SECTION 5 - BUSINESS REQUIREMENTS

Definitions:

AA: Director's Admin Assistant   DIR: Director
CAO: County Attorney's Office   DM: Division Manager
CM: County Manager   IO: Item originator
CMA: County Manager's Assistant   PM: Project Manager
DCM: Deputy County Manager

5.1 EXPECTATION AND USE CASE SCENARIOS

1. The new system will provide a checklist of minimum requirements for each application process. This will be available on the web site and digitally at the front counters.

   Use Case:
   i. Customer logs in to the web and types into the search box, "I want to change my landuse."
   ii. The system queries the customer, "Where is your property?" It then helps to find the property.
   iii. The customer receives a unique list of everything required for changing landuse.
   iv. The system prompts the customer, "Are you ready to start the application process?"
   v. If sufficient information is supplied in the application, the system will automatically create an agenda item.
   vi. The system forwards the application to the appropriate Division, where a PM is assigned. The PM will create an agenda item if it has not already done so.

2. The system will allow customers to submit applications over the Internet.

   Use Case:
   i. The customer wants to start the application process.
   ii. The customer fills out the application online (this is not a PDF printout).
   iii. The system will ask the customer to validate their data (check for correct spelling of name, etc.).
   iv. The customer receives a tracking number, confirmation that the application has been received and information concerning the next step in the process.

3. All agenda items and all supporting documents and attachments must be in digital format.

   Use Case:
   i. This will eliminate physically transporting paper.

ii. If the customer cannot provide supporting documentation in digital format, the paper form will be scanned when received by the County (preferably in the presence of the customer).

4. A unique file/tracking # will be automatically assigned upon generation of the first digital document and will follow the project to the end of its life.
    Use Case:
    i. The tracking number can possibly be intuitive, based on selections and fields chosen by the user.
    ii. Explore current descriptive file numbers vs. unique numbers not affected if, for example, the item type changes.
    iii. Explore possible concatenation of unique and descriptive numbers.
    iv. The final sequential item numbers now generated by CMA for Board day will be system generated, not manual.

5. The system will maintain a complete record of all agenda items and all documentation and data related to each item. The relationships between various associated agenda items will also be maintained.
    Use Case:
    i. The PM double checks the history related to this agenda item as well as any other data closely related to the item. He is able to look at the history by clicking on a button that shows all the relevant data.
    ii. He then notices the following:
        1. The original intent of the IO is not what is currently being asked of the BCC.
        2. Part of the site has been removed from legal.
        3. The previous DO conflicts with the current request.
        4. The original landuse application is in conflict with the current agenda item.
        5. There is an existing grandfather clause.

6. The system will have the ability to enter "tentative" or "unscheduled" items before any details become available.
    Use Case:
    i. The PM has an item that will occur in the fall and wants to add it to the system so that the CMA can track it.
    ii. The CMA will need to filter out these items by a unique identifier when creating the agenda package.
    iii. The PM will receive regular ticklers from the system for tentative or unscheduled items. The PM will purge expired items.
    iv. The system will provide an exception report to the CMA based on time (which will eventually need to go away if not scheduled).

7. The system will forward data completed during any prior process (such as the zoning application information). There will be no duplicate data entries.

Use Case:
  i. The system automatically supplies known information, such as the applicant name if it is in the frequent customer list or current zoning/landuse if the property is identified.
  ii. The pre-application feeds into the application.
  iii. The application feeds into the agenda package.
  iv. The agenda package goes to the BCC.
  v. The approved agenda package creates a DO.

8. The system will validate input into fields where applicable.
  Use Case:
    i. It will only accept zoning values that are in existence.
    ii. The main fields cannot be blank.
    iii. Text cannot be entered into numerical fields.
    iv. It will compare the zip codes to the city.

9. The system will "auto-complete" where applicable.
  Use Case:
    i. While typing "Lo" in the city field, the system will fill in the rest of the city name "Longwood." (Remember there are mailing addresses outside of the county.)

10. The IO, PM, DM, or AA will have the ability to attach documents to an agenda item.
  Use Case:
    i. The customer wants to attach an Excel file, dwg, legal description, power of attorney or signed contract. He clicks on the attach button and selects the files and they are attached to the document.
    ii. The system will open file explorer to browse and attach files.

11. The system will automatically route the necessary information to the next person(s) in the pre-determined workflow.
  Use Case:
    i. The item type determines the workflow.
    ii. The system asks the PM key questions to further determine the workflow. These questions include:
        1. If this item is related to the budget, it will be forwarded to the Finance Department.
        2. If the item requires legal opinion, it will be forwarded to CAO.
        3. If it's a purchasing item, it will be forwarded to Purchasing.
        4. After a BCC meeting, the system notifies the PM to update the status of project and to start the next step in the process (e.g. start DO, inform Cartographics of legal description change, etc).

12. The system will also provide the flexible ability to add email and communication recipients on the fly.
    Use Case:
    i. The PM wants to FYI his backup, so he forwards his email that has a link to the document.
    ii. The DIR wants to FYI the Development Advisory Board chairman.
    iii. The system adds the person to an FYI list.

13. Each tier of review will set the deadline for their respective review as long as they adhere to the minimum time restraint for each successive deadline.
    Use Case:
    i. The PM is going on vacation and wants to make sure he completes his item on time, so he sets an early deadline before his vacation.

14. The system will automatically send reminders of due dates and allow individuals to set impromptu reminders.
    Use Case:
    i. The default reminders will be set by the CM. The PM will be able to set additional reminders for reviewers.
    ii. Reviewers will be able to set reminders for themselves. (e.g. customer coming in on Tuesday).
    iii. Copies of individual reminders will be sent to their supervisor/manager escalating with the urgency.

15. Editing rights to the agenda item will be controlled by the system. Those without edit rights will have comment rights.
    Use Case:
    i. The Login will determine the level of rights.
    ii. Everyone will have reading rights, with the exception of sensitive and confidential information.
    iii. Editing rights will be determined at the field level.
    iv. The CMA has the right to change incorrect spellings.

16. All edits to documents will be automatically communicated to concerned persons who may be allowed to contest the changes.
    Use Case:
    i. The PM edits the CAO opinion section and the CAO is automatically notified of the change.

17. A history of all accepted changes will be created and maintained indefinitely.
    Use Case:
    i. The original legal description is replaced with a corrected document. The original legal description is flagged as superseded.
    ii. The CMA changes the wording of the document and the original wording is maintained as history.
    iii. The History is available when you click on an option to see history.

18. The system will provide multiple view capabilities, including: current only, history, timeline view, spatial view, and flowchart view.

> Use Case:
>> i. The PM wants to check on his workload. From a dropdown list, he selects the view type he desires.
>> ii. He selects the table view to filter for the items that he is most interested in. He filters by PM, and then selects projects assigned to a coworker that he is backing up. He notices one project is due this week.
>> iii. To familiarize himself with the project, he selects the spatial view to find the location of the site. He clicks on several icons to research the neighboring projects.
>> iv. He returns to the primary project and uses multiple views to look at the details, history and timeline.
>> v. The PM now has a thorough understanding of the project and the surrounding area. He goes to the current view and fills out the next portion due this week.

19. A designated person can override any of the system rules.   (CM/CMA??)

> Use Case:
>> i. It is 2 weeks prior to a Board meeting. An emergency request comes in from a Commissioner and the PM realizes a priority project has missed the deadline.
>> ii. The DIR provides an explanation and requests that the CM add the item.
>> iii. The CM initiates a new item, flagged as emergency, which keeps the system from rejecting it and enables the staff to input needed information.

20. A report of system overrides can be generated.

> Use Case:
>> i. All emergency projects requiring a CM override are outlined in a monthly report, which includes pertinent information such as IO, PM involved, reason late, etc.

21. All concerned individuals, internal and external, should be able to determine the status of all items at all times. The different levels of information will be viewable based on level of access.

> Use Case:
>> i. An IO wants to know the status of his projects.
>> ii. He types in his login and password and a table view automatically appears with all of his project information. He selects the project that he is most concerned about.
>> iii. The time spent in each step of the process is indicated in the status.

      iv. The IO notices it has been in CAO for an extended period, and he uses the posted contact information to call the CAO reviewer to inquire about the delay.

22. The system will have the ability to report the current location in the agenda review process, the steps completed, and all future steps required for approval.
    Use Case:
    - i. The IO is reviewing his projects.
    - ii. He can tell a future step of his project involves Fiscal Services and they will require an additional level of review.
    - iii. This enables him to schedule his plans appropriately.

23. The system will let all users view all types of attached documents at any time (external users will be able to view only after publication).
    - i. The PM wants to view a site plan that was attached in AutoCAD format.
    - ii. The PM clicks on the file icon and the system automatically loads (and installs if necessary) the viewer for this document type.

24. Access to the agenda item will be limited as needed by a login/password system. Confidentiality issues will be considered.
    Use Case:
    - i. The PM logs in to the system and will have full access to his Agenda Items.
    - ii. An IO logs in to the system and can view status information and published details.

25. Agenda item approvals will be accepted electronically.
    Use Case:
    - i. A DM reviews PM comments and clicks to accept.
    - ii. The County Attorneys Office reviews legal comments and clicks to accept.

