

# Museum Pass

## Summary

City wide pass for multiple museum visits targeting tourists

The example city has formed a partnership with a number of museums within the city. They currently are offering a museum pass that lets members of the public (typically tourists) purchase a pass (of 1, 2, or 3 consecutive days at several different price points) that gives them unlimited access to the participating museums. Visitors can purchase the pass from a number of outlets (e.g. train station, city hall, city info, participating museum) and activate the pass when they visit their first museum. The visitor cannot transfer the museum pass to another person. Visitors may not have internet access or may not even have a digital device.

### Use case 1

Discovery - how does a potential Museum-goer learn about the City Museum Pass

Triggering event	Museum-goer arrives in a city and they go to their first museum of interest and see that instead of purchasing just a single pass to the specific museum they are able to purchase a museum pass that lets them visit multiple museums
Actors	Museum-goer Museum staff selling the pass
Preconditions	Museum-goer has a desire to visit the museum Museum-goer does some research on the museum and its artifacts, location, hours, etc.
Post conditions	A museum-goer has enough information to decide to purchase the pass
Scenario	User accesses information provided by the museum about how the museum pass works. This includes instructions on how the museum pass works, methods of payment, terms and conditions of use, technical requirements to participate.
Alternate scenario	
Related use case	

### Use case 2

Purchase - how does a potential Museum-goer purchase a museum pass

Triggering event	Museum-goer arrives at the decision to obtain a City Museum Pass
Actors	Museum-goer Museum staff selling the pass
Preconditions	Use case 1.0
Post conditions	Use case 3.0
Scenario	OFFLINE PURCHASE: Museum-goer purchases a City Museum Pass at a participating museum. Museum-goer provides their mobile phone number and receives a text from the City Museum Pass issuer with a link to obtain the credential.
Alternate scenario	ONLINE/INLINE PURCHASE: Museum-goer reads the instructions on a poster at the city Chamber of Commerce (or other location within the city or online) and scans a QR code with their smartphone. They are taken to a web page where they can purchase the City Museum Pass in a conventional e-commerce transaction. At the end of the transaction, Museum-goer is texted a link or shown a QR code to obtain the credential.

Related use case	
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### Use case 3

A museum-goer loads the museum pass into their digital wallet

Triggering event	Museum-goers have purchased their museum pass and now need to load the pass into their phone so they can use it.
Actors	Museum-goer
Preconditions	Museum-goer has a cell phone Museum has free wifi Museum-goer has successfully purchased the pass and has evidence of the purchase
Post conditions	Museum-goer stores a valid museum pass in their digital wallet in a smartphone
Scenario	The museum-goer has purchased a valid museum pass. The pass is stored in their digital wallet on their smart phone.
Alternate scenario	
Related use case	

### Use case 4

A museum-goer without a phone gets a paper copy of their pass

Triggering event	Museum-goer has purchased their museum pass
Actors	Museum-goer Museum-staff
Preconditions	Museum-goer purchased a valid museum pass
Post conditions	Museum-goer prints a valid paper copy of their purchased pass
Scenario	The museum-goer without a phone tells the museum-staff that they don't have the technical requirements to use a digital pass and instead requests that they receive a paper copy.  The museum-goer presents evidence that they have purchased a museum pass.  The museum-staff confirms that the purchase evidence has not already been used to claim a museum-pass  The museum provides a paper copy which includes a scan-able code that can be recognized by other museums and also includes personal identifiable information that links the holder to the credential so that it cannot be resold.  The museum-staff marks that the evidence has been used to purchase a museum pass
Alternate scenario	
Related use case	

### Use case 5

A museum-goer goes to a museum and uses their pass to enter the museum

Triggering event	Museum-goer purchases a pass
Actors	Museum-goer Employee at the museum who checks the pass at point of entry

Preconditions	<p>Museum-goer has a valid pass for date of entry</p> <p>Pass can be a paper copy</p> <p>Pass can be a digital one on a smart phone</p>
Post conditions	Museum-goer enters the museum with a valid pass
Scenario	The museum-goer goes to a museum with a valid pass for the date of entry. At the entrance, the museum-goer presents the valid pass which can be a digital or paper copy. Once the pass has been validated the museum-goer enters the museum.
Alternate scenario	
Related use case	

## Use case 6

A museum-staff revokes a credential because the museum-goer has broken the terms and conditions of the agreement

Triggering event	Museum-goer has broken the terms and conditions (T&Cs) of the agreement and the museum staff need to revoke the credential
Actors	<p>Museum-goer</p> <p>Museum-staff</p>
Preconditions	<p>Museum-goer has a valid museum pass</p> <p>Museum-goer has broken T&amp;Cs</p> <p>Museum-staff is aware of the broken T&amp;Cs</p>
Post conditions	Museum-goer no longer has a valid museum pass and can no longer enter a museum with the pass.
Scenario	
Alternate scenario	
Related use case	

[Google drive document for ToIP members](#)