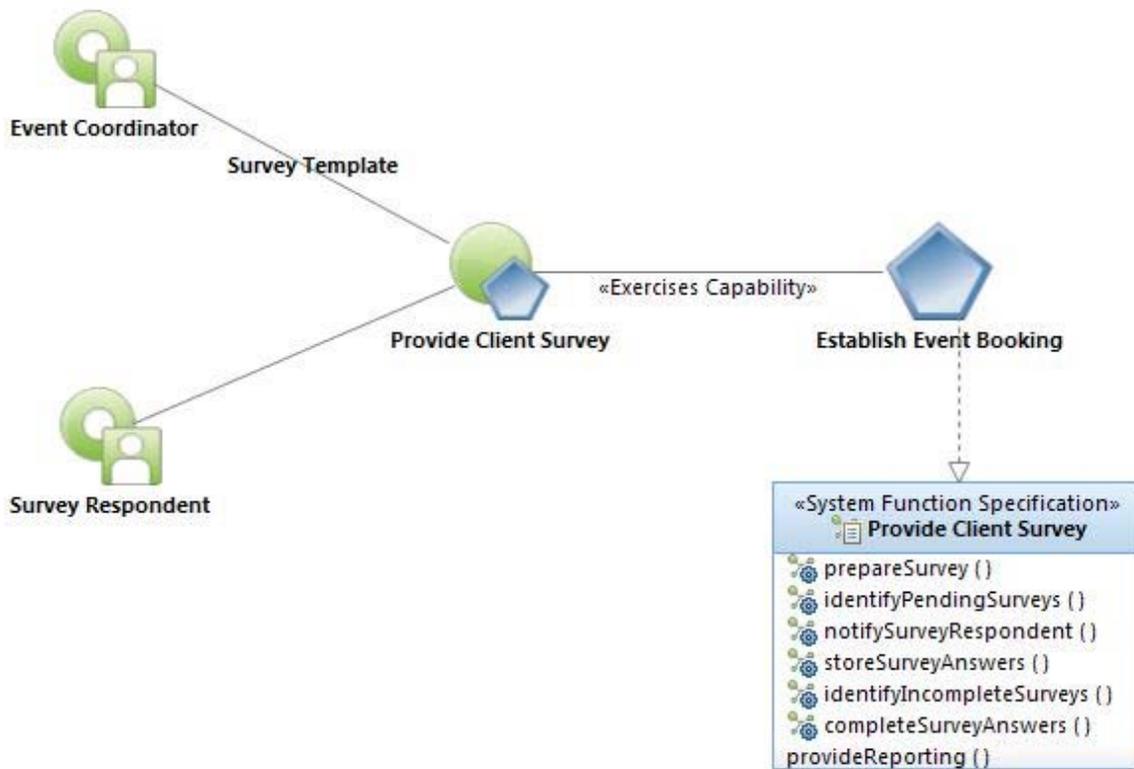
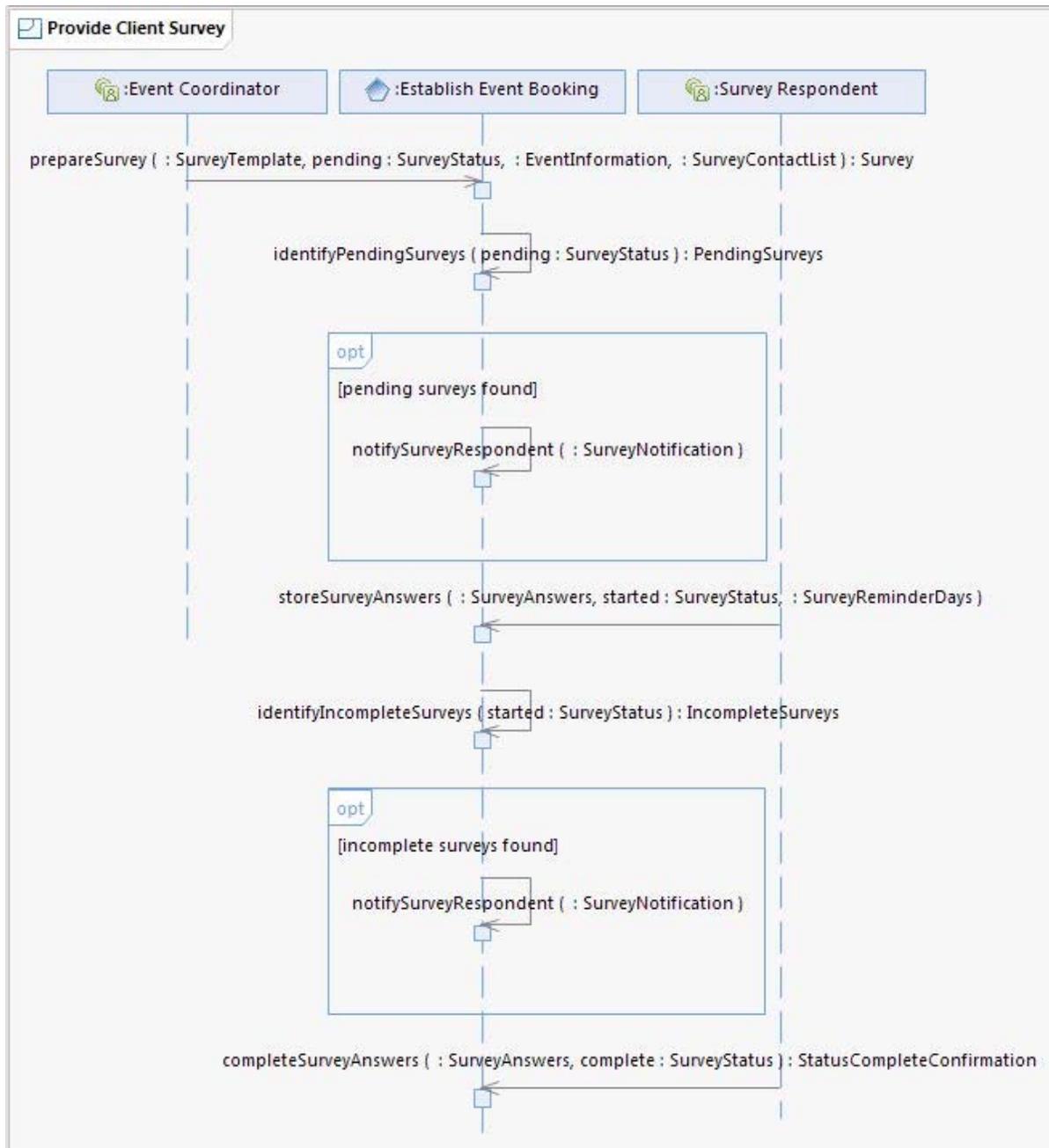