26. The system will provide customers the ability to provide feedback and comments.
    Use Case:
    - i. The IO notices a new field is missing from a standard report. She clicks on the feedback button and makes a request for change to the report.
    - ii. The system e-mails feedback to the CMA.
    - iii. The CMA brings the feedback to the next Agenda Working Group for consideration and implementation.
    - iv. The system e-mails the IO regarding the status of the request.
    - v. The system adds comments to enable reporting on system quality.

27. Every capability of the system must be available using a web browser.

28. This system will make people more accountable for meeting deadlines.

Use Case:

    i. Increased knowledge – all staff views the same info. The system will be up-to–date, accurate, and everyone will know exactly where they are in the process. Data can be located with any single piece of knowledge (no more "I only have the project name, not the PZ number…").

    ii. Accountability – The system will generate reports of deadlines met or not met and why not. These statistics go into individual Performance Planners.

29. The system will effectively utilize other Standard Tools:

Use Case:

For Searching:

    i. The PM types in "Wekiva" and gets back a list of all items that have a project name with "Wekiva," e.g. Wekiva River Bend, Estates at Wekiva, Wekiwa Park.

    ii. He also gets back items where "Wekiva" is in the body of the item, e.g. "site is located ½ mile east of the Little Wekiva River."

    iii. He also gets back items with "Wekiva" as part of a person's name.

For Filtering:

    i. The DM wants to see all items that went to the BCC in last calendar year.

    ii. The DM right clicks on the heading for BCC date in the table view.

    iii. He selects a filter for Jan2003 thru Dec2003. The table is now filtered down to 53 items.

    iv. He right clicks on the hearing for a BCC Action.

    v. He selects a filter for Approved. Table is now filtered down to 37.

For Custom User View:
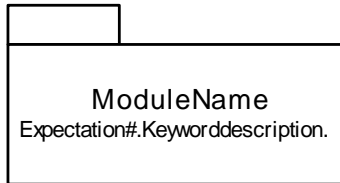
    i. The developer logs into the system. His customized web page appears.

    ii. The system welcomes him by name. The screen would include sections such as Most Recent Transactions, a Table View filtered for his projects by priority, a contacts list for frequently accessed persons, and a Map View displaying items related to physical location.

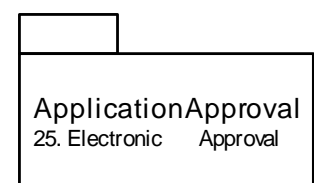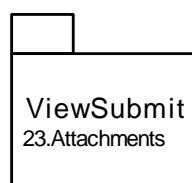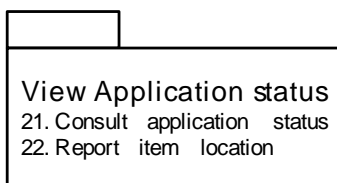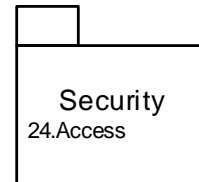For Custom View (based on process type):

    i. Living Document – Fields that aren't needed disappear or collapse.

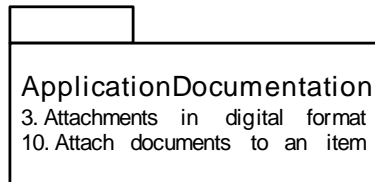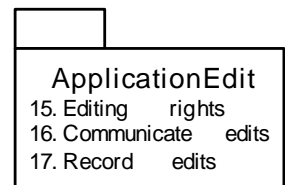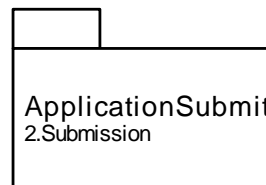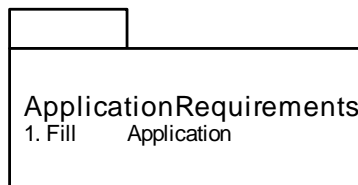   ii. Minimal Screens – Only data needed for each part in the process is shown. This will eliminate constant skipping through unneeded screens.

5.2 SYSTEM CATEGORIES ARCHITECTURE

The system architecture identifies the potential modules that are required in order to meet the expectations. The diagram below shows the mapping between current identified modules and the corresponding expectations. The following notation is used:

ModuleName
Expectation#.Keyworddescription.

SYSTEM ARCHITECTURE

ApplicationRequirements
1. Fill   Application

ApplicationSubmit
2.Submission

ApplicationEdit
15. Editing   rights
16. Communicate   edits
17. Record   edits

ApplicationDocumentation
3. Attachments   in   digital format
10. Attach documents to an item

ApplicationTracking#
4. Tracking #

ApplicationHolding
6.Holding

Application View Status
18. View   history

Storage
5. Record of items

Work flow
7. Data previously   completed
11. Route   information

Inputverification
8.Verifying

Inputautofill
9.Autofill

Communications
12. Send   e-mail
26.Feedback

Scheduling
13. Set   deadlines
14.Reminders
28. Accountability for   deadlines

Override rules
19. Permission   to   override
20. Override   report

Security
24.Access

View Application status
21. Consult application   status
22. Report item location

ViewSubmit
23.Attachments

ApplicationApproval
25. Electronic   Approval

The modules translate the expectations into a unified language that will facilitate understanding of the requirements. This language shows the interaction of the users, the system, and the process.

Each expectation has different users or "Actors" related to it. The methodology used has simplified the number of Actors previously defined, based on the rights that each Actor should have. There are 4 defined Actors:

1. Administrator: This Actor represents a user with the highest level of rights to interact with the system.
2. Staff: This Actor represents a user with enough rights to allow him to do his job.
3. Customer: This Actor represents the external customer that has limited rights.
4. System: This Actor manages the interactions of the other Actors.

5.2.1 APPLICATION REQUIREMENTS

Expectations: Use cases

1. The system will provide a checklist of minimum requirements for each application process to the external customer. This will be available on the web site and at the front counters.
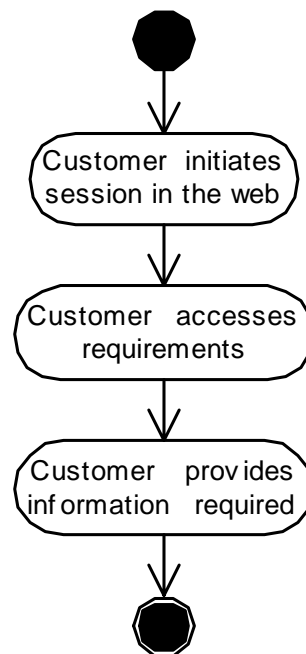
Use Case:

i. The customer logs in to the web and types into the search box, "I want to change my landuse."
ii. The system asks, "Where is your property?"
iii. The customer receives a unique list of everything required for changing landuse.
iv. The system prompts the customer, "Are you ready to start the application process?"
v. If the application has the required information, the system will automatically create an agenda item.
vi. The system forwards the agenda item to the appropriate Division where a PM is assigned. The PM will create an agenda item if one has not been made.

Context diagram (example of who accesses the system)
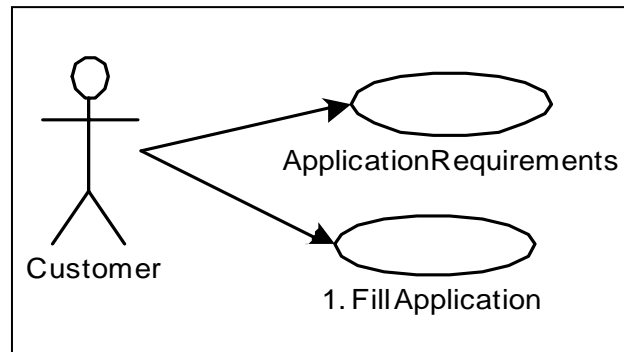
Activity diagram (example of sequence of events in the system)

5.2.2 APPLICATION SUBMIT

Expectations: Use cases

2. Applications will be submitted through the Internet.

Use Case:

i. The customer wants to start the application process.
ii. The customer fills out the application online.
iii. The system will ask the customer to validate their data (correct spelling of name etc.).
iv. The customer receives a tracking number and confirmation that the application has been received.

Context diagram (example of who accesses the system)
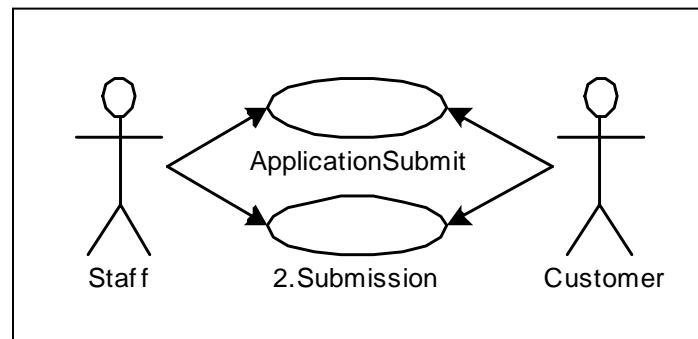
Activity diagram (example of sequence of events in the system)
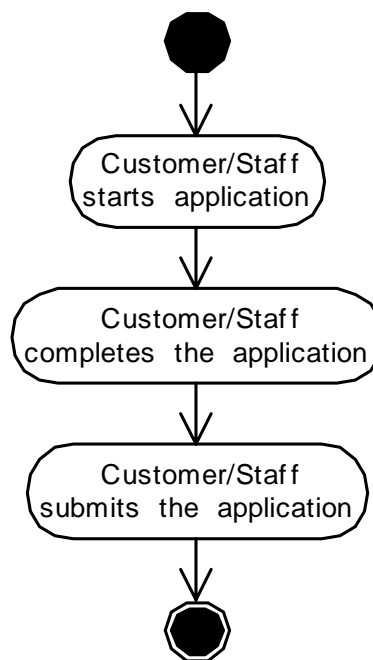
5.2.3 APPLICATION EDIT

Expectations: Use cases

15. Editing rights to the agenda item and supporting documents will be controlled by the system. Those without edit rights will have comment rights.
- Use Case:
  i. The login will determine the level of rights.
  ii. Everyone will have reading rights, except for sensitive and confidential information.
  iii. Editing rights to be determined at the field level.
 iv. The CMA has the right to change incorrect spellings.

