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**Starbucks** Technology  
**REQUIREMENTS DOCUMENT**

# Inside Starbucks

## Mobile Application

# Requirements Document

|                  |                                                       |
|------------------|-------------------------------------------------------|
| Prepared by:     | Team                                                  |
| Version:         | Version 1                                             |
| Issue Date:      | June 22, 2016                                         |
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## Introduction

Inside Starbucks is a mobile application for our retail employees to view their schedules, request changes to their schedules and locations, access HR related information, and view jobs across both corporate and retail Starbucks locations. Supervisors can also view and approve schedule requests and plan for appropriate staffing at their retail locations. The initial release will be constrained to retail locations within Seattle.

Following the approval of the System Request by the project board, the project team conducted a comprehensive feasibility analysis examining the technical, organizational, and economic feasibility of the new application. All three facets of the feasibility study supported the implementation of the new application. The following document describes the overall system requirements required for the initial release of the Inside Starbucks application. This document also includes use cases and data information statements.

## 1 Requirements

### 1.1 Functional Requirements

The functional requirements below explain the tasks and services which will be provided to users via the Inside Starbucks application.

| Req#  | Functional Requirement Statement                                                                               |
|-------|----------------------------------------------------------------------------------------------------------------|
| FR#1  | The system will allow users to log in using their Partner ID (unique employee ID) and a user-defined password. |
| FR#2  | The system will allow users to retrieve and reset password.                                                    |
| FR#3  | The system will allow users to view their schedules for the next month.                                        |
| FR#4  | The system will allow users to create schedule change requests.                                                |
| FR#5  | The system will allow users to view the status of their schedule change requests.                              |
| FR#6  | The system will allow users to update their work schedule change requests.                                     |
| FR#7  | The system will allow supervisors to view schedule change requests.                                            |
| FR#8  | The system will allow supervisors to approve or deny schedule change requests.                                 |
| FR#9  | The system will allow supervisors to view schedules for all employees at a specific location.                  |
| FR#10 | The system will allow supervisors to download, in PDF format, the staffing report for their managing location. |





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|       |                                                                                                                         |
|-------|-------------------------------------------------------------------------------------------------------------------------|
|       | Achievement Plan.                                                                                                       |
| FR#15 | The system will allow users to open a browser to apply for the College Plan.                                            |
| FR#16 | The system will allow users to view all available jobs at Starbucks.                                                    |
| FR#17 | The system will allow users to filter by location to see jobs within 50 m current location.                             |
| FR#18 | The system will allow users to search by keyword for available jobs at S                                                |
| FR#19 | The system will allow users to combine keyword search with location t Starbucks.                                        |
| FR#20 | The system will allow users to filter by job field to view jobs at Starbuck                                             |
| FR#21 | The system will allow users to filter by job level to view jobs at Starbuck                                             |
| FR#22 | The system will allow users to open job links in another browser to see apply.                                          |
| FR#23 | The system will allow users to see contact information for their superv point-of-contact.                               |
| FR#24 | The system will allow supervisors to see contact information (phone nu for all employees at their managing location.    |
| FR#25 | The system will allow supervisors to use their default mail app to email employees at their managing location.          |
| FR#26 | The system will allow supervisors to use their default phone applicatio select employees at their managing location.    |
| FR#27 | The system will allow supervisors to use their default messaging applic or select employees at their managing location. |
| FR#28 | The system will allow users to use their default mail app to email their HR point-of-contact.                           |
| FR#29 | The system will allow supervisors to use their default messaging applic supervisor.                                     |
| FR#30 | The system will allow users to use their default phone application to ca supervisor and HR point-of-contact.            |
| FR#31 | The system will allow users to log out.                                                                                 |