Enterprise Architecture - *aligning IT services with business needs***Provide Client Survey Use Case Specification****Provide Client Survey Use Case Model**

**Scope:** The Event Coordinator uses the system to prepare the Survey for an Event. Using a SurveyTemplate (initially configured in cooperation with a User Experience Professional), the Event Coordinator generates the new Survey, includes EventInformation, a SurveyCloseDate and indicates the approved SurveyContactList is ready for import. At an interval predefined during system configuration, the system imports the approved SurveyContactList and the Survey is made ready. On the specified SurveyIssuanceDate, the system sends a notification to each SurveyRespondent on the SurveyContactList, using the designated NotificationMethod (Email, Text, Both). The SurveyNotification greets the SurveyRespondent by their Name and invites them to participate in the Survey for a specified Event and states the SurveyCloseDate. The SurveyRespondent selects a Uniform Resource Locator (URL) contained within the SurveyNotification and is asked whether they grant permission for their responses to be published for marketing purposes. The Survey then asks which services the SurveyRespondent utilized during the Event. Based upon these selections, the Survey expands or contracts to only show relevant questions to the SurveyRespondent and the estimated minutes to complete the Survey are adjusted. The Survey is wizard-driven and as the SurveyRespondent moves from one screen to another the system stores their SurveyAnswers. If the SurveyRespondent leaves the Survey prior to completing it, they are presented with an option to set a number of SurveyReminderDays in which to be reminded to complete the survey. At specified intervals, the system runs a scheduled task upon itself to search for IncompleteSurveys. For every IncompleteSurvey, the system sends a SurveyNotification to the SurveyRespondent. The SurveyNotification includes a message, greeting the SurveyRespondent by their Name and reminding them to complete the Survey for a specific Event, states the SurveyCloseDate and contains a Uniform Resource Locator (URL) unique to the SurveyRespondent. When the SurveyRespondent has answered all of the SurveyQuestions to their level of satisfaction, the SurveyRespondent clicks a button to complete the Survey and submit all SurveyAnswers to the system. The system presents a message to the SurveyRespondent, stating the Survey has been completed and thanks them for their feedback.