16. All edits (content to be defined) will be automatically communicated at the close of the edit to concerned persons who may be allowed to contest the changes.
- Use Case:
 i. The PM edits the CAO opinion section and the CAO is automatically notified as the change.

17. A history of all accepted changes will be created and maintained indefinitely.
- Use Case:
  i. The original legal description is replaced with a corrected document. The original legal description is flagged as superseded.
  ii. The CMA changes wording of a document and the original wording is maintained as history.
  iii. The history is available when you click on an option to see history.

Context diagram (example of who accesses the system)
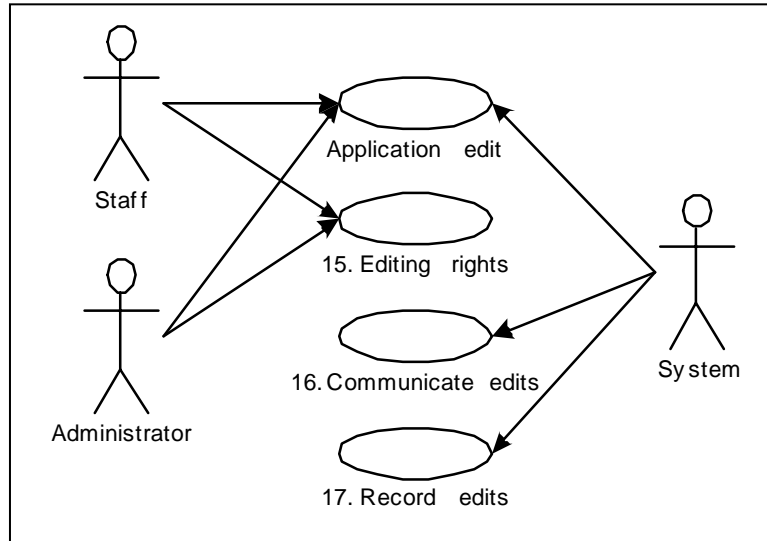
Activity diagram (example of sequence of events in the system)
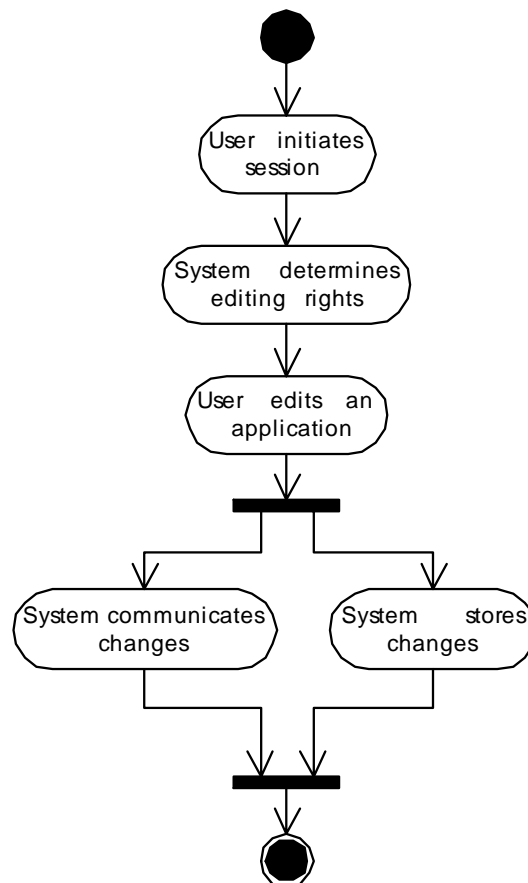
5.2.4 APPLICATION DOCUMENTATION
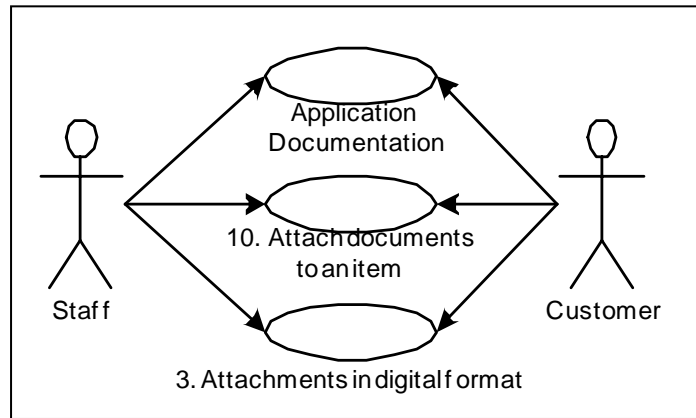
Expectations: Use cases

3. All agenda items and all supporting documents and attachments must be in digital format.

- Use Case:
  - i. All digital documents will eliminate physically transporting paper.
  - ii. If the customer cannot provide supporting documentation in digital format, the paper form will be scanned when received by the County (preferably in the presence of the customer).
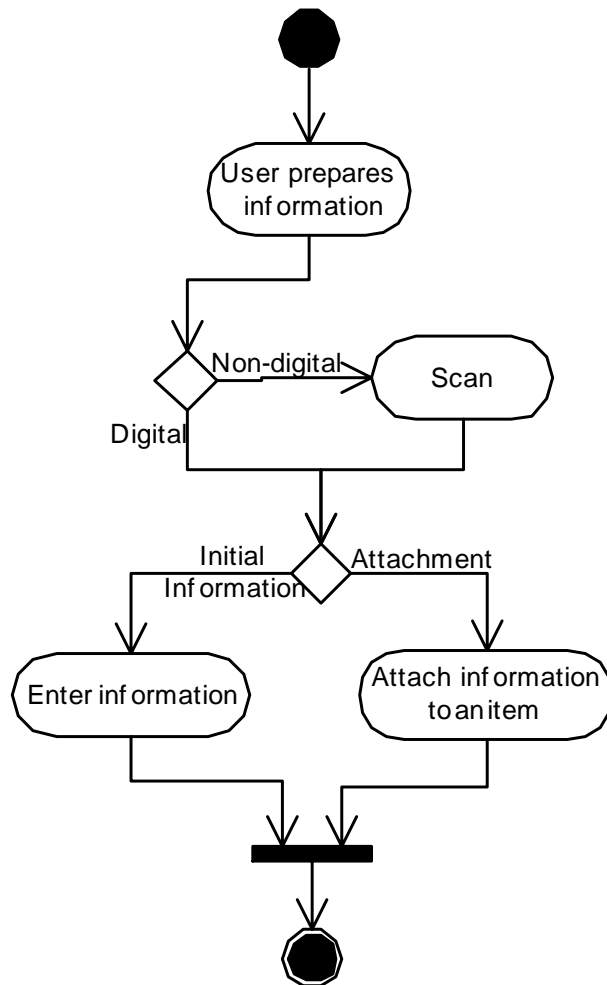
10. The IO, PM, DM, or AA will have the ability to attach documents to an agenda item.

- Use Case:
  - i. The customer wants to attach an Excel file, dwg, legal description, power of attorney or signed contract. He clicks on the attach button and selects his files and they are attached to the document.
  - ii. The system will open file explorer to browse and attach files.

Context diagram (example of who accesses the system)

Application
Documentation

Staff

10. Attach documents
to an item

Customer

3. Attachments in digital format

Activity diagram (example of sequence of events in the system)

User prepares
information

Non-digital

Scan

Digital

Initial
Information

Attachment

Enter information

Attach information
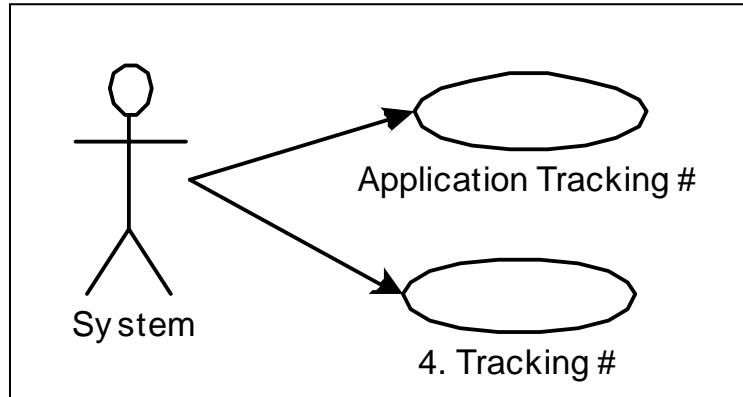to an item

5.2.5 APPLICATION TRACKING

Expectations: Use cases

4. A unique file/tracking# will be automatically assigned upon generation of the first digital document associated with the item and will follow the project to the end of its life.