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| Operational/Hardware        |                                                                                                  |
|-----------------------------|--------------------------------------------------------------------------------------------------|
| NR#1                        | The system will operate on devices with Android                                                  |
| NR#2                        | The system will operate on devices with iOS 9.0 or higher                                        |
|                             | The system will be available to download via Apple App Store                                     |
| NR#3                        | The system will be available to download via Google Play Store                                   |
| NR#4                        | The system will be able to check if location services are enabled                                |
| NR#5                        | The system will use 60 MB of device memory.                                                      |
| NR#6                        | The system will recognize the default internet browser for the device.                           |
| NR#7                        | The system will recognize the default email application for the device.                          |
| NR#8                        | The system will recognize the default messaging application for the device.                      |
| NR#9                        | The system will only be available in portrait mode.                                              |
| Infrastructure/Connectivity |                                                                                                  |
| NR#10                       | The system will perform over 3G.                                                                 |
| NR#11                       | The system will perform over 4G.                                                                 |
| NR#12                       | The system will perform over LTE.                                                                |
| NR#13                       | The system will perform over Wifi.                                                               |
| NR#14                       | The system will allow the Inside Starbucks team of Technology to access all system files.        |
| NR#15                       | The system will connect to the existing HR database.                                             |
| Security                    |                                                                                                  |
| NR#16                       | The system will update security patches nightly.                                                 |
| NR#17                       | The system will encrypt saved pay stub data.                                                     |
| NR#18                       | The system should prevent users from opening the app if a critical app update is not downloaded. |
| NR#19                       | The system will automatically log users out after 30 minutes of inactivity.                      |
| NR#20                       | The system will archive backup data every 24 hours.                                              |
| NR#21                       | The system must distinguish permission levels between employees and supervisors.                 |
| NR#22                       | The system will lock user's account after 3 failed login attempts.                               |





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|       |                                                   |
|-------|---------------------------------------------------|
|       | from other applications.                          |
| NR#26 | The system will load and refresh pages within 5 s |

## 2 Data Information Statements

The data information requirements define all data elements, attributes, and relationships required for Inside Starbucks.

### DR 2.1 The system will store and access information about employees, including:

- Name
- Partner ID (unique employee ID number)
- Telephone
- Email
- Work schedule (up to 2 months from current week)
- Work locations
- Eligibility for the College Achievement Plan

### DR 2.2 The system will store and access information about employee's job information:

- Supervisor
- Employee

### DR 2.3 The system will store the following in PDF format:

- Past pay stubs
- Weekly work schedule

### DR 2.4 The system will store and transmit the following information to the College Achievement team:

- Partner ID (unique employee ID number)
- Name
- Telephone
- Email
- Interested Field of Study

### DR 2.5 The system will access location information stored in the employee's profile:

### DR 2.6 The system will store the following information from the employee's profile:





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- Net pay

### 3 System Requirements

#### 3.1 Data retention

An employee's work schedule information should be retained in the system for one year. After one year, it should be stored in an archive off of the application system. The application should only sync pay stubs from the current calendar year system.

#### 3.2 Backup & Recovery

In order to prevent the loss of schedule change requests which may cause staffing at retail locations, the data related to schedule change requests should be duplicated in a separate environment. This backup method should ensure no data loss in case of unexpected outages.

#### 3.3 Security

The login method should utilize the employee's Partner ID and password to sign-on to the overall Human Resources portal.

For the various functionalities available via Inside Starbucks, the level of access should be determined by the role of the user. The roles associated with the Partner's ID should be tracked in the HR database. The table below illustrates the available roles and the respective permissions.

| User Role             | Permissions                                                                                |
|-----------------------|--------------------------------------------------------------------------------------------|
| Employee & Supervisor | Read his/her own paystub.                                                                  |
|                       | Read his/her work schedule.                                                                |
|                       | Read jobs across Starbucks.                                                                |
| Employee only         | Add work schedule changes.                                                                 |
|                       | Update work schedule changes.                                                              |
|                       | Read status of work schedule changes.                                                      |
| Supervisor only       | Read work schedule for all employees at their managed location.                            |
|                       | Read, approve, and deny work schedule changes for all employees at their managed location. |





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Program. This should ensure applications are created and submitted successfully.

### 3.5 Service Level

The system should be available 24 hours and 7 days a week except for designated maintenance hours: The first and second Fridays of every month from 05:00 AM. The users should be reminded of the planned outage time starting on the designated maintenance days via a banner which appears across the top of the application leading up to the planned downtime.

### 3.6 Disaster Recovery

In order to recover from data loss resulting from unforeseen events, a backup database must be setup to mirror the live environment. The estimate for Microsoft SQL Server included in the Cost Benefit Analysis (part of the Economic Feasibility Analysis) should include the financial resources needed for this mirrored environment.

### 3.7 Contingency Plan

In case of complete system failure or mass data loss which also causes the backup database to become unavailable, the existing desktop website portal for the Human Resources documents should be used to access pay stubs and College Achievement Plan information. The Office of Technology team will notify supervisors via email as soon as possible to provide the latest versions of the work schedules for their locations. Then, supervisors should notify their employees to verify work schedules and receive work schedule change notifications via phone call, or text, whichever is preferred. This alternate method should continue until the system is fully restored.

