

- Resources**
- ✓ Client
 - ✓ Infrastructure Engineers
 - ✓ Business Analyst
 - ✓ Technical Analyst

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- Deliverables**
- ✓ Project introduction whitepaper
 - ✓ Vision & Scope document
 - ✓ Design project plan
 - ✓ Design project budget

- Milestones**
- ✓ Deployment
 - ✓ Solution post mortem

- Milestones**
- ✓ Project inception whitepaper codename NDA
 - ✓ Envisioning vision plan/budget drafts work order
 - ✓ Specify risk business scope project plan budget

- Deliverables**
- ✓ Production Release
 - ✓ Infrastructure
 - ✓ Support
 - ✓ Service level agreements

Goal in context	To create a new incident
Level	User
Primary Actor	Staff Member, Client
Pre-Conditions	The user must be logged on to the system
Post-Conditions	Incident has been created and associated information recorded by the system
Success Scenario	<ol style="list-style-type: none"> 1. User selects to create a new incident 2. System prompts for the base information and displays the current incident 3. The user enters the base information 4. The user submits the incident 5. The system assigns the incident to the project lead 6. The system notifies the project lead by email 7. The system indicates that the incident has been created
Extensions	<ol style="list-style-type: none"> 2.1 The user has entered invalid information → The system notifies user of invalid information → continue from 2 3.1 The user does not submit the incident → The system does not update the data → The incident data is not persisted 4.1 Notification fails → The system warns the user that the notification has failed → The system logs the error condition → continue from 7 6.2 No email notification configured → Continue from 7
Notes	<ol style="list-style-type: none"> 2. Base information is defined as: <ul style="list-style-type: none"> - Unique incident number - assigned by system - incident subject - incident detailed description - Priority - State (open, under investigation, ...) - Creator (user who created the incident) - Current owner

- Resources**
- ✓ User
 - ✓ Q&A Developers
 - ✓ Technical Analyst
 - ✓ Developers
 - ✓ Installation Developer

- Milestones**
- ✓ Integration testing
 - ✓ Stress testing
 - ✓ Installation development
 - ✓ User acceptance testing

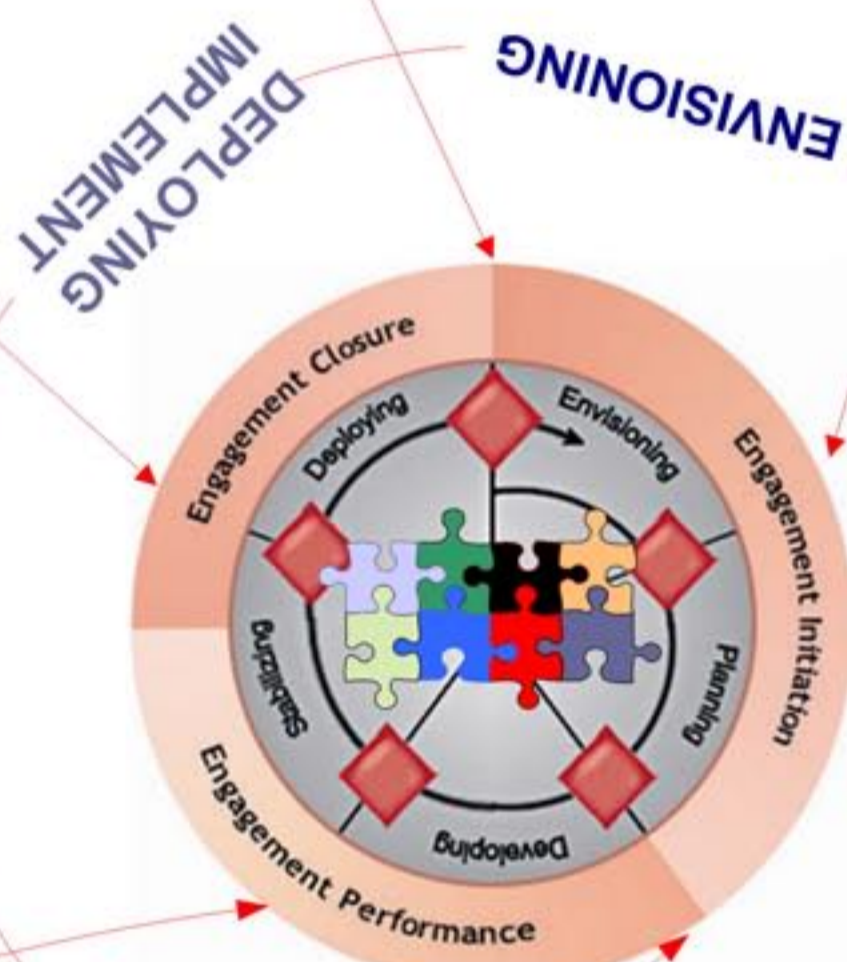
- Deliverables**
- ✓ Release product
 - ✓ Deploy guidelines
 - ✓ Operational guidelines
 - ✓ Workaround guidelines
 - ✓ Logo certification

- Useful Tools**
- Application Test Center
 - DebugView
 - NUnit

- Resources**
- ✓ Business Analyst
 - ✓ Technical Analyst
 - ✓ Enterprise Architect
 - ✓ Solution Team

- Milestones**
- ✓ Use Cases
 - ✓ Modeling
 - Entities
 - DBMS
 - Components
 - Architecture
 - Design
 - DBMS
 - Components
 - Interfaces
 - Infrastructure
 - Specify
 - Security
 - Risk Assessment
 - Build plan & budget

- Deliverables**
- ✓ Business Requirements
 - ✓ Functional Design
 - ✓ Detailed Design
 - ✓ Architecture Review
 - ✓ Customer Presentation



DEVELOPING CONSTRUCT

- Resources**
- ✓ Technical Analyst
 - ✓ Developers
 - ✓ Installation Developer

- Milestones**
- ✓ Coding
 - ✓ Debugging
 - ✓ Unit Testing

- Deliverables**
- ✓ Code base
 - ✓ Test Framework
 - ✓ Test plans
 - ✓ Test plan & budget

- Useful Tools**
- VS.NET
 - Ndoc
 - DebugView

- Minimal UML Diagrams**
- Component
 - Deployment
 - Sequence
 - Static Structure

- Optional, yet useful Diagrams**
- State
 - Collaboration
 - Activity

- Environment**
- Namespace
 - Source Control
 - Incident Management

