SALLEHA

Systems Analysis and Design
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Version Control

Version	Description
Version 1.0	Initial version for the software documentation. Added Project Initiation and Project Management Plan

Excutive Summary

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1. Project initiation

1.1. Project Overview

Salleha is a platform designed for managing maintenance requests in facilities like offices or residential buildings, making maintenance and reporting more efficient and easier. Users can report issues, track progress, and get updates. Admins and technicians can assign, prioritize, and resolve tasks effectively.

1.2. Problem Definition

In many residential buildings, offices, and shared facilities people often face significant challenges in reaching authority of those In charge of maintenance managers and staff. In traditional methods such as : emails, paper forms, or phone calls, are typically inefficient, lack transparency and lead to delays. This often creates a communication gap between users and the authorities responsible, which results in frustration, unaddressed issues, and potential safety hazards.

1.2.1. Issues

Issue	weight
Users often struggle to reach the right maintenance personnel, resulting in delays or ignored requests. Without a centralized and accessible system, reporting issues becomes time-consuming and unreliable.	10
Maintenance teams often work without proper tools to prioritize, assign, and track tasks. This leads to missed or delayed repairs, no clear ownership of responsibilities, and no data to measure performance or improve operations.	9
Users often struggle to reach the right maintenance personnel, resulting in delays or ignored requests. Without a centralized and accessible system, reporting issues becomes time-consuming and unreliable.	7

1.2.2. Objectives

1. Simