UseCaseID	UC-RESO-017 Create an Election Service Request
Module	
SubModule	
Summary	A customer needs to create an election service request.
Description	A Customer is requesting an election services request (ESR) from the RR/CC or the customer has asked RR/CC staff to create an ESR for them. The requesting of election services requires Customer to answer a series of questions as indicated in the Questionnaire Flowchart. The number of times the questionnaire is repeated depends on the number of contests associated with an ESR. For example, if a Customer is putting 4 contests on a ballot, the system will present the questionnaire 4 times. The Customer has to go through all the questions for each of the contests before proceeding with the next. The system should allow user to change the number of contests at any time during the creation of an ESR. The user must be able to add or delete any contest(s) from an ESR.
Trigger Events	▪ New election request
Precondition	▪ Modern web browser ▪ User account has already been created ▪ An election has already been created
ExpectedResult	▪ An Election Service Request is created with the associated documents. .

DetailedProcessFlow	Customer creates an ESR
	1. The Customer selects create a new ESR
	2. The system presents the Customer a list of Elections to select from.
	3. The Customer selects an Election.
	4. The system checks if the deadline for creating an ESR has passed the deadline for ESR submission.
	5. The system presents the Customer with a choice of selecting a new template or an existing template (if there are any).
	6. The Customer selects a new ESR from a blank template.
	7. The system presents the Customer with 2 choices of services types.
	    o Consolidation with RR/CC
	    o Specified Election Services
	8. The Customer selects the type of services.
	9. Based on the Customer's selection, the system displays the template.
	10. The system displays the selected election information along with the questionnaire. ***The election information will be disabled for editing if the RR/CC is the Election Supplier for the election. Customer can only edit election information if the RR/CC is not the election supplier.*
	11. Customer selects the number of contests to be on the ballot. **The number of contests determines the number of times the questionnaire will be displayed. Each flow of questionnaire will be repeated for each of the contest.*
	12. The Customer fills in the information.
	13. System presents the User with the attached document option.
	14. The system presents User with the following File Type options:
	    o Resolution

- o Candidate statement
- o Certified list of candidates
- o Edited/Corrected ballot page proofs
- o Measure Statement
    1. Proposed Ordinance
    2. Full Text of Ballot
    3. Proposed Charter Amendment
    4. Argument in Favor of Measure
    5. Rebuttal to Argument in Favor of
    6. Argument Against Measure
    7. Rebuttal to Argument Against
    8. Measure Exhibit
    9. Authorization for Another Person to Sign Rebuttal
    10. Tax Rate Statement

15. The User selects the file type
16. The system presents User with the Open File Dialog box.
17. The User selects file from a drive.
18. The User clicks attach.
19. The System displays the attached file(s).
20. The Customer submits the ESR.
21. The system displays the ESR summary.
22. The Customer confirms the ESR.
23. System validates data.
24. System saves the newly added ESR to the database.
25. System updates the ESR's status bar to Submit ESR and waiting for RR/CC to review.
26. The system sends an automated email notification to RR/CC User's general email account notifying staff that a new ESR has been submitted and ready for review.

User/Customer creates an ESR on another Customer's behalf.

1. The User selects create a new ESR from the ESR page.
2. The system presents the User a list of Elections to select from.
3. The User selects an Election.
4. The System presents the User with a list of Customers to select from since the User is doing it on behalf of the Customer.
5. The User selects a Customer.
6. The system presents the User with a choice of selecting a new template or an existing template (if there are any).
7. The User selects a new ESR from a blank template.
8. The system presents User 2 types of services to select from.
    - o Consolidation with RR/CC
    - o Specified Election Services
9. The User selects the type of services.
10. Based on the User's selection, the system displays the template.
11. The system displays the selected election information along with the questionnaire.
12. User selects the number of contests to be on the ballot. *The number of contests determines the number of times the questionnaire will be presented. Each flow of questionnaire will be repeated for each of the contests.
13. The User fills in the information.
14. System presents the User with the attach document option.
15. The User clicks the attach document button.

	16. The system presents User with the following File Type options:
	    o Resolution
	    o Candidate statement
	    o Certified list of candidates
	    o Edited/Corrected ballot page proofs
	    o Measure Statement
	    o Proposed Ordinance
	    o Full Text of Ballot
	    o Proposed Charter Amendment
	    o Argument in Favor of Measure
	    o Rebuttal to Argument in Favor of
	    o Argument Against Measure
	    o Rebuttal to Argument Against
	    o Measure Exhibit
	    o Authorization for Another Person to Sign Rebuttal
	    o Tax Rate Statement
	17. The User selects the file type from the dropdown list box.
	18. The system presents User with the Open File Dialog box.
	19. The User selects file from a drive.
	20. The User clicks attach.
	21. The System displays the attached file(s).
	22. The User submits the ESR.
	23. The system displays the ESR summary.
	24. The User confirms the ESR.
	25. System validates data.
	26. System saves the newly added ESR to the database.
	27. System updates the ESR's status bar to Submit ESR and waiting for RR/CC to review
	The system sends an automated email notification to RR/CC User's general email account notifying staff that a new ESR has been submitted and ready for review.