Use Case:

i. The tracking number will possibly be intuitive and based on selections and fields chosen by the user.

ii. Explore current descriptive file numbers vs. unique number not affected if, for example, the item type changes.

iii. Explore the possible concatenation of unique numbers and descriptive numbers.

iv. The final sequential item numbers now generated by CMA for Board day will be generated by the system, not manually.

Context diagram (example of who accesses the system)

System

Application Tracking #

4. Tracking #

Activity diagram (example of sequence of events in the system)

User initiates an item

System assigns unique tracking number
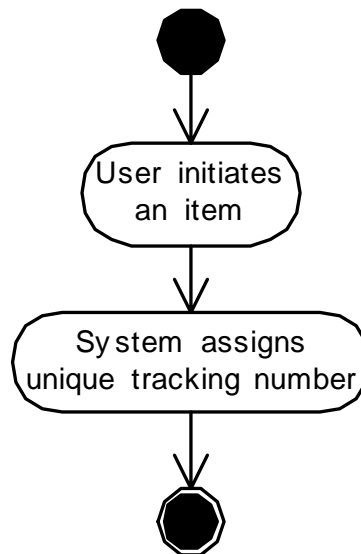
5.2.6 APPLICATION HOLDING

Expectations: Use cases

6. The system shall have the ability to enter "tentative" or "unscheduled" items before any details are available.

- Use Case:
  i. The PM has an item that will occur in the fall and wants to add it to the system so that the CMA can track it.
  ii. The CMA will need to filter out these items by unique identifier when creating an agenda package.
  iii. The PM will receive regular ticklers from the system for tentative or unscheduled items. The PM will purge expired items.
  iv. The system will provide exception reports to the CMA based on time.

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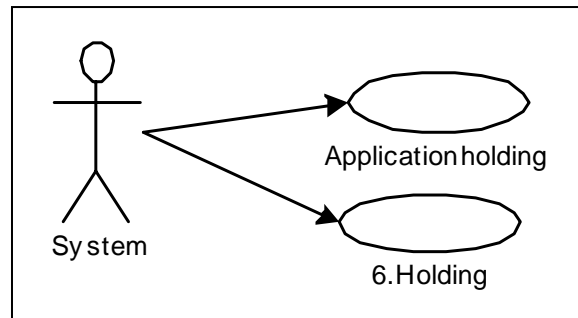
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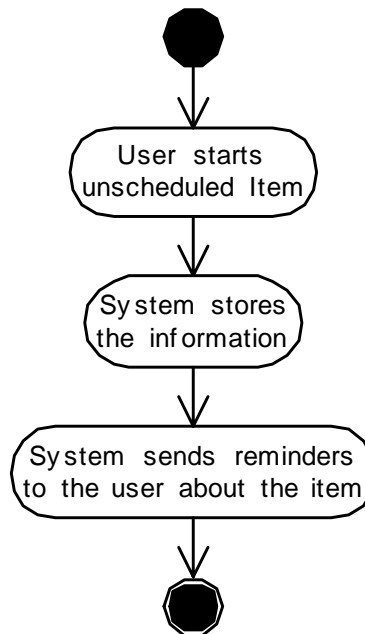
5.2.7 APPLICATION VIEW STATUS

Expectations: Use cases

**18.** The system will provide multiple views, including: current only, history, timeline view, spatial view, flowchart view.

Use case

i. The PM wants to check on his workload. From a dropdown list, he selects the view type he desires.
ii. He selects the table view to filter for the items that he is most interested in. He filters by PM, selecting projects assigned to a coworker that he is backing up. He notices one project is due this week.
iii. To familiarize himself with this project, he selects the spatial view to find the location of the site. He clicks on several icons to research neighboring projects.
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v. The PM now has a thorough understanding of the project and the surrounding area. He goes to the current view and fills out the next portion due this week.

Context diagram (example of who accesses the system)
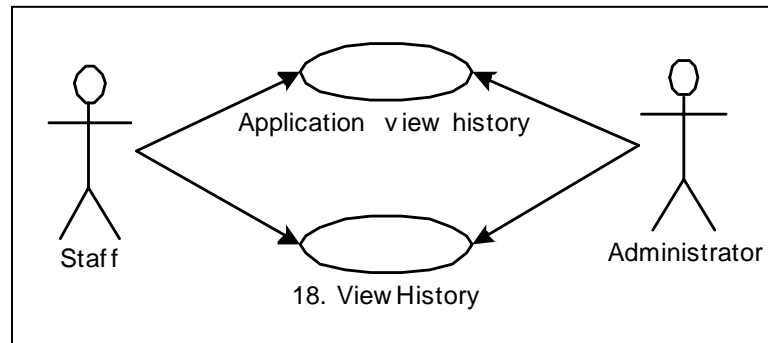
Activity diagram (example of sequence of events in the system)
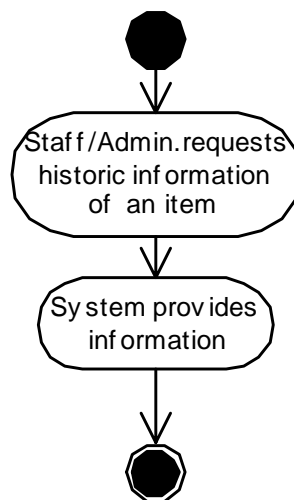
5.2.8 STORAGE

Expectations: Use cases

5. The system will maintain a complete record of all agenda items and all documentation, data, and relationships between various associated agenda items.

    Use Case:
- i. The PM double checks history related to this agenda item as well as any other data closely related to the item. He is able to look at the history by clicking on a button that shows all relevant data.
- ii. He then notices the following:
  1. The original intent of the IO is not what is currently being asked of the BCC.
  2. Part of site has been removed from legal.
  3. The previous DO conflicts with the current request.
  4. The original landuse application is in conflict with the current agenda item.
  5. There is an existing grandfather clause.

Context diagram (example of who accesses the system)

```
   O
  /|\      →   Storage
  / \
           →   5. Record of items
 System
```

Activity diagram (example of sequence of events in the system)

```
         ●
         |
         ↓
 ╭─────────────────────╮
 │ User enters information │
 │  (initial/attachment)  │
 ╰─────────────────────╯
         |
    �████████
    |        |
    ↓        ↓
╭──────────╮ ╭──────────╮
│ System stores │ │ System records │
│ information │ │  changes  │
╰──────────╯ ╰──────────╯
    |        |
     ↓      ↓
    �████████
         |
         ↓
         ◉
```
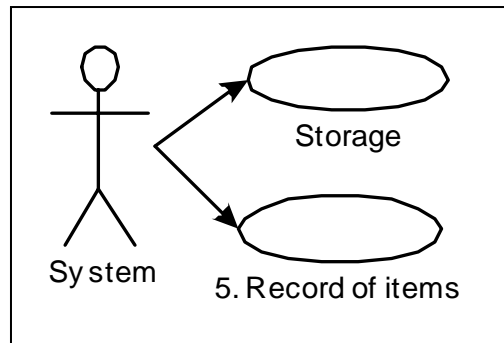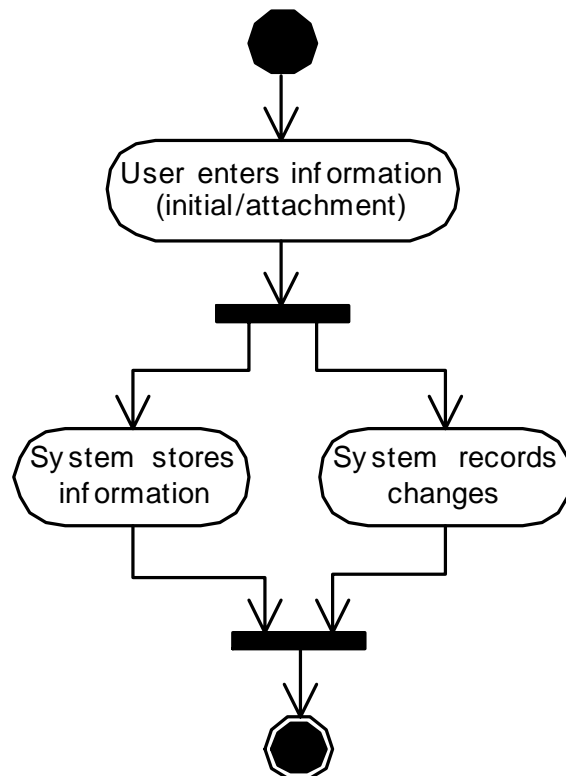
5.2.9 WORK FLOW

Expectations: Use cases

7. The system will forward completed data during any prior process (such as zoning application information), and there will be no duplicate data entries.
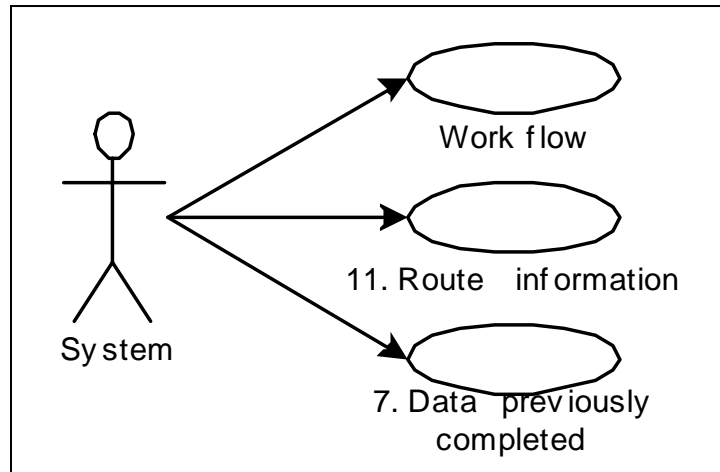
- Use Case:
  - i. The system automatically supplies known information, (e.g. an applicant's name if it is in a frequent customer list or current zoning/landuse if the property identified).
  - ii. The pre-app feeds into the application.
  - iii. The application feeds into the agenda package.
  - iv. The agenda package goes to the BCC.
  - v. The approved agenda package creates a DO.