## 4 Use Cases

| Name             | Download Inside Starbucks application                                                                                                           |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| Identifier       | UC #1                                                                                                                                           |
| Preconditions    | 1. System is running Android OS 4.1 or above or iOS 9 or above.<br>2. System is connected via 3G, 4G, LTE, or Wifi.                             |
| Trigger(s)       | An employee or supervisor receives an email or training notification about the new Inside Starbucks application.                                |
| Business Rule(s) | BR1.1 Only participating Starbucks employees and supervisors receive training or email notifications inviting them to download the application. |





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|                                |                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Scenario</b>                | <p>R1.1 User clicks on the Inside Starbucks download icon in the invitation email.</p> <p>R1.2 System launches the Inside Starbucks download application on Google Play (for Androids) or Apple App Store (for iOS) application store [Scenario A].</p> <p>R1.3 User selects button to download the application and agrees to the terms of conditions.</p> <p>R1.4 System successfully downloads the Inside Starbucks application.</p> |
| <b>Alternative Scenario(s)</b> | <p><b>Alternate Scenario A</b> – The download icon fails to direct the user to the designated mobile application store</p> <p>A1.1 User selects the Google Play or Apple Store hyperlink in the email.</p> <p>A1.2 Use Case continue on R1.2</p>                                                                                                                                                                                       |

|                         |                                                                                                                                                                                                                                                                 |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Name</b>             | <b>Log in to Inside Starbucks</b>                                                                                                                                                                                                                               |
| <b>Identifier</b>       | <b>UC #2</b>                                                                                                                                                                                                                                                    |
| <b>Preconditions</b>    | <p>1. Mobile application is successfully downloaded to the user's device.</p> <p>2. Employee has been fully on-boarded and assigned a role through the HR system.</p>                                                                                           |
| <b>Trigger(s)</b>       | An employee wants to log into Inside Starbucks.                                                                                                                                                                                                                 |
| <b>Business Rule(s)</b> | <p>BR2.1 Employee has been fully on-boarded and assigned a role through the HR system.</p> <p>BR2.3 User role is defined by roles within the HR system (partner and employee).</p>                                                                              |
| <b>Scenario</b>         | <p>R2.1 User opens the Inside Starbucks application.</p> <p>R2.2 System launches the application with the login screen.</p> <p>R2.3 User enters Partner ID and user-defined password in the designated fields and selects 'Log in'. [Alt. Scenario A or B].</p> |





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|                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Alternative Scenario(s)</b> | <p><b>Alternate Scenario A</b> – The user’s access is denied</p> <p>A2.1 System displays an error message stating “Your ID and/or password is not recognized” and provides the following options:</p> <ul style="list-style-type: none"><li>• “<i>Forgot Partner ID</i>” link provides phone number for Starbucks service hotline for detailed technical assistance 1.800.444.STAR</li><li>• “<i>Forgot Password</i>” link to follow preset steps to reset the user’s password (UC#3).</li></ul> <p>A2.2 Use case ends.</p> <p><b>Alternate Scenario B</b> –The user’s access is consecutive more than 3 times.</p> <p>B2.1 System displays a screen with the following message: “Your account is locked. Retrieve your password [see UC#3] 1.800.444.STAR.”</p> <p>B2.2 Use case ends.</p> |
|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

| Name             | Retrieve password                                                                                                                                                                                       |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Identifier       | UC #3                                                                                                                                                                                                   |
| Preconditions    | 1. User has previously set up a password.                                                                                                                                                               |
| Trigger(s)       | The employee or supervisor has forgotten his or her password.                                                                                                                                           |
| Business Rule(s) | BR3.1 Only active employees may reset their password.<br>BR3.2 For security reasons, only passwords with a minimum of 8 characters, at least one number and a special character are allowed.            |
| Scenario         | R3.1 User selects the “ <i>Forgot Password</i> ” link under the ID entry field on the Login Screen of Inside Starbucks.<br>R3.2 System displays the password retrieval page with the following options: |





