

Use Case ID	UC-LOC23
Module	Troubleshooters
Sub Module	
Summary	Group Service Areas for Troubleshooters
Description	Troubleshooters are Election Workers who are assigned to work for a group of Service Areas by Troubleshooter IDs organized by the Geographic Information Systems (GIS) Section.
Trigger	
Precondition	GIS provides a file of Service Areas assigned to Troubleshooter IDs
Expected Result	Each Service Area be assigned a Troubleshooter ID for a Troubleshooter to work.
Detailed Process Flow	<ol style="list-style-type: none"> 1. Election Worker Recruitment let GIS know how many groups of Service Areas are needed for Troubleshooters each election. 2. GIS create Service Area Groups based on geographic areas. 3. GIS create a file containing the following columns: Troubleshooter ID and Service Area Code. 4. For each election, user shall have the ability to import the file (Troubleshooter ID and Service Area Code) into the system. 5. User shall have the ability to Search for the Troubleshooter ID by Keyword. 6. User shall have the ability to manually add New information (Troubleshooter ID and Service Area Code) into the system. 7. User shall have the ability to add New Troubleshooter ID. 8. User shall be able to export a list of Troubleshooter ID and Service Area Code. 9. User shall be able to export a list of Troubleshooter ID and Service Area Code for import. 10. Within the Troubleshooter ID sub module, user shall have the ability add/remove new Service Area Code, Vote Center Name and Vote Center Address. 11. User shall recruit Troubleshooters and within Election Worker Module, be able to assign them to a Troubleshooter ID - grouped by Service Areas. 12. User shall have the ability to create agile reports, as needed.
Alternate Flow	
Parent	
Requirements	<p>UC-LOC023-1 – For each election, the system shall allow user to import the file (Troubleshooter ID and Service Area Code) into the system.</p> <p>UC-LOC023-2 – The system shall allow user to search for the Troubleshooter ID by Keyword.</p> <p>UC-LOC023-3 – The system shall allow user to manually add New information (Troubleshooter ID and Service Area Code) into the system.</p> <p>UC-LOC023-4 – The system shall allow user to manually add New information (Troubleshooter ID and Service Area Code) into the system.</p> <p>UC-LOC023-5 – The system shall allow user to add New Troubleshooter ID.</p> <p>UC-LOC023-6 – The system shall allow user to export a list of Troubleshooter ID and Service Area Code.</p>

	<p>UC-LOC023-7 – The system shall allow user to export a list of Troubleshooter ID and Service Area Code for import.</p> <p>UC-LOC023-8 – Within the Troubleshooter ID sub module, the system shall allow user to have the ability add/remove new Service Area Code, Vote Center Name and Vote Center Address.</p> <p>UC-LOC023-9 – The system shall allow user to recruit Troubleshooters and within Election Worker Module assign them to a Troubleshooter ID - grouped by Service Areas.</p> <p>UC-LOC023-10 – The system shall allow user to have the ability to create agile reports, as needed.</p>
Requirement ID	
Gap	
Risk	Without this feature it be difficult to assign Troubleshooters.
Actors	
Documents	
Author	Carolynn Vu-Tran 05/24/21
Signoff	Election operations management
Date	[Date Signed off as Complete]