

UseCaseID	UC-RESO-018 Update an Election Service Request
Module	
SubModule	
Summary	A customer needs to update an election service request.
Description	A Customer requests to update an ESR (election service request) that has been created or the customer has asked RR/CC staff to update the ESR for them. The Customer/User is allowed to add or delete contests from an existing ESR.
Trigger Events	<ul style="list-style-type: none"> ▪ New request
Precondition	<ul style="list-style-type: none"> ▪ Modern web browser ▪ User account has already been created ▪ An election has already been created ▪ An ESR exist in the system
ExpectedResult	<ul style="list-style-type: none"> ▪ An Election Service Request is updated with the associated information. ▪ The system sends an email notification of the update to the user and/or customer.
DetailedProcessFlow	<p>Customer updates ESR</p> <ol style="list-style-type: none"> 1. The Customer selects update an ESR 2. The system presents the Customer a list of Elections to select from. 3. The Customer selects an Election. 4. The system presents the Customer with a list of ESRs associated with selected election. 5. The Customer selects an ESR. 6. The system displays the selected ESR and the ESR's status bar. 7. The Customer updates the information. 8. The Customer submits the ESR. 9. The system displays the ESR summary. 10. The Customer confirms the ESR. 11. System validates data. 12. System updates the ESR in the database. 13. System emails user/customer of the ESR update. 14. System updates the ESR's status bar. <p>User/Customer creates an ESR on behalf of a customer.</p> <ol style="list-style-type: none"> 15. The User selects update an ESR 16. The system presents the User a list of Elections to select from. 17. The User selects an Election. 18. The System presents the User with a list of Customers to select from since the User is doing it on behalf of the Customer. 19. The User selects a Customer. 20. The system presents the Customer with a list of ESRs associated with the selected election. 21. The User selects an ESR. 22. The system displays the selected ESR.

	<p>23. The User updates the information.</p> <p>24. The User submits the ESR.</p> <p>25. The system displays the ESR summary.</p> <p>26. The User confirms the ESR.</p> <p>27. System validates data.</p> <p>28. System updates the ESR in the database.</p> <p>29. System emails user/customer of the ESR update.</p> <p>System updates the ESR's status bar.</p>
<p>Alternative Work Flow</p>	<p>Customer creates an ESR Alternate Steps:</p> <p>7a. The Customer cancels the confirmation.</p> <p>7b. The system returns Customer to ESR.</p> <p>7c. The customer selects the Contest he/she wants to delete, and clicks delete.</p> <p>7d. The system deletes any information pertaining to the selected contest.</p> <p style="text-align: center;">Or</p> <p>7a. The Customer cancels the confirmation.</p> <p>7b. The system returns Customer to ESR.</p> <p>7c. The customer clicks add additional contest(s).</p> <p>7d. The system presents the customer with another set of questionnaire questions.</p> <p>7e. The customer fills in the information.</p> <p>8a. The Customer clicks the attach document button.</p> <p>8b. The system presents Customer with a dropdown list box with the following File Type options:</p> <ul style="list-style-type: none"> ○ Resolution ○ Candidate statement ○ Certified list of candidates ○ Edited/Corrected ballot page proofs ○ Measure Statement ○ Proposed Ordinance ○ Full Text of Ballot ○ Proposed Charter Amendment ○ Argument in Favor of Measure ○ Rebuttal to Argument in Favor of ○ Argument Against Measure ○ Rebuttal to Argument Against ○ Measure Exhibit ○ Authorization for Another Person to Sign Rebuttal ○ Tax Rate Statement <p>8c. The Customer selects the file type from the dropdown list box.</p> <p>8d. The system presents Customer with the Open File Dialog box.</p> <p>8e. The Customer selects file from a drive.</p> <p>8f. The Customer clicks attach.</p> <p>8g. System displays the selected file.</p> <p>System Administrator updates Customer's profile Alternate Steps:</p> <p>9a. The System Administrator/Authorized User clicks the attach document button.</p> <p>9b. The system presents User with a list of documents to attach.</p> <p>9c. The System Administrator/Authorized User selects the document.</p> <p>9d. The System opens the browse file dialog box.</p>

	<p>9e. The System Administrator/Authorized User selects the file on drive</p> <p>9f. System displays the selected file.</p> <p>9g. User confirms the selected file as being correct.</p> <ul style="list-style-type: none"> ○ The file is incorrect, user reselect file. <p>15a. If validation fails, system returns error message to User specifying the error.</p> <p>15b. User enters the information correctly and resubmits the ESR.</p>
Parent	[Parent id of the Use Case as documented in Project Scope or Business Case]
Requirements	<p>UC-RESO-018-01 The ESR process will be a four-step process of ESR creation/submission/Substantiation/Updating/ Approving/Rejecting of ESR with legal documents and final confirmation.</p> <ul style="list-style-type: none"> a. Submit ESR b. Update/Confirm ESR c. RR/CC Review d. RR/CC Approve/Reject <p>UC-RESO-018-02 The system needs to display the status of an ESR</p> <p>UC-RESO-018-03 The system must do data validation.</p> <p>UC-RESO-018-04 The system needs to automatically notify users of any new submissions, updates, or cancellations.</p>
Associated Use Cases	
Additional Requirements	
RequirementID	[List of requirement IDs in Use Case]
Risk	[List of Risk IDs]
Actors	Customer, System Administrator, User
Documents	[List of documentation name, Link or location]
Author	Phillip George
Signoff	Election Planning
Date	[Date Signed off as Complete]