)
 - The user id and name of the person performing the action
3. If there IS a workflow status associated with the request:
 - a. The system saves all the information associated with the request.
 - b. The system records the following information in the request history.
 - The date and time.
 - The action (“saved”).
 - The role of the primary actor (“DSA”)
 - The user id and name of the primary actor
4. The system displays [System Message S2](#).
5. The use case resumes at **Primary Flow Step 4**.

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A3. The primary actor chooses to withdraw the request

1. This alternate flow begins when the primary actor withdraws an open request.
2. If there is NOT a workflow status associated with the request OR the workflow status is “DRAFT”:
 - a. The system displays a confirmation message, “If you cancel this request, all information associated with the request will be removed from the system. Are you sure you want to cancel this request?”
 - b. If the user chooses NOT to withdraw the request, the use case resumes at **Primary Flow Step 3.**
 - c. If the user chooses to withdraw the request, the system deletes the request from the Request Detail and Request History tables.
 - d. The system displays the page the primary actor was viewing before they opened the request.
3. If the workflow status associated with the request is “Awaiting CoSA Liaison Approval”, “Awaiting Resource Owner Approval”, or “Awaiting ITSM Completion”:
 - a. The system displays a confirmation message, “Are you sure you want to withdraw this request?”
 - b. If the primary actor chooses NOT to withdraw the request, the use case resumes at **Primary Flow Step 3.**
 - c. If the primary actor chooses to withdraw the request, the system records the following information in the request history:
 - The date and time.
 - The action (“withdraw”).
 - The role of the primary actor (“DSA”)
 - The user id and name of the primary actor
 - The primary actor’s comments.
 - c. The system “unlocks” the role(s) associated with the request so that other requests affecting those roles can be created.
 - d. The system returns the primary actor to the main page and displays [System Message S8](#).
4. The use case ends.

A4. The primary actor chooses to check in the request

1. This alternate flow begins when the primary actor checks in an open request.
2. The system checks the ownership status of the request.
 - a. If the request is not checked out to the primary actor, the system displays [Error Message ER9](#).
3. If the request is checked out to the primary actor, the system saves all the information associated with the request.
4. The system checks in the request.
5. The system records the following information in the request history.

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- a. The date and time.
- b. The action (“checked in”).
- c. The user id and name of the primary actor
- d. The role of the primary actor (“DSA”)
- e. The primary actor’s comments.
6. The system returns the primary actor to the main page and displays [System Message S4](#).
7. The use case ends.

A5. The primary actor opens a rejected request

1. This alternate flow begins when a primary actor opens a request that:
 - a. Has been rejected by a CoSA Liaison.
 - b. Contains resources rejected by one or more Resource Owners.
2. The system displays all request details as defined in the RSM as “read only”.
3. The system checks the status of the request.
 - c. If the request has been withdrawn, the system displays [Error Message ER5](#).
 - d. If the request has been withdrawn, the system allows the primary actor to:
 - Close the request (**Alternate Flow A6**). The use case ends.
4. The system checks the ownership status of the request.
 - a. If the request is checked out to the primary actor, skip to **Alternate Flow A5 Step 9**.
 - b. If the request is checked out to another user the system allows the primary actor to:
 - Close the request (**Alternate Flow A6**). The use case ends.
 - c. If the request is not checked out to anyone the system allows the primary actor to:
 - Check out the request.
 - Close the request. (**Alternate Flow A6**). The use case ends.
5. The primary actor checks out the request.
6. The system checks the status of the request.
 - a. If the request has been withdrawn, the system displays [Error Message ER5](#).
 - b. If the request has been withdrawn, the system allows the primary actor to:
 - Close the request (**Alternate Flow A6**). The use case ends.
7. The system checks the ownership status of the request.
 - a. If the request is checked out to another user the system displays [Error Message ER11](#).
 - b. If the request is checked out to another user the system allows the primary actor to:
 - Close the request (**Alternate Flow A6**). The use case ends.
8. If the request has not been withdrawn and is not checked out to another user, the system assigns ownership of the request to the primary actor.
9. The system records the following information in the request history.
 - a. The date and time.
 - b. The action (“checked out”).
 - c. The user id and name of the primary actor
 - d. The role of the primary actor (“DSA”)
10. The system enables the following actions:
 - a. Re-Submit the request
 - b. Save the request **(Alternate Flow A2)**
 - c. Withdraw the request **(Alternate Flow A3)**

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d. Check In the request **(Alternate Flow A4)**

