

Solicitação de Mudança 01

Refatorar a especificação da linha de produtos *Crisis Management System* permitindo que o suporte ao registro de LOG seja opcional. Isso significa que o comportamento descrito nos passos a seguir devem ser opcionais- estando presente apenas quando a feature opcional LOG, definida nessa solicitação de mudança, estiver selecionada.

Passos que devem se tornar opcionais:

-	CMS updates the log file, registering all relevant actions performed for concluding this mission.
-	CMS updates the statistics data about crisis handling.

Solicitação de Mudança 02

Adicionar um novo tipo de testemunha de acidentes (Employee). Esse tipo de testemunha (witness, no modelo de features) é relevante para trechos de cobertura locais em rodovias privatizadas. Nesse contexto, permitir que apenas os funcionários reportem acidentes possibilita oportunidades de negócio relevantes para o domínio de aplicação. O cenário abaixo ilustra o comportamento de *Capture Witness Report* para um produto com as seguintes features (apenas as features relevantes estão sendo apresentadas):

- **Witness (Employee)**
- External Resources (Camera Surveillance, ...)
- Region (Local)
- Missions (Transport, Rescue)

Scenario 01 Capture Witness Report

Scenario Description: This scenario allows a crisis analyst (the coordinator) to create a crisis record (here, a car crash record) based on the information obtained from witnesses.

User Action	System Response
Coordinator informs location and type of crisis as reported by the witness.	CMS (Crisis Management System) provides Coordinator with a crisis-focused checklist.
Coordinator provides crisis information to CMS as reported by the witness.	CMS assigns an initial emergency level to the crisis and sets the crisis status to active.
-	CMS requests the ID of the employee responsible for reporting the current issue.
Coordinator provides the employee ID.	CMS updates the crisis information by providing employee data.
-	CMS updates the employee bonus, which considers the number of reported issues by an employee.
Coordinator request visual information from CMS.	CMS requests video feed from Surveillance System.
-	Surveillance System starts sending video feed to CMS.
-	CMS starts displaying video feed for Coordinator.
-	CMS recommends to Coordinator the missions (Transport, Rescue) that are to be executed based on the current information about the crisis and available resources.
Coordinator selects one or more missions recommended by the system.	For each selected mission, the CMS assigns internal and external resources so as to properly solve the crisis.

Solicitação de Mudança 03

Adicionar um novo tipo de missão (Remove Obstacle Mission), aplicada a regiões locais, que aciona um serviço de reboque para remover os carros envolvidos nos acidentes ou quaisquer outros tipos de obstáculos que degradam o funcionamento de uma rodovia. O cenário abaixo ilustra o comportamento de *Execute Remove Obstacle Mission* para um produto com as seguintes features (apenas as features relevantes estão sendo apresentadas):

- Region (Local)
- LOG
- Missions (Remove Obstacle)

Scenario SC05: Execute remove obstacle mission

Description: After a previous assignment, this scenario requests the Tow Truck Driver (TTD) to remove any obstacle involved in a reported accident. Moreover, the TTD informs the system all procedures he (she) had performed.

User Action	System Response
The Tow Truck Driver (TTD) acknowledges the mission assignment to the CMS.	CMS sends detailed information about the crisis(severity, number and type of the obstacles that should be removed, location) to the TTD.
-	CMS requests the required resources (both personnel and equipments) and estimated time to conclude the mission.
The TTD informs the resources and estimated time required to solve the mission.	CMS assign resources to the mission.
-	CMS updates the crisis data and notifies the Coordinator.
After removing the obstacles, the TTD requests the CMS to finish the corresponding mission.	CMS requests detailed information about the procedures.
The TTD fills in the requested information.	CMS updates the crisis information by providing detailed information about the remove obstacle mission.
-	CMS finishes the remove obstacle mission.
-	CMS updates the log file, registering all relevant actions performed for concluding this mission.
-	CMS updates the statistics data about crisis handling.

Solicitação de Mudança 04

A especificação atual do serviço de LOG é incompleta. Isso ocasionou a falha do sistema, fazendo com que importantes informações não fossem preservadas. O objetivo dessa solicitação de mudança é detalhar o procedimento de LOG que deve ser seguido por todas as instâncias da LPS configuradas com a feature de LOG. O fluxo de eventos a seguir apresenta as informações detalhadas conforme sugestão dos grupos de qualidade e analistas do domínio.

Detalhes do fluxo de eventos relacionados com LOG.

-	CMS requests the LOG manager to register the mission details.
-	The LOG manager register crisis information (type, location, date and hour, severity, witnesses data).
-	The LOG manager register the deployed missions and resources .
-	The LOG manager register the decisions taken and problems reported by the crisis analysts and observers.
-	CMS updates the following statistic data: <ul style="list-style-type: none">- Avarage response time of the teams- Avarage response time of individuals- Success rate- Rate of casualties

Solicitação de Mudança 05

Adicionar o suporte opcional à interação com os serviços do departamento de polícia. O objetivo é fazer com que, dependendo da ocorrência (e da feature estar selecionada), o sistema notifique o departamento de polícia para que as ações aplicáveis sejam iniciadas. Esse comportamento pode ser acionado em dois momentos distintos: após a captura de uma ocorrência por meio de testemunhas e após os relatos dos observadores. Os cenários a seguir ilustram esse comportamento para um produto com a seguinte configuração (produtos com outras configurações, desde que tenham a feature Policy Service selecionada, incluem o comportamento destacado nos cenários):

- Witness (Anonymous)
- External Resources (Policy Service, ...)
- Region (Local)
- Missions (Observe, Rescue)
- Not (Request Additional Mission)

Scenario 01 Capture Witness Report

Scenario Description: This scenario allows a crisis analyst (the coordinator) to create a crisis record (here, a car crash record) based on the information obtained from witnesses.

User Action	System Response
Coordinator informs location and type of crisis as reported by the witness.	CMS (Crisis Management System) provides Coordinator with a crisis-focused checklist.
Coordinator provides crisis information to CMS as reported by the witness.	CMS assigns an initial emergency level to the crisis and sets the crisis status to active.
-	CMS recommends to Coordinator the missions (Observe, Rescue) that are to be executed based on the current information about the crisis and available resources.
Coordinator selects one or more missions recommended by the system.	For each selected mission, the CMS assigns internal and external resources so as to properly solve the crisis.
-	CMS check if the issue demands a police department notification.
-	If applicable, the CMS notifies the police department, detailing the type of occurrence, severity and location.

Scenario SC02: Execute observer mission

Description: After a previous assignment, this scenario allows an (local site) Observer to monitor the situation at the crisis site and to notify the System any relevant information related to the crisis.

User Action	System Response
Observer notifies the CMS his (her) arrival at the mission location.	CMS sends a crisis-specific checklist to Observer.

Observer feeds CMS with additional crisis information.	CMS reports the information to the system coordinator.
-	CMS checks if the issue demands a police department notification.
-	If applicable, the CMS notifies the police department, detailing the type of occurrence, severity and location.
Observer judges that his (her) presence is no longer needed at the crisis location and request the System to finish the corresponding mission.	CMS finishes the observer mission.
-	CMS updates the log file. registering all relevant actions performed for concluding this mission.
-	CMS updates the statistics data about crisis handling.