11. The system will automatically route the necessary information to the next persons in the pre-determined workflow.

- Use Case:
  - i. The item type determines the workflow.
  - ii. The system asks the PM key questions to further determine the work flow.
    1. If this item is related to budget, it will be forwarded to Finance.
    2. If the item requires legal opinion, it will be forwarded to the CAO.
    3. If it's a purchasing item, it will be forwarded to Purchasing.
    4. After the BCC meeting, the system notifies the PM to update the status of project and to start the next step in the process (e.g. start DO, inform Cartographics of legal description change).

Context diagram (example of who accesses the system)

Activity diagram (example of sequence of events in the system)
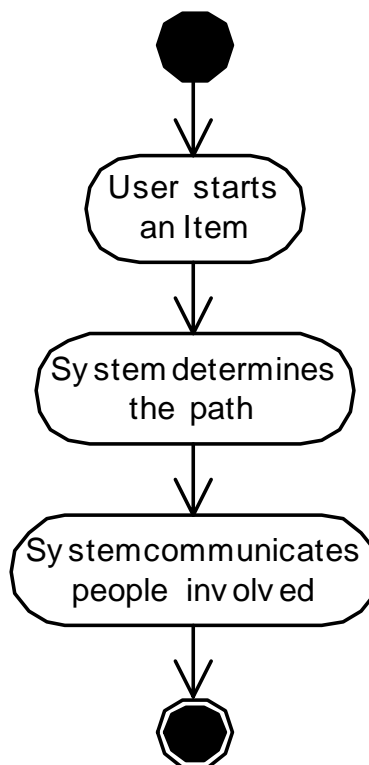
5.2.10 INPUT VERIFICATION

Expectation: Use case

8. The system will validate input into fields where applicable.
- Use Case:
  - i. It will only accept zoning values that are in existence.
  - ii. Main fields cannot be blank.
  - iii. Text cannot be entered into numerical fields.
  - iv. It will compare the zip codes to the city.

Context diagram (example of who accesses the system)

Activity diagram (example of sequence of events in the system)

5.2.11 INPUT AUTOFILL

Expectations: Use cases

9. The system will "auto-complete" text where applicable.

> Use Case:
>> i. While typing "Lo" in the city field, the system will fill in the rest of the city name "Longwood." (remember there are mailing addresses outside of the county.)

Context diagram (example of who accesses the system)

Activity diagram (example of sequence of events in the system)

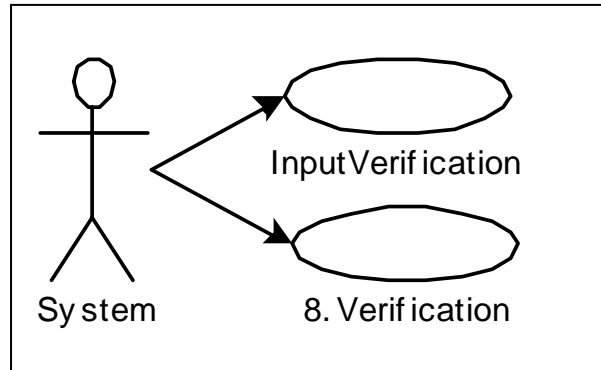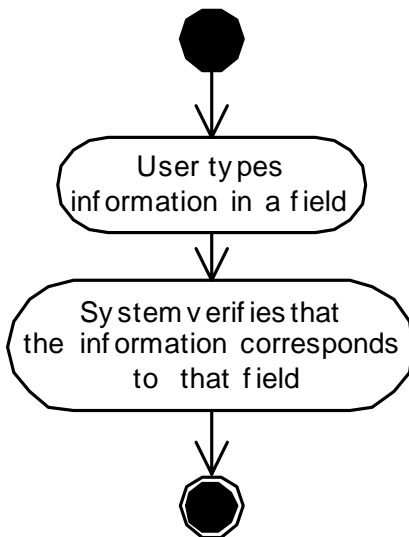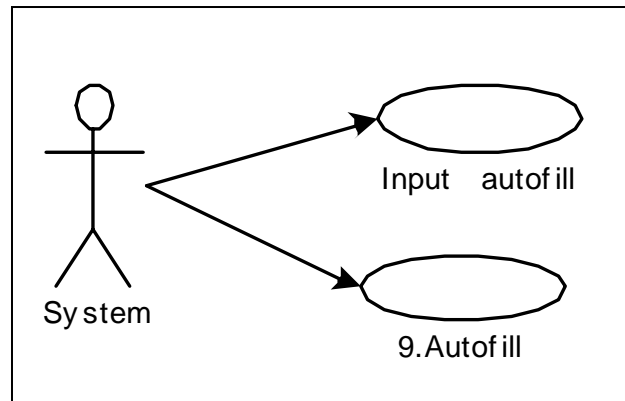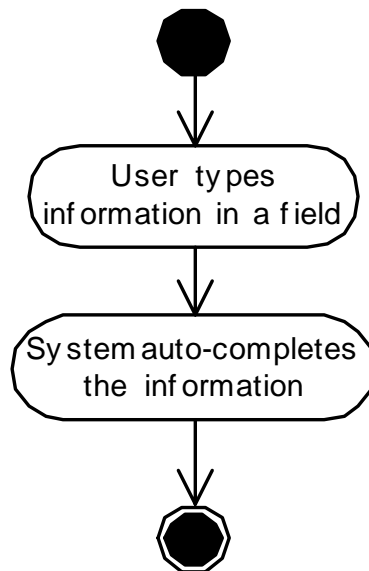## 5.2.12 COMMUNICATIONS

Expectations: Use cases

12. The system will provide the flexible ability to add email and communication recipients on the fly.

      Use Case:
          i. The PM wants to FYI his backup, so he forwards his email that has a link to the document.
         ii. The DIR wants to FYI the Development Advisory Board chairman.
        iii. The system adds that person to the FYI list.

26. The system will provide customers the ability to provide feedback and comments.

      Use Case:
          i. The IO notices a new field is missing from a standard report. She clicks on the feedback button and requests to change the report.
         ii. The system e-mails feedback to the CMA.
        iii. The CMA brings the feedback to the next Agenda Working Group for consideration and implementation. The system e-mails the IO regarding the status of the request.
         iv. The system e-mails the IO regarding the status of request.
         v. The system adds comments to a database that enables reporting on system quality.

Context diagram (example of who accesses the system)

```
                  ┌────────────────────────────────────────┐
                  │          ⬭ Communications               │
                  │   ○     ↗         ↖      ○              │
                  │   ┬  →   ⬭ 12 Send E-mail  ←  ┬         │
                  │  / \  ↘                    ↙  / \       │
                  │  Staff    ⬭ 26. Feedback    Administrator│
                  └────────────────────────────────────────┘
```

Activity diagram (example of sequence of events in the system)

```
            ⬤
            │
            ▼
    ⎛ User  attaches  ⎞
    ⎜ e-mail to an item⎟
    ⎜ or sends a feedback⎟
    ⎝ about the system ⎠
            │
            ▼
    ⎛ System  stores ⎞
    ⎝  information   ⎠
            │
            ▼
    ⎛ System  sends  ⎞
    ⎝ the information ⎠
            │
            ▼
            ◉
```
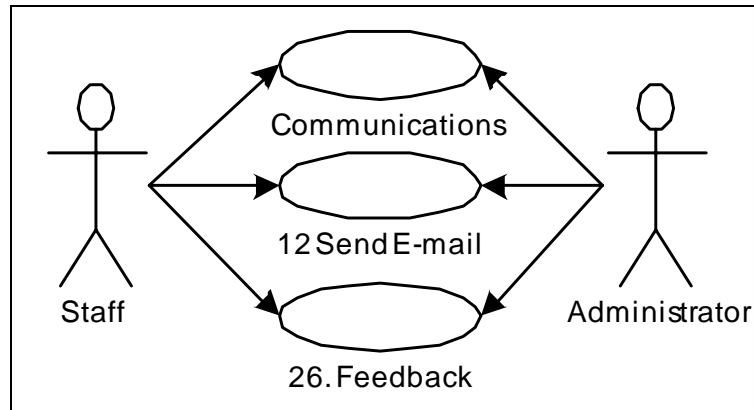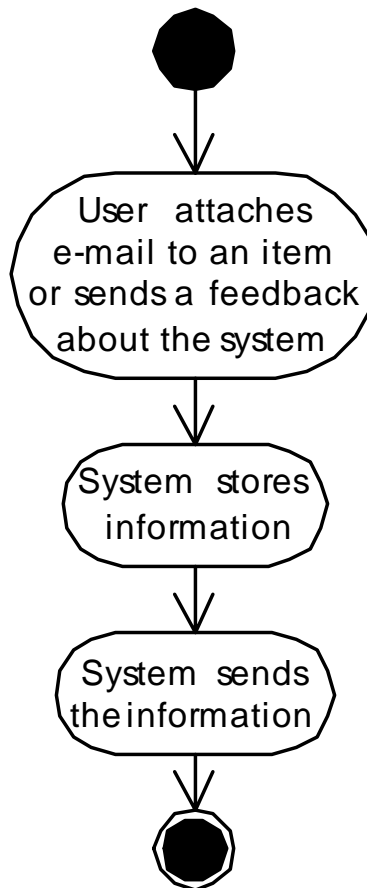
5.2.13 SCHEDULING

Expectations: Use cases

13. Each tier of review will be able to set the deadline for their respective review provided they adhere to the minimum time restraint set for each successive deadline.