**Provide Client Survey Sequence Diagram**

**Table of Interface Descriptions**

FS#	Type/Interface	Description
FS001	Establish Event Booking/ <b>prepareSurvey</b>	The Event Coordinator uses the system to prepare the Survey for an Event. SurveyTemplates are initially configured in advance and the SurveyTemplates are designed in cooperation with User Experience (UX) Consultant. Using the SurveyTemplate, the Event Coordinator generates a new Survey, includes EventInformation (Event ContractID, EventName, Move-InDate and Move-OutDate, etc.), enters a SurveyCloseDate (the date on which the Survey will

		close and restrict participation) and indicates the approved SurveyContactList is ready for import from the Event Booking System Web Service. The SurveyContactList includes (but is not limited to) the following information: SurveyIssuanceDate, Name, EmailAddress, CellPhoneNumber and NotificationMethod (Email, Text, Both). At an interval predefined during system configuration, the system imports the approved SurveyContactList and the Survey is made ready.
FS002	Establish Event Booking/ <b>identifyPendingSurveys</b>	At an interval predefined during system configuration, the system runs a scheduled task upon itself to search for PendingSurveys by searching for the SurveyStatus of 'Pending'. The system provides the option of configuring one or more interval triggers. (eg. Every 14 Days, twice annually)
FS003	Establish Event Booking/ <b>notifySurveyRespondent</b>	If PendingSurveys are found by the system and the current date is on or after the SurveyIssuanceDate, the system sends a SurveyNotification to all SurveyRespondents on the SurveyContact List. (NOTE: The SurveyIssuanceDate is predetermined by a setting in the Event Booking System of a number of days following the Move-OutDate of the Event.) The SurveyNotification states how many questions are contained within the survey as well as the amount of EstimatedCompletionMinutes. If IncompleteSurveys are found, the system sends a SurveyNotification to the SurveyRespondent reminding them to complete the Survey for a specific Event and states the number of SurveyQuestionsUnanswered with EstimatedCompletionMinutes. The system sends a SurveyNotification to the SurveyRespondent using the desired NotificationMethod (Email, Text, Both). Email notifications are of a responsive format viewable from mobile devices and desktop computers. The SurveyNotification greets the SurveyRespondent by name and invites the SurveyRespondent to participate in the Survey for a specific Event (using the EventName and Move-InDate). The SurveyNotification includes the SurveyCloseDate, the date on which the Survey will be closed and participation will be blocked. The SurveyNotification may contain an optional statement telling the SurveyRespondent they will receive a gift card for completing the Survey. Finally, the notification contains a Uniform Resource Locator (URL) unique to the SurveyRespondent.
FS004	Establish Event Booking/ <b>storeSurveyAnswers</b>	The SurveyRespondent selects the Uniform Resource Locator (URL) contained within the SurveyNotification and is asked whether they grant permission for their responses to be published for marketing purposes (eg. comments may be used in whole or part on the Austin Convention Center website or other marketing materials: 'Best conference i ever had! - John Doe'). The Survey next asks what EventServices were utilized by the SurveyRespondent. Based upon the selection of EventServices, the Survey expands or contracts to only show relevant SurveyQuestions, the EstimatedCompletionMinutes value is adjusted accordingly and the SurveyStatus is change from Pending to Started. The Survey allows for bridging and skipping, based upon answers chosen (eg. answering one question indicates that the SurveyRespondent may skip over the next block of questions). The Survey contains one or more SurveySections. Each SurveySection contains one or more SurveyQuestions. The SurveyQuestions have the option of being multiple choice questions along with fields for the SurveyRespondent to provide feedback in their own words. Multiple choice question types include (but are not limited to): Choose all that apply, Choose one, Choose one from a scale (eg. 1-5). The SurveyRespondent provides SurveyAnswers. The Survey is wizard-driven and as the SurveyRespondent moves from one page to another the system stores their SurveyAnswers. Each screen of the Survey contains a progress bar, indicating to the SurveyRespondent where they are in the process of completing the Survey. The SurveyRespondent has the ability to move forward or backward in the Survey at any time. If the SurveyRespondent leaves the Survey prior to completing it, they are presented with an option to set a number of SurveyReminderDays in which to be reminded to complete the survey. (eg. Send me a notification in X days with a reminder to complete the survey). The SurveyRespondent may continue taking the survey at a later time from any device.
FS005	Establish Event Booking/ <b>identifyIncompleteSurveys</b>	At an interval predefined during system configuration, the system runs a scheduled task upon itself to search for IncompleteSurveys by searching for the SurveyStatus of 'Started.' The system provides the option of configuring one or more interval triggers. (eg. Every 14 Days, twice annually)