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|                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                | <p>temporary password has been sent to your email. If you receive an email, call 1.800.444.STAR to reset your password.</p> <p>R3.5 User selects the link to the password reset screen in the Starbucks in the password reset email.</p> <p>R3.6 System displays the password reset screen with the following fields:</p> <ul style="list-style-type: none"><li>• Temporary Password (required, pre-selected)</li><li>• New Password (required, user selected, varchar(255))<ul style="list-style-type: none"><li>○ A minimum of 8 characters with at least one number and one special character</li></ul></li><li>• Confirm New Password (required, user selected, varchar(255))</li></ul> <p>R3.7 User completes the form and selects 'submit'. [Alt. Scenario B]</p> <p>R3.8 System displays the main landing page of the application.</p> |
| <b>Alternative Scenario(s)</b> | <p><b>Alternate Scenario A</b> – Temporary password is incorrect</p> <p>A3.1 System displays the following error message: "Your temporary password is incorrect. Check your password reset email for the correct temporary password" with the option to reset the temporary password.</p> <p>A3.2 Use case resumes at R3.6</p> <p><b>Alternate Scenario B</b> – User-defined password does not meet the minimum of 8 characters with at least one number and one special character.</p> <p>B3.1 System displays the following error message: "Your password must have a minimum of 8 characters with at least one number and one special character."</p> <p>B3.2 Use case resumes at R3.6</p>                                                                                                                                                 |





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|                                |                                                                                                                                                                                                                                                                                                                                                                                           |
|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                | <p>R4.2 System displays a timetable of his or her work schedule for the current week with the following details: [Alt. Scenario]</p> <ul style="list-style-type: none"><li>• Week of MM/DD/YYYY - MM/DD/YYYY</li><li>• Hours for each day of the week (in HH:MM - HH:MM)</li></ul>                                                                                                        |
| <b>Alternative Scenario(s)</b> | <p><b>Alternate Scenario A</b> - The user's timetable is unable to be retrieved and a view-only timetable.</p> <p>A4.1 The system displays an error message appears stating: <i>Your work schedule timetable is unable to be retrieved at this time. Please try again later or contact your local supervisor for direct work schedule change requests.</i></p> <p>A4.2 Use case ends.</p> |

| Name                    | Create work schedule change requests                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Identifier              | UC #5                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Preconditions           | 1. User is successfully logged into Inside Starbucks (UC #1)                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Trigger(s)              | The user wants to request a schedule change.                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Business Rule(s)        | <p>BR5.1. Work schedules for the week are frozen to employees after 11:59 PM the Friday prior to the work week.</p> <p>BR5.2 Changes are only allowed dates within 2 months of the current date.</p>                                                                                                                                                                                                                                                                             |
| Scenario                | <p>R5.1 User selects "Work Schedule" and "Schedule Change" from the main menu.</p> <p>R5.2 System displays the following form:</p> <ul style="list-style-type: none"><li>• Date Requested (format: MM/DD/YYYY)</li><li>• Time Duration Requested (format HH:MM to HH:MM)</li></ul> <p>R5.3 User completes the form and selects "Submit"</p> <p>R5.4 System displays the following message: "Your schedule change has been submitted and is pending approval" [Alt. Scenario]</p> |
| Alternative Scenario(s) | <p><b>Alternate Scenario A</b> – The form is incomplete.</p> <p>A5.1 System displays the following error message appearing on the form: "Please complete the form before submitting."</p>                                                                                                                                                                                                                                                                                        |





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| Name             | Accept or decline work schedule changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Identifier       | UC #6                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Preconditions    | 1. User is successfully logged into Inside Starbucks (UC #5)<br>2. An employee made a schedule change request (UC #5)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Trigger(s)       | Supervisor wants to accept or decline a work schedule change                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Business Rule(s) | BR6.1 Only users with the Supervisors role are authorized to accept or deny schedule changes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Scenario         | <p>R6.1 User selects “My Managed Store” and “View Store Schedule” from the main menu.</p> <p>R6.2 System displays the work schedule for the current week with the following details:</p> <ul style="list-style-type: none"><li>• Week of MM/DD/YYYY - MM/DD/YYYY</li><li>• Hours for each day of the week (in HH:MM - HH:MM)</li><li>• Icon to download</li></ul> <p>R6.3 User selects future weeks by selecting available week from the drop-down list.</p> <p>R6.4 System displays the selected week’s timetable with the following details:</p> <ul style="list-style-type: none"><li>• Schedule change requests which are pending are highlighted in red.</li><li>• Accepted employee times are blocked in green</li></ul> <p>R6.5 User selects a red block on the timetable. [Alt. Scenario A]</p> <p>R6.6 System displays a screen with the following information:</p> <ul style="list-style-type: none"><li>• Employee’ full name</li><li>• Partner ID (number, exactly 9 characters)</li><li>• Date and time duration requested (MM/DD/YYYY HH:MM to HH:MM)</li></ul> <p>R6.7 User selects the “Accept” or “Decline” icon for the requested schedule change. [Alt. Scenario B]</p> <p>R6.8 System sends an email notification to the affected employee who requested the schedule change with the following information:</p> |