> Use Case:
> > i. The PM is going on vacation and wants to make sure he completes his item on time, so he sets an early deadline.

14. The system automatically sends reminders of due dates and allows individuals to set impromptu reminders.
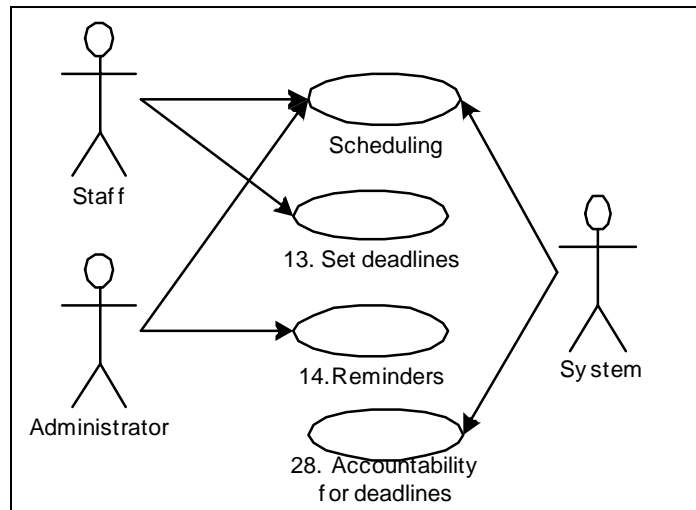
> Use Case:
> > ii. The default reminders will be set by the CM. The PM will be able to set additional reminders for reviewers.
> > iii. Reviewers will be able to set reminders for themselves. e.g. customer coming in on Tuesday.
> > iv. Copies of individual reminders will be sent to their supervisor/manager escalating with the urgency.

28. This system will make people more accountable for meeting deadlines.

> Use Case:
> > i. Increased knowledge – All staff views same the info. It will be up-to-date, accurate, and all related data will be searchable with any single piece of knowledge (no more "I only have the project name, not the PZ number…).
> > ii. Accountability – The system will generate a report with deadlines met or not met and why not. These statistics go into individual Performance Planners.

Context diagram (example of who access the system)

Activity diagram (example of sequence of events in the system)
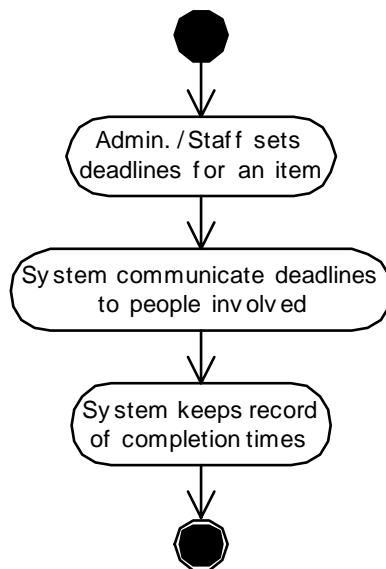
5.2.14 OVERRIDE RULES

Expectations: Use cases

19. The designated person(s) will be set to override any of the system rules.
　　Use Case:
　　　　　i. It is 2 weeks prior to Board meeting. An emergency request comes in from a Commissioner who realizes a priority project has missed the deadline.
　　　　　ii. The DIR provides an explanation and requests that the CM add the item.
　　　　iii. The CM initiates a new item, flagged as an emergency, which keeps the system from rejecting it and enables the staff to input needed information.

20. A report of system overrides can be generated.
　　Use Case:
　　　　　i. All emergency projects requiring a CM override are outlined in a monthly report, which includes pertinent information such as IO, PM involved, reason late, etc.

Context diagram (example of who accesses the system)
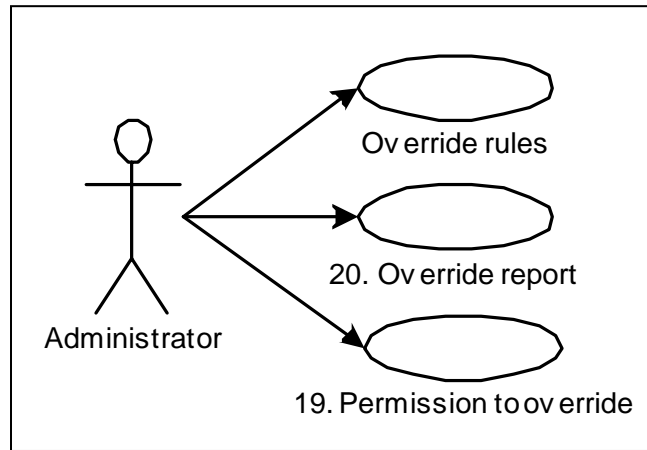
Activity diagram (example of sequence of events in the system)
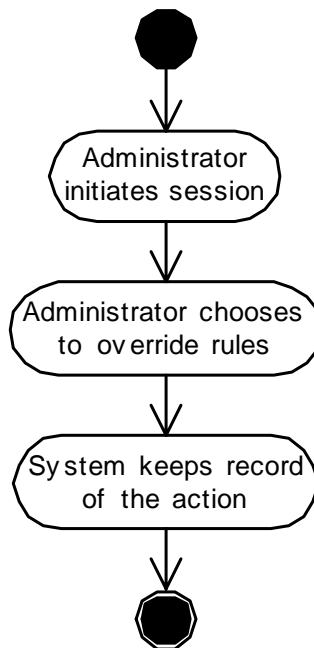
5.2.15 SECURITY

Expectation: Use case

24. Access to the agenda item will be limited by a login and password system. Confidentiality issues will be considered.

Use Case:
     i. The PM logs in to the system and will have full access to his Items.
    ii. The IO logs in to the system and can view status information and published details. He will not be able to view draft comments.