11. The system allows the primary actor to edit the SRP Request details as follows:

Field	Comments
Role ID	If the request affects multiple SRP and has been rejected by a CoSA Liaison or Resource Owner, the primary actor DOES NOT have the ability to add or remove SRP from the request. If an SRP must be removed from the request, the primary actor will have to withdraw the current request and create a new request that does not include that SRP.
Resources	<ul style="list-style-type: none"> Resources can only be withdrawn from the request , not added If a resource is withdrawn the system sets the status of the resource to "withdrawn" If a resource is being removed from multiple SRP, the resource cannot be removed from the request.
Business Justification	
Comments	

12. The primary actor re-submits the request.

13. The system checks the status of the request.

- If the request has been withdrawn, the system displays [Error Message ER5](#).
- If the request has been withdrawn, the system allows the primary actor to:
 - Close the request (**Alternate Flow A6**). The use case ends.

14. The system checks the ownership status of the request.

- If the request is not checked out to the primary actor, the system displays [Error Message ER9](#).
- If the request is not checked out to the primary actor, the system allows the primary actor to:
 - Close the request (**Alternate Flow A6**). The use case ends.

15. If the request is checked out to the primary actor, the system saves all the information associated with the request.

16. The system checks in the request.

17. The system records the following information in the request history.

- The date and time.
- The action ("re-submitted").
- The user id and name of the primary actor.
- The role of the primary actor ("DSA").
- The primary actor's comments.

18. If the status of the request is "Awaiting CoSA Liaison Approval" and there are one or more CoSA Liaisons that have the same access code as the access code associated with the request, the system, the system calculates the due date for the CoSA Liaison as follows:

- The due date is the current date and time plus the CoSA Liaison's SLO (defined in hours in the system), not including Saturday and Sunday.
- If the request is submitted on a Saturday or Sunday, the due date is calculated starting from 12:01a.m. the following Monday.

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- a. The system sends [Notification Email N1](#) to all CoSA Liaisons who have the same access code as the access code associated with the request.
19. If the status of the request is “Awaiting CoSA Liaison Approval” and there are no CoSA Liaisons who have the same access code as the access code associated with the request, the system sends [Notification Email N5](#) to ITSM.
20. If the request status is “Awaiting Resource Owner Approval”:
 - a. The system calculates the due date for the Resource Owner.
 - The due date is the current date and time plus the Resource Owner’s SLO (defined in hours in the system), not including Saturday and Sunday.
 - If the request is submitted on a Saturday or Sunday, the due date is calculated starting from 12:01a.m. the following Monday.
 - b. The system sends [Notification Email N2](#) to all Resource Owners who own resources that are “Awaiting Resource Owner Approval”.
 - c. If there is no resource owner for one or more resources associated with the request, the system sends [Notification Email N6](#) to ITSM.
21. The system returns the primary actor to the main page and displays [System Message S3](#).
22. The use case ends.

A6. The primary actor closes the request

1. This alternate flow begins when the primary actor chooses to close the open request.
2. If the primary actor chooses to close the request and the primary actor had opened the request from a link contained in a notification email, the system displays the main page of the SRP Workflow application.
3. If the primary actor chooses to close the request and the primary actor DID NOT open the request using a link in a notification email, the system displays the page the primary actor was viewing before they opened the request.
4. The use case ends.

6.3 EXCEPTION(S)

E1. One or more required fields are blank.

1. This exception begins when one or more required fields have been left blank.
2. The system displays [Error Message ER6](#) for each field that has not been populated.
3. The use case resumes at **Primary Flow Step 3**.

E2. The Role ID specified by the primary actor already exists in the system

1. This exception begins when the Role ID entered by the primary actor already exists in the system.
2. The system displays [Error Message ER7](#).
3. The use case resumes at **Primary Flow Step 3**.

E3. The Role Name specified by the primary actor already exists in the system

1. This exception begins when the Role Name specified by the primary actor already exists in the system.

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2. The system displays [Error Message ER8](#).
3. The use case resumes at **Primary Flow Step 3**.

7. ASSOCIATIONS

7.1 EXTENDS

7.2 USES

8. REFERENCES

9. UNRESOLVED ISSUES

10. DELETED ITEMS

11. SPECIAL REQUIREMENTS

12. REVISION HISTORY

Version No.	Revision Date	Revision Description	Author	Published as GA in Release No.
1	4/21/2005	Use Case created.	H. Bridges	

This document is subject to document control.

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