User Task List

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Network Outage Coordination and Automated Notification System

These are the tasks users should be able to complete. I will use fictional accounts and the sample branch map during my own walkthroughs. The tasks are planned, not completed results.

User accounts and login

1. Create an account with a name, email address, and password.

2. Request Network admin, Approver, or Site-contact access. Site contacts also request their sites.

3. Sign in after the designated manager verifies the role and site access.

4. Open the home screen assigned to the account's role, then sign out when finished.

Home screens by role

1. Network admin: create outages and track request status.

2. Approver: open waiting requests and review past decisions.

3. Site contact: read released, approved notices for assigned sites only.

Branch map and outage selection

1. Open the network map and select a node to view its site and services.

2. Select Complete node outage at node 20. Review node 20 as direct impact and nodes 21/22 as downstream impact.

3. Confirm unrelated node 30 is not marked affected. Review the list as well as the colors.

4. Select complete outage at leaf node 21 and confirm that node 20 and sibling 22 are not included.

5. Choose Product at node 21 and select WAN Connectivity. Confirm only that service is listed.

Outage creation - Network admin

1. Enter the title, description, contact, expected impact, and UTC start/end times.

2. Select urgent and give a reason when the work starts less than 240 hours after submission.

3. Review affected nodes/services, suggested recipient groups, and the notice preview.

4. Save a draft or submit the request for approval and receive a request number.

5. Reopen the request to check status and history. Create a new draft if submitted details need to change.

Outage review - Approver

1. Sign in and open the request, saved branch impact, recipients, schedule, and urgent reason.

2. Approve or reject the request with a decision comment. Urgent requests still need approval.

3. Review the saved decision and its UTC time.

Outage notices - Site contact

1. Sign in and read approved, released notices for assigned sites.

2. Open a notice to read the affected services, expected impact, and UTC window for that site.

3. Review earlier released site notices without access to other sites, pending requests, or approval actions.

Notifications and setup

1. View simulated internal submission and decision updates before approved customer release.

2. Keep pending and rejected requests out of site-contact views and prevent duplicate recipient groups.

3. As the designated manager, verify account roles/site access and maintain fictional nodes, dependencies, services, and groups.

4. Reject dependency loops and duplicate links. Users cannot grant themselves setup or approval rights.

Testing note: I will record expected results, actual results, pass/fail, screenshots, fixes, and retests separately. Detailed checks also cover incorrect passwords, direct unauthorized actions, site privacy, missing fields, UTC and 10-day boundaries, deeper branches, and changed map data. No interviews or recruited testers are planned.