Alternative Work Flow	**Customer creates an ESR Alternate Steps:** 3a. The Customer can't find an election in the election list. 3b. The Customer calls RR/CC. 4a. The deadline for creating an ESR for the selected election has passed. 4b. The system returns an error message notifying user of the deadline. 4c. The Customer selects a different election. 5a. The Customer selects an existing template, the system presents the Customer with a list of saved templates 5b. The Customer selects a template. 5c. System retrieves the selected template and displays the information 5d. The Customer updates the information 5e. The Customer submits the ESR. 5f. The system validates data and save it as a new ESR. *The old template remains unchanged.* 12a. The Customer clicks on the remove button located next to the contest. 12b. The system confirms the removal of the contest. 12c. The Customer confirms the removal. 12d. The system removes the contest from the ESR. Or

12a. The customer changes the number of contests.
12b. The system repopulates the number of questionnaires based on the number of contests.
***System must not delete information that has been entered for other contest(s).*

16a. The Customer doesn't want to attach a resolution to the ESR at this time.
16b. The Customer submits the ESR without a document.

20a. The Customer clicks Save to save the ESR instead of submitting it.
20b. The System saves the template for later use.
20c. The Customer clicks Save ESR as template.
20d. The system saves the ESR as template.
21f. System updates the ESR template table.

22a. The Customer cancels the confirmation.
22b. The system returns Customer to ESR.
22c. The customer select the Contest he/she wants to delete and clicks delete.
22d. The system deletes any information pertaining to the selected contest.

Or

22a. The Customer cancels the confirmation.
22b. The system returns Customer to ESR.
22c. The customer clicks add additional contest(s).
22d. The system presents the customer with another set of questionnaire questions.
22e. The customer fills in the information.

23a. The Customer clicks delete button to delete the attached documents
23b. The System deletes the attached documents

26a. If validation fails, system returns error message to Customer specifying the error.
26b. Customer enters the information correctly and resubmits the ESR.

System Administrator updates Customer's profile Alternate Steps:

6a. The User selects an existing template, the system presents the Customer with a list of saved templates
6b. The User selects a template.
6c. System retrieves the selected template and displays the information
6d. The User updates the information
6e. The User submits the ESR.
6f. The system validates data and saves it as a new ESR. *The old template remains unchanged.*

13a. The Customer clicks on the remove button located next to the contest.
13b. The system confirms the removal of the contest.
13c. The Customer confirms the removal.
13d. The system removes the contest from the ESR.
Or
13a. The customer changes the number of contests.
13b. The system repopulates the number of questionnaire based on the number of contests.
***System must not delete information that has been entered for other contest(s).*

	15a. The User doesn't want to attach a resolution to the ESR at this time. 15b. The User submits the ESR without a document. 19a. If validation fails, system returns error message to User specifying the error. 19b. User enters the information correctly and resubmits the ESR. 24a. The User cancels the confirmation. 24b. The system returns User to ESR. 24c. The User selects the Contest he/she wants to delete and clicks delete. 24d. The system deletes any information pertaining to the selected contest. Or 24a. The User cancels the confirmation. 24b. The system returns User to ESR. 24c. The User clicks add additional contest(s). 24d. The system presents the User with another set of questionnaire questions. 24e. The User fills in the information.
Parent	[Parent id of the Use Case as documented in Project Scope or Business Case]
Requirements	UC-RES0-017-01 The system provides the ability for the customer to select an election from the election schedule when creating an ESR. UC-RES0-017-02 The system provides the ability for the customer to request for either Specified Election Services or Consolidation ESR type. UC-RES0-017-03 The system provides the ability for the customer will walk through each specific question in a "wizard" fashion based on the type of services the customer is requesting. UC-RES0-017-04 The system provides the ability for the customer to upload documents. UC-RES0-017-05 The system provides the ability for the customer to view their data submitted. UC-RES0-017-06 The system provides the ability for the customer to leave a comment. UC-RES0-017-07 The system provides the ability for the customer to stop/save/resume/cancel the election service request process. UC-RES0-017-08 The system provides the ability for the customer to save ESR as a template. UC-RES0-017-09 The system provides the ability for the customer to upload /attach a resolution and other relevant documents related to an ESR UC-RES0-017-10 The system provides the ability for the customer to designate a document type when uploading/attaching a document related to an ESR. UC-RES0-017-11 The system provides the ability for the Charter cities customers to create ESR on behalf of other jurisdictions if they are the Election Official for those jurisdictions. UC-RES0-017-12 The system provides the ability for the users to complete an ESR on behalf of a customer. UC-RES0-017-13 The System will generate automatic email notification to customers and users based on e-date or event type. UC-RES0-017-14 The system can only allow jurisdiction to submit the questionnaire once the required questions have been completed. UC-RES0-017-15 The system will show a summary statement of the ESR to the customer, who will be required to review and confirm the ESR prior to final submission. UC-RES0-017-16 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. a. Submit ESR b. Update/Confirm ESR c. RR/CC Review

	d. RR/CC Approve/Reject
	UC-RES0-017-17 The system needs to display the status of an ESR in the form of a status bar.
	UC-RES0-017-18 The system will enforce submission deadlines associated with the filing of election document.
	UC-RES0-017-19 The system will record/update transaction logs.
	UC-RES0-017-20 The System must not allow the customer to request more than 8 contests for an election and notify the customer of such action.
	UC-RES0-017-21 The system must do data validation.
	UC-RES0-017-22 The System must generate different types of questionnaires:
	    • Local Jurisdiction requesting for Special Specified Services from RR/CC but with other supplier.
	    • Local jurisdictions requesting election services from RR/CC with RR/CC being the supplier.
	    • Election Coordination defining the federal/Statewide/Countywide contests for SOS and BOS.
	UC-RES0-017-23 The System needs to automatically notify users of any new submissions, updates, or cancellations.

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]
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