Context diagram (example of who accesses the system)

```
┌─────────────────────────────────────────────────┐
│   Administrator        Security         System   │
│                                                  │
│                     24. Access                   │
│   Customer                              Staff    │
└─────────────────────────────────────────────────┘
```
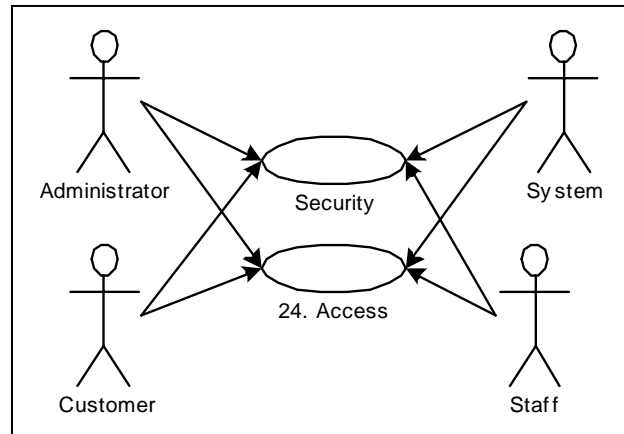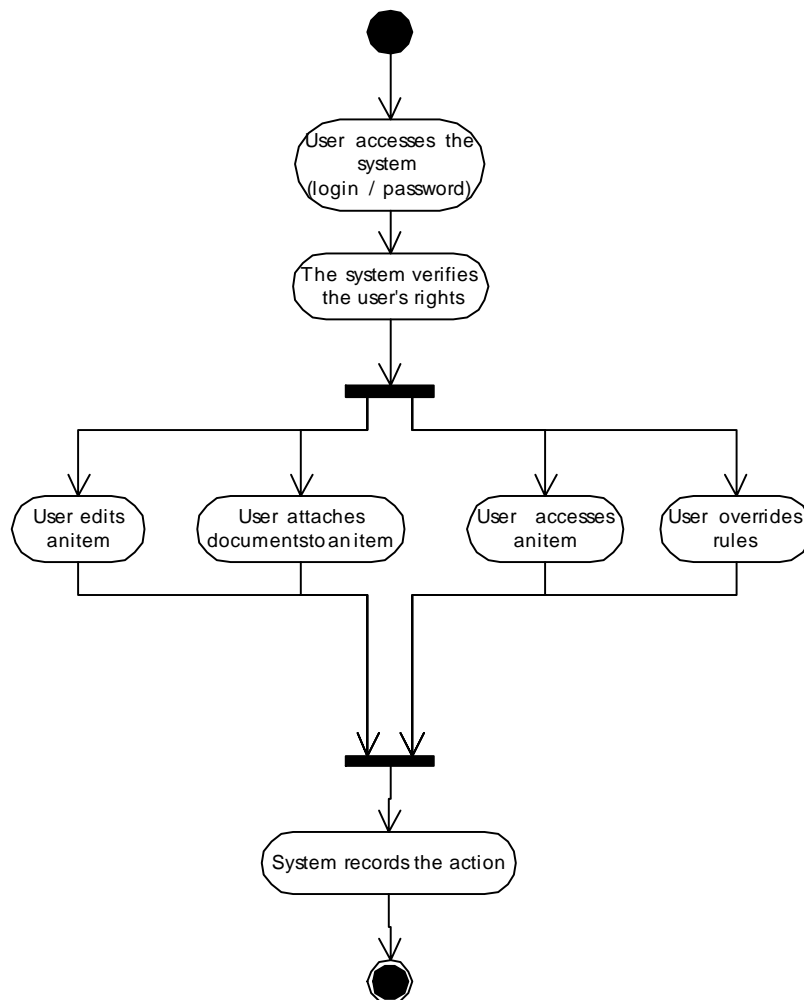
Activity diagram (example of sequence of events in the system)

```
                    ●
                    │
                    ▼
          ┌─────────────────────┐
          │  User accesses the  │
          │       system        │
          │ (login / password)  │
          └─────────────────────┘
                    │
                    ▼
          ┌─────────────────────┐
          │ The system verifies │
          │  the user's rights  │
          └─────────────────────┘
                    │
          ━━━━━━━━━━━━━━━━━━━━━━━
          │      │      │      │
          ▼      ▼      ▼      ▼
      ┌───────┐┌────────┐┌────────┐┌──────────┐
      │ User  ││  User  ││  User  ││   User   │
      │ edits ││attaches││accesses││ overrides│
      │anitem ││documen-││ anitem ││  rules   │
      │       ││tstoan  ││        ││          │
      │       ││ item   ││        ││          │
      └───────┘└────────┘└────────┘└──────────┘
          │      │      │      │
          ━━━━━━━━━━━━━━━━━━━━━━━
                    │
                    ▼
          ┌─────────────────────┐
          │ System records the  │
          │       action        │
          └─────────────────────┘
                    │
                    ▼
                    ◉
```

5.2.16 VIEW APPLICATION STATUS

Expectations: Use cases

21. All concerned individuals, internal and external, should be able to determine the status of all items at all times.
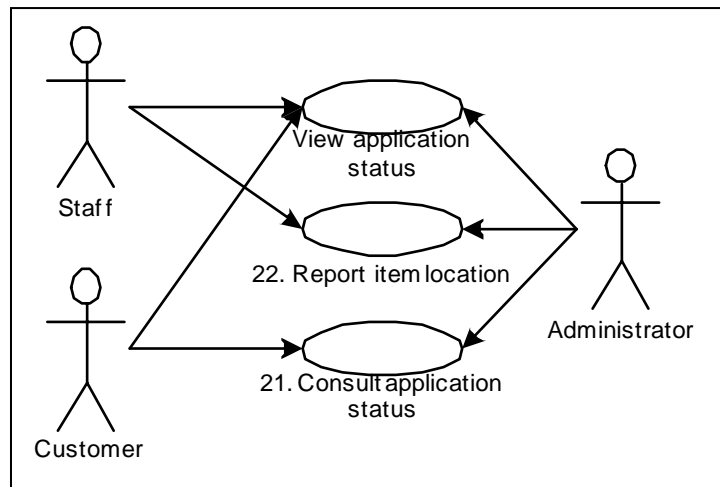
        Use Case:
- i. The IO wants to know the status of his projects.
- ii. He types in his login and password and a table view appears with all the appropriate information about his projects. He selects the project that he is most concerned about.
- iii. The time spent in each step of the process is indicated in the status.
- iv. The IO notices it has been in CAO for an extended period. He uses the posted contact information to call the CAO reviewer to inquire about the delay.

22. The system will have the ability to report the current location in the agenda review process, the steps completed, and all future steps required for approval.
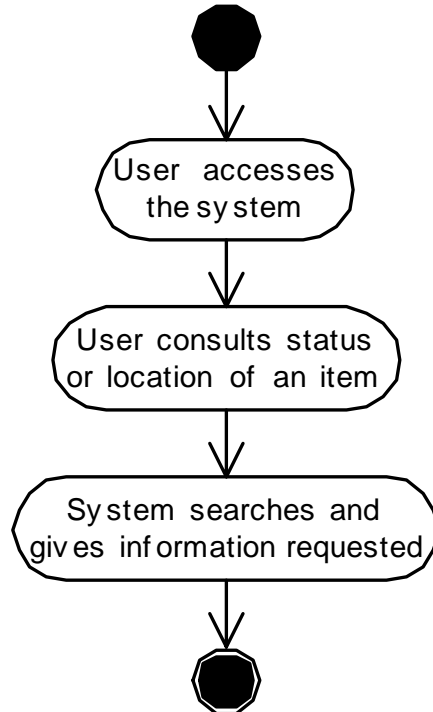
        Use Case:
- i. The IO is reviewing his projects.
- ii. He can tell a future step of a project involves Fiscal Services and requires an additional level of review.
- iii. This allows him to make appropriate plans so he can cover his scheduled upcoming vacation.

Context diagram (example of who accesses the system)

Staff
View application status
22. Report item location
21. Consult application status
Customer
Administrator

Activity diagram (example of sequence of events in the system)

User accesses the system

User consults status or location of an item

System searches and gives information requested

5.2.17 VIEW SUBMIT

Expectation: Use case

23. The system will provide the ability for all users to view all types of attached documents at any time. External users will be able to view only after publication.

       i. The PM wants to view a site plan that was attached in AutoCAD format.
      ii. The PM clicks on the file icon and the system automatically loads (and installs if necessary) the viewer for this document type.

Context diagram (example of who accesses the system)
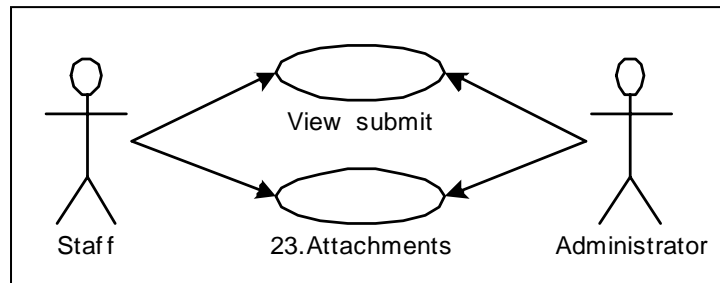
Activity diagram (example of sequence of events in the system)
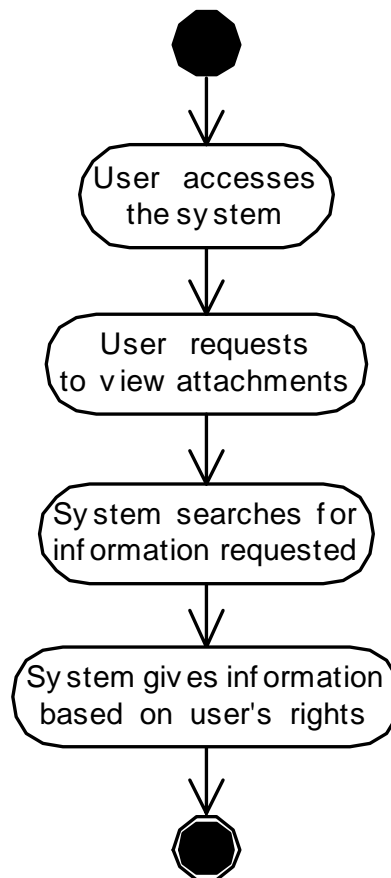
5.2.18 APPLICATION APPROVAL
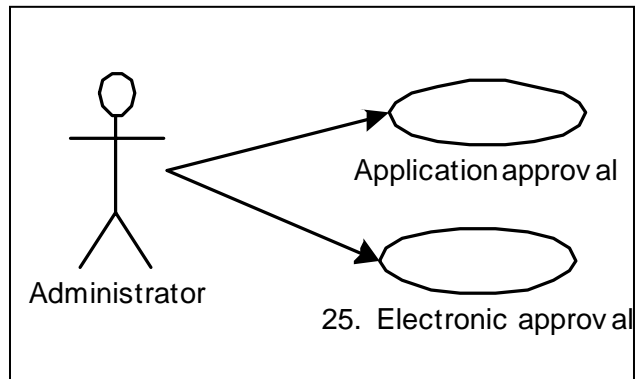
Expectation: Use case