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|                                |                                                                                                                                                                               |
|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Alternative Scenario(s)</b> | <b>Alternate Scenario A.</b> User attempts to select a green block.<br><br>A6.1 User selects a green block.<br>A6.2 System does not perform any action.<br>A6.3 Use case ends |
|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                                |                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Name</b>                    | <b>View status of submitted work schedule change request</b>                                                                                                                                                                                                                                                                                                                                                          |
| <b>Identifier</b>              | <b>UC #7</b>                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Preconditions</b>           | 1. User is successfully logged into Inside Starbucks (UC#6)<br>2. User submitted a work schedule change request (UC#5)                                                                                                                                                                                                                                                                                                |
| <b>Trigger(s)</b>              | User wants to view the status of their work change request                                                                                                                                                                                                                                                                                                                                                            |
| <b>Business Rule(s)</b>        | BR7.1 Only the user who submitted the schedule change request or their direct supervisor may view the status of the work schedule change requests.                                                                                                                                                                                                                                                                    |
| <b>Scenario</b>                | R7.1 User selects the “Work Schedule” tab and selects “View Submitted Change Requests” on the main menu.<br>R7.2 System shows all requests with the following details: <ul style="list-style-type: none"><li>• Requested Date (MM/DD/YYYY format)</li><li>• Status (Approved, Denied, Pending Approval)</li><li>• Link to update request (only available for “Pending Approval” status requests) - see UC#8</li></ul> |
| <b>Alternative Scenario(s)</b> | none                                                                                                                                                                                                                                                                                                                                                                                                                  |

|                      |                                                             |
|----------------------|-------------------------------------------------------------|
| <b>Name</b>          | <b>Update work schedule change requests</b>                 |
| <b>Identifier</b>    | <b>UC #8</b>                                                |
| <b>Preconditions</b> | 1. User is successfully logged into Inside Starbucks (UC#6) |





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|                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                | <p>Change Requests” on the main menu.</p> <p>R8.2 System shows all requests with the following details:</p> <ul style="list-style-type: none"><li>• Requested Date (MM/DD/YYYY format)</li><li>• Status (Approved, Denied, Pending Approval)</li><li>• Link to update request (only available for “Pending Approval” status requests)</li></ul> <p>R8.3 User selects a request with the “Pending Approval” status.</p> <p>R8.4 System displays the following form pre-populated with data from the work change request:</p> <ul style="list-style-type: none"><li>• Date Requested (format: MM/DD/YYYY)</li><li>• Time Duration Requested (format HH:MM to HH:MM)</li></ul> <p>R8.5 User updates the field(s) and selects “Submit”</p> <p>R8.6 System displays the confirmation message: <i>“Your work change has been submitted and is pending approval”</i></p> |
| <b>Alternative Scenario(s)</b> | <p><b>Alternate Scenario A</b> – The schedule change was unsuccessful and was not submitted.</p> <p>A8.1 System displays the following error message: <i>“Your work change was unsuccessful. Please try again or make direct arrangements with your supervisor”</i></p> <p>A8.2 Use case ends.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

|                         |                                                                                                                                                                                                                         |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Name</b>             | <b>Create report for location’s work schedule</b>                                                                                                                                                                       |
| <b>Identifier</b>       | <b>UC #9</b>                                                                                                                                                                                                            |
| <b>Preconditions</b>    | 1. User is successfully logged into Inside Starbucks (UC #1)                                                                                                                                                            |
| <b>Trigger(s)</b>       | Supervisors want to review and download their location’s work schedule.                                                                                                                                                 |
| <b>Business Rule(s)</b> | <p>BR9.1. Only supervisors can access the location’s work schedule.</p> <p>BR9.2. Supervisors can access work schedules only for locations they manage.</p> <p>BR9.3 Work schedules are created by the supervisors.</p> |





