

3.5 Functional Requirements Specification

The functional requirements for the Maintenance Management System are detailed in the table below. Each requirement is assigned a unique number for reference.

Number	Functional Requirements	Description
Users Requirements		
1	Create account	The user registers their personal information, including name, email, mobile number and selects the account type
2	Role Based Login	<p>The system allows users to log in based on their role (e.g., requester, technician, manager) using their email and password. Each role has his own required login information:</p> <ul style="list-style-type: none"> • Requester Login : Requester email, password and Requester ID. • Maintenance Staff Login : Maintenance staff personal email, password and phone number. • Administrator Login: Admin email, password, employee ID and admin code
3	Logout	Users can log out of their accounts securely to protect their personal information.
4	Edit/Update Profile	Users can update thier information in their profile like phone number, location and efficiency for certain jobs.
5	Go To The Home Page	Users can update thier information in their profile like phone number, location and efficiency for certain jobs.
6	Notifications	Stakeholders should be able to monitor the status of their requests (e.g., received, scheduled, in progress, completed) and receive automated updates.
System Requirements		
7	Role Based Dashboards	<p>Each user sees a customized dashboard depending on their role in the system:</p> <p>Requester:</p> <ul style="list-style-type: none"> • List of their submitted tickets, their status and the names of maintenance Staff that assigned to. • Profile information including name, email and Requester ID. • Pie chart showing the number of tickets by status (e.g., open, in progress, completed). • Names and contact information of assigned maintenance staff. <p>Maintenance Staff:</p> <ul style="list-style-type: none"> • List of assigned maintenance tasks. • Their work history • List of their submitted tickets, their status and the names of the Requester and their contact information. • Profile information including name, email and phone number. • Bonus small tasks that they can do in their free time. • Pie chart showing the number of tickets by status (e.g.,