25. Agenda item approvals will be accepted electronically.
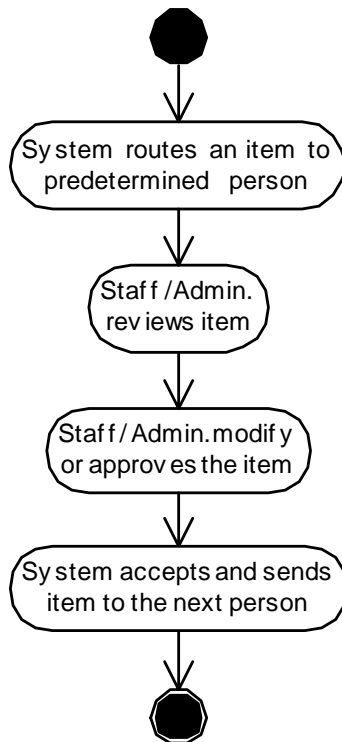
       Use Case:

              i.   The DM reviews the PM comments and clicks to accept.

           ii.   County Attorney's Office reviews legal comments and clicks to accept.
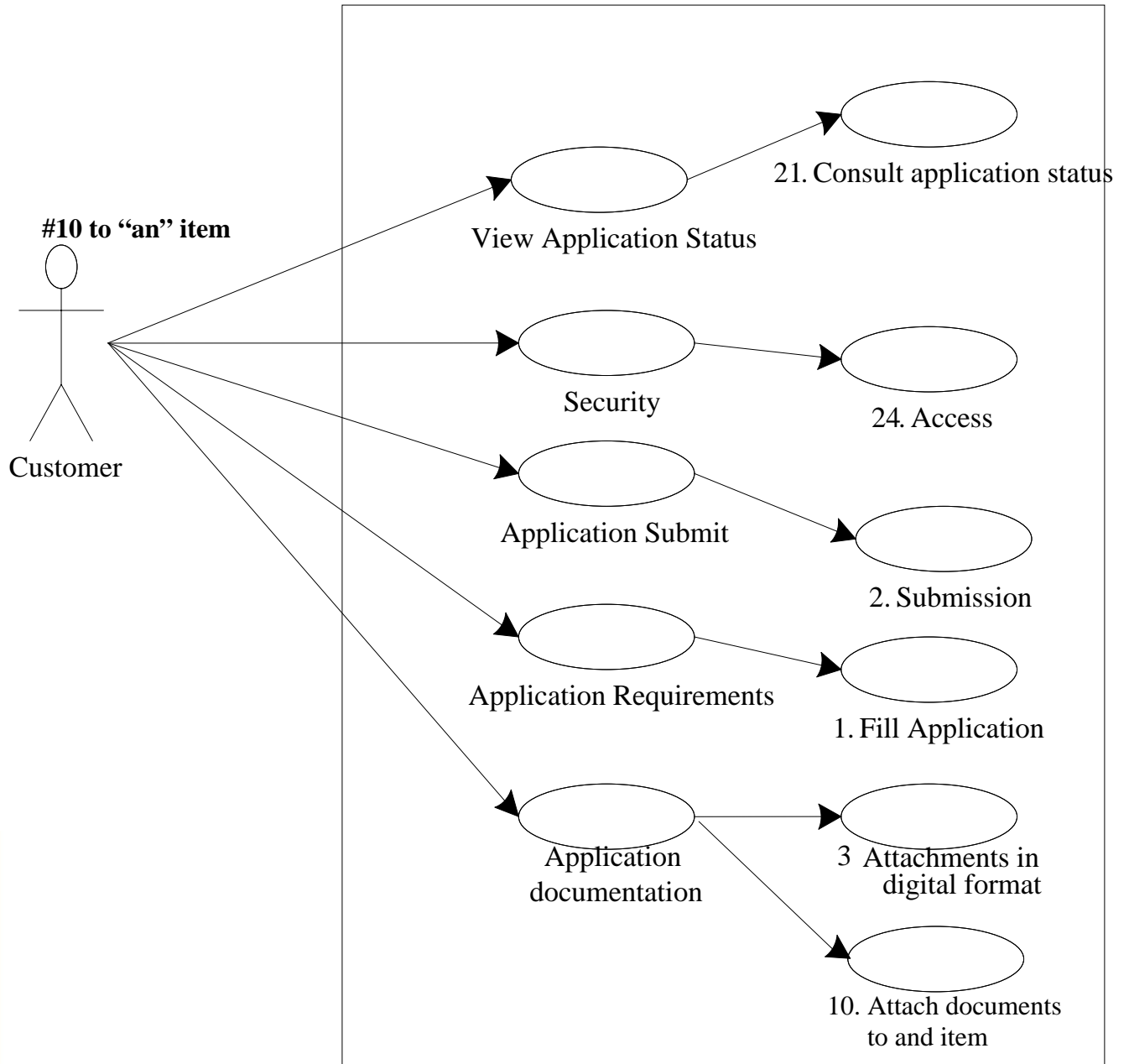
Context diagram (example of who accesses the system)

Activity diagram (example of sequence of events in the system)

5.3 System-Level Use Cases

5.3.1 Customer

#10 to "an" item

Customer

View Application Status

21. Consult application status

Security

24. Access

Application Submit

2. Submission

Application Requirements

1. Fill Application

Application documentation

3 Attachments in digital format

10. Attach documents to and item

5.3.2 Staff
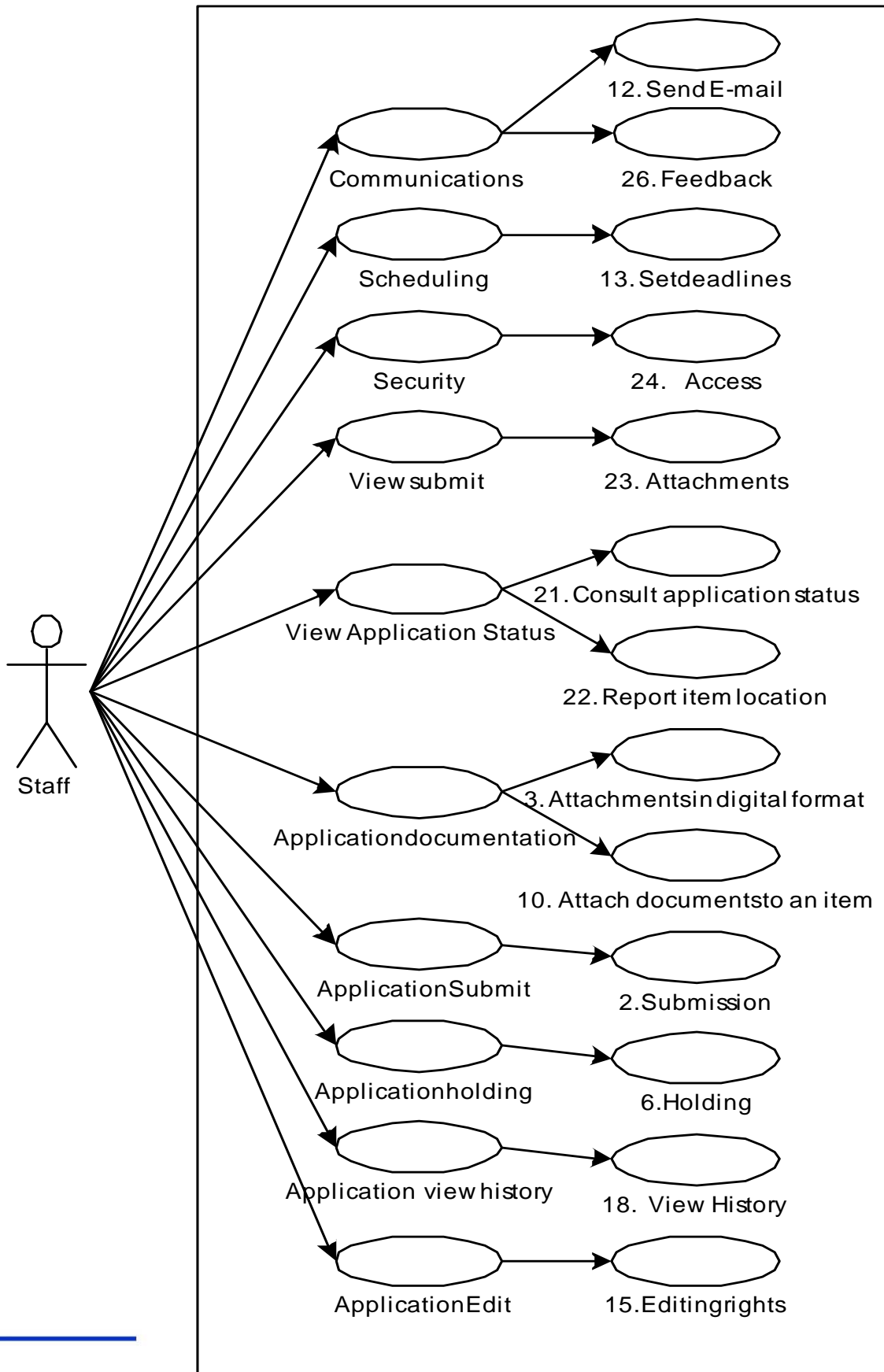
5.3.3 Administrator

5.3.4 System

Input

8. Input Verif ication

Input

9. InputAutof ill

6. Application holding

6.Holding

Storage

5. Record of items

scheduling

28. Accountability f or deadlines

Workf low

11. Routeinf ormation

7. Dataprev iously completed

System

Application tracking#

4. Tracking #

15. Editingrights

ApplicationEdit

16.Communicateedits

17. Recordedits