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|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                | <p>following details:</p> <ul style="list-style-type: none"><li>• Week of MM/DD/YYYY - MM/DD/YYYY</li><li>• Hours for each day of the week (in HH:MM - H</li></ul> <p>R9.3 User selects future weeks by selecting available drop-down list.</p> <p>R9.4 System displays the selected week's timetable with the following details:</p> <ul style="list-style-type: none"><li>• Schedule change requests which are pending are highlighted in red.</li><li>• Accepted employee times are blocked in green.</li><li>• Icon to download</li></ul> <p>R9.5 User selects the download icon.</p> <p>R9.6 System downloads the PDF report to device storage.</p> <p>Scenario A]</p> |
| <b>Alternative Scenario(s)</b> | <p><b>Alternate Scenario A</b> – System fails to download the PDF report.</p> <p>A9.1 System displays an error message stating “PDF could not be downloaded. Check your device storage or internet connection and try again later.”</p>                                                                                                                                                                                                                                                                                                                                                                                                                                     |

|                         |                                                                                                                                                                                                                                                                                                           |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Name</b>             | <b>Check eligibility for the Starbucks College Achievement Plan</b>                                                                                                                                                                                                                                       |
| <b>Identifier</b>       | <b>UC #10</b>                                                                                                                                                                                                                                                                                             |
| <b>Preconditions</b>    | 1. User is successfully logged into Inside Starbucks (UI)                                                                                                                                                                                                                                                 |
| <b>Trigger(s)</b>       | User wants to check their eligibility to apply for the Starbucks College Achievement Plan.                                                                                                                                                                                                                |
| <b>Business Rule(s)</b> | <p>BR10.1 The eligibility for the College Achievement Plan is determined by the following, which is stored in the Human Resource database:</p> <ul style="list-style-type: none"><li>• Employee has worked for three consecutive months</li><li>• Employee has worked 20 hours per week or more</li></ul> |





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|                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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|                                | <ul style="list-style-type: none"><li>● Password (user selected, varchar)<ul style="list-style-type: none"><li>○ Forgot password link available [see UC#10]</li></ul></li></ul> <p>R10.3 User fills out the login form and selects submit</p> <p>R10.4 System displays the following message “Congratulations! You are eligible to apply for the College Achievement Plan. Begin your application.”[Alt. Scenario B]</p> <p>R10.5 User selects “Begin your application” within the message and the use case continues at UC#11.</p>                                                      |
| <b>Alternative Scenario(s)</b> | <p><b>Alternate Scenario A – Login is unsuccessful.</b></p> <p>A10.1 System displays an error message stating, “The password you’ve entered is incorrect. Try again.”</p> <p>A10.2 User selects try again.</p> <p>A10.3 Use case resumes at R10.2</p> <p><b>Alternate Scenario B - User is not eligible for the college plan.</b></p> <p>B10.1 System displays the following message, “You are not eligible to apply for the College Achievement Plan. Contact Human Resources to find out more”. A button to go back to the main menu is displayed.</p> <p>B10.2 The use case ends.</p> |

|                         |                                                                                                                                                 |
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| <b>Name</b>             | <b>Apply for the Starbucks College Achievement Plan</b>                                                                                         |
| <b>Identifier</b>       | <b>UC #11</b>                                                                                                                                   |
| <b>Preconditions</b>    | 1. User is successfully logged into Inside Starbucks (UC#9)<br>2. User is eligible to apply for the Starbucks College Achievement Plan (UC#10). |
| <b>Trigger(s)</b>       | User wants to apply for the College Achievement Plan                                                                                            |
| <b>Business Rule(s)</b> | BR11.1 College Achievement Plan is only available to Starbucks employees.                                                                       |