FS006	Establish Event Booking/ <b>notifySurveyRespondent</b>	If PendingSurveys are found by the system and the current date is on or after the SurveyIssuanceDate, the system sends a SurveyNotification to all SurveyRespondents on the SurveyContact List. (NOTE: The SurveyIssuanceDate is predetermined by a setting in the Event Booking System of a number of days following the Move-OutDate of the Event.) The SurveyNotification states how many questions are contained within the survey as well as the amount of EstimatedCompletionMinutes. If IncompleteSurveys are found, the system sends a SurveyNotification to the SurveyRespondent reminding them to complete the Survey for a specific Event and states the number of SurveyQuestionsUnanswered with EstimatedCompletionMinutes. The system sends a SurveyNotification to the SurveyRespondent using the desired NotificationMethod (Email, Text, Both). Email notifications are of a responsive format viewable from mobile devices and desktop computers. The SurveyNotification greets the SurveyRespondent by name and invites the SurveyRespondent to participate in the Survey for a specific Event (using the EventName and Move-InDate). The SurveyNotification includes the SurveyCloseDate, the date on which the Survey will be closed and participation will be blocked. The SurveyNotification may contain an optional statement telling the SurveyRespondent they will receive a gift card for completing the Survey. Finally, the notification contains a Uniform Resource Locator (URL) unique to the SurveyRespondent.
FS007	Establish Event Booking/ <b>completeSurveyAnswers</b>	When the SurveyRespondent has answered all of the SurveyQuestions to their level of satisfaction, the SurveyRespondent clicks a button to complete the Survey and submit all answers to the system. The system presents a StatusCompleteConfirmation message to the SurveyRespondent and thanks them for their feedback. If the SurveyRespondent is to receive a gift card for providing their feedback, the message may also include a statement of when the gift card may be expected. Once the SurveyStatus has been changed to Complete, the SurveyRespondent may no longer edit the SurveyAnswers. The system has the option to enable an email notification to designated recipients when a Survey is completed by a SurveyRespondent. This notification has the option to occur individually on demand or at a designated interval containing a batched list of Surveys that were completed the previous day.

**Table of Supplemental Specifications**

SS#	Type/Interface	Description
SS001	Establish Event Booking/ <b>provideReporting</b>	The system provides access to SurveyResults by means of customizable reports. Users of the system have the ongoing ability to create reports using a point-and-click method and include or exclude information of any type (eg. irrelevant or inappropriate comments). Reports have the option of being stored for subsequent execution. The system contains one or more reports (created initially in cooperation with the vendor) inclusive of all data for a particular survey. These reports are established for purposes of auditing and are also stored for subsequent execution; however, may not be modified by any user, to ensure the integrity of audits are protected.

**Provide Client Survey Logical Data Model**

