

## **Use Case Name: ReportEmergency**

### **Brief Description:**

This use case is used by a field officer to report on an emergency

### **Precondition:**

The field officer is logged in the FRIEND software system

### **Primary Actor: FieldOfficer**

### **Secondary Actors: Dispatcher**

### **Dependencies to other use cases**

Includes use case OpenIncident

### **Basic Flow**

1. The FieldOfficer sends a message to the system to activate the "Report Emergency" function through the terminal.
2. The system presents a form to the FieldOfficer.
3. The FieldOfficer communicates with the system to fill the form, by selecting the emergency level, type, location, brief description of the situation, and possible responses to the emergency situation.
4. IF the form is completed, THEN the FieldOfficer submits the form to the system, ENDIF.
5. The system receives the form.
6. The system notifies the Dispatcher.
7. The Dispatcher communicates with the system to create an incident in the database.
8. INCLUDE USE CASE OpenIncident.
9. The Dispatcher acknowledges the system the emergency report.
10. The Dispatcher communicates with the system to select a response.

Postcondition: The FieldOfficer has received an acknowledgement and the selected response from the system

### **Global Alternative Flow**

1. The FieldOfficer is notified immediately if the connection between her terminal and the central is lost.
2. IF the connection between the terminal and the central is lost, THEN the system notifies the FieldOfficer immediately, ENDIF.

Postcondition: The FieldOfficer is notified.

### **Special requirements**

The FieldOfficer should receive a response (acknowledgement) from the system in less than one minute.

### **Technology and data variations**

The details of the form (i.e., the data it contains) need to be clarified with customer.

### **Open issues**

This use case description should be refined and perhaps split: one goal of the FieldOfficer; one goal of the Dispatcher.