## REQUIREMENTS DOCUMENT

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| <b>Scenario</b>                | <p>R11.1 User selects “College Achievement Plan” and “Application” from the main menu. [Alt. Scenario A]</p> <p>R11.2 System requires the user to login again to access Human Resources portal. [Alt. Scenario B]</p> <ul style="list-style-type: none"><li>● Partner ID (required, number, exactly 9 characters)</li><li>● Password (user selected, varchar)</li></ul> <p>R11.3 User completes the login fields and selects ‘submit’</p> <p>R11.4 System displays a form with the following message: “To start your application process, fill out the following form. An enrollment counselor will get in touch within 2-3 business days.”</p> <ul style="list-style-type: none"><li>● Partner ID (required, pre-populated from system, if changed)</li><li>● Phone number (required, number, XXX-XXX-XXXX)</li><li>● Email (required, varchar, jsmith@example.com)</li><li>● Interested Field of Study (free-text, varchar, optional)</li></ul> <p>R11.5 User completes all of the required fields and selects ‘submit’ [Scenario C]</p> <p>R11.6 System displays a page stating “Congratulations! You are one step towards your college degree. An enrollment counselor will get in touch within 2-3 business days. Go back to main page”</p> |
| <b>Alternative Scenario(s)</b> | <p><b>Alternate Scenario A</b> – Employee is already authenticated</p> <p>A11.1 System recognizes the login from UC#10 (check for College Achievement Program eligibility) and skips R11.3.</p> <p>A11.2 Use case continues at R11.4</p> <p><b>Alternate Scenario B</b> – Login is unsuccessful.</p> <p>B11.1 System displays an error message stating, “The password you’ve entered is incorrect.”</p> <p>B11.2 User closes the error message and is taken back to the login screen of the main application.</p> <p>B11.3 The user goes back to the main menu.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |





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|  | <p>fields.”</p> <p>C11.2 The user closes error message.</p> <p>C11.3 System outlines in red the required fields which completed.</p> <p>C11.4 Use case continues at R11.4.</p> |
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| <b>Name</b>             | <b>View jobs at Starbucks</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Identifier</b>       | <b>UC #12</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Preconditions</b>    | 1. User is successfully logged into Inside Starbucks (U                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Trigger(s)</b>       | User wants to view jobs at Starbucks.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Business Rule(s)</b> | <p>BR 12.1 Only jobs available in the public <a href="http://www.starbucks.com">www.starbucks.com</a> site should be presented.</p> <p>BR 12.2 In order to streamline processes, applying for jobs should be allowed by opening a new browser, outside of the Inside Starbucks application, through <a href="http://www.starbucks.com/career">www.starbucks.com/career</a> site.</p>                                                                                                                                                                                                                                                                                                                           |
| <b>Scenario</b>         | <p>R12.1 User selects “View Starbucks Jobs” from the menu.</p> <p>R12.2 System displays the following options: “Work in Our Stores”, “Work in Our Corporate Offices”.</p> <p>R12.3 User selects “Work in Our Stores”. [Alt. Scenario]</p> <p>R12.4 System displays a dropdown menu (select one) with the following message and choices, “Select a role”:</p> <ul style="list-style-type: none"><li>● Barista</li><li>● Shift supervisor</li><li>● Shift manager</li><li>● Assistant store manager</li><li>● Store manager</li><li>● District manager</li><li>● Regional manager</li></ul> <p>R12.5 User selects one of the drop down options.</p> <p>R12.6 System displays all jobs for the chosen option.</p> |





## REQUIREMENTS DOCUMENT

| Name             | Filter job results at Starbucks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| Identifier       | UC #13                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Preconditions    | 1. User is successfully logged into Inside Starbucks (U<br>2. User is in the “View Jobs” section of the application<br>steps in UC#12.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Trigger(s)       | User wants to filter job results.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Business Rule(s) | BR13.1 Only the filters available on Inside Starbucks s<br>available on <a href="http://www.starbucks.com/careers">www.starbucks.com/careers</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Scenario         | <p>R13.1 User chooses from the following filters (multi-c</p> <ul style="list-style-type: none"><li>● “Show jobs 10 miles within my location”<ul style="list-style-type: none"><li>○ Use my current location [Alt. Scenario</li><li>○ Enter zip code (number, 5 char field w</li></ul></li><li>● “Show jobs for the following brand(s)” (multi-<ul style="list-style-type: none"><li>○ Starbucks Coffee Company</li><li>○ Evolution Fresh</li><li>○ Teavana</li></ul></li></ul> <p>R13.2 System displays the jobs according to selected</p> <p>R13.3 User selects “view details” next to a job title.</p> <p>R13.4 System displays the following job details and br</p> <ul style="list-style-type: none"><li>● Title name</li><li>● Brand</li><li>● Store location</li><li>● Store ID</li><li>● Job Summary and Mission</li><li>● Summary of Key Responsibilities</li><li>● Summary of Experience</li><li>● Job number</li></ul> <p>R13.5 User selects “Apply”</p> <p>R13.6 System opens the job details page in the device<br/>browser.</p> |





## REQUIREMENTS DOCUMENT

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|  | <p>A13.2 Use case continues at R13.8</p> <p><b>Alternate Scenario B</b> - User selects “Use my current location” filter and de</p> <p>B13.1 System displays a message “In order to determine your location, turn on Location in your device settings”.</p> <p>B13.2 User turns on location settings.</p> <p>B13.3 System calculates 10 miles radius from the device location.</p> <p>B13.4 Use case continues at R13.8</p> |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

| Name             | View job details                                                                                                                                                                                                                                                                                                                                                                 |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Identifier       | UC #14                                                                                                                                                                                                                                                                                                                                                                           |
| Preconditions    | 1. User is in the “View Jobs” section of the system and has completed steps in UC #12 OR<br>2. User is in the “View Jobs” section of the system and has completed steps in UC #13.                                                                                                                                                                                               |
| Trigger(s)       | User wants to view job details.                                                                                                                                                                                                                                                                                                                                                  |
| Business Rule(s) | BR14.1 For consistency, the filters available on Inside the Starbucks app also be available on <a href="http://www.starbucks.com/careers">www.starbucks.com/careers</a> .                                                                                                                                                                                                        |
| Scenario         | R14.1 User selects “view details” next to a job title.<br>R14.2 System displays the following job details and buttons: <ul style="list-style-type: none"><li>● Title name</li><li>● Brand</li><li>● Store location</li><li>● Store ID</li><li>● Job Summary and Mission</li><li>● Summary of Key Responsibilities</li><li>● Summary of Experience</li><li>● Job number</li></ul> |





## REQUIREMENTS DOCUMENT

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|-------------------------|------|
| Alternative Scenario(s) | none |
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|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name                    | View pay stubs                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Identifier              | UC #15                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Preconditions           | 1. User is successfully logged into Inside Starbucks (U                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Trigger(s)              | User wants to view pay stubs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Business Rule(s)        | BR15.1 Only pay stubs from the current calendar year                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Scenario                | <p>R15.1 User selects “View Pay Stubs” from the main m</p> <p>R15.2 System displays the names of the months avail</p> <p>year (e.g. “January”, “February”, “March”, etc.)</p> <p>R15.3 User selects the month to view.</p> <p>R15.4 System displays a list of all available pay stubs f</p> <p>[Alt. Scenario A]</p> <p>R15.5 User selects the pay stub to view.</p> <p>R15.6 System displays the basic pay stub information</p> <ul style="list-style-type: none"><li>• Pay period (in MM/DD/YYYY - MM/DD/YYYY f</li><li>• Gross earnings (in \$XX.XX format)</li><li>• Total taxes (in \$XX.XX format)</li><li>• Total deductions (in \$XX.XX format)</li><li>• Net pay (in \$XX.XX format)</li></ul> |
| Alternative Scenario(s) | <p><b>Alternate Scenario A</b> – No pay stubs are available for</p> <p>A15.1 System displays a page of text, stating “No pay</p> <p>for this month. Go back.”</p> <p>A15.2 User selects Go back.</p> <p>A15.3 Use case continues at R15.2</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                           |





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|                                | 2. User is on R15.6 in UC#15, viewing basic information stub.                                                                                                                                                |
| <b>Trigger(s)</b>              | User wants to download a pay stub.                                                                                                                                                                           |
| <b>Business Rule(s)</b>        | BR16.1 PDF format for all pay stubs.                                                                                                                                                                         |
| <b>Scenario</b>                | R16.1 User selects “download” in the single pay stub (R15.6).<br>R16.2 System downloads PDF to device’s storage. [Alt]                                                                                       |
| <b>Alternative Scenario(s)</b> | <b>Alternate Scenario A</b> – System fails to download the<br><br>A16.1 System displays an error message stating “PDF not downloaded. Check your device storage or internet connection and try again later.” |

|                                |                                                                                                                                      |
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| <b>Name</b>                    | <b>Log out of Inside Starbucks</b>                                                                                                   |
| <b>Identifier</b>              | <b>UC #17</b>                                                                                                                        |
| <b>Preconditions</b>           | 1. User is successfully logged into Inside Starbucks (UC #1).                                                                        |
| <b>Trigger(s)</b>              | User wants to logout of the system.                                                                                                  |
| <b>Business Rule(s)</b>        | BR17.1 If a user is inactive for more than 5 minutes, the system will automatically logout (see NR#9).                               |
| <b>Scenario</b>                | R17.1 User selects Log Out from the main menu.<br>R17.2 System logs user out of the system and displays the login screen from UC #1. |
| <b>Alternative Scenario(s)</b> | none                                                                                                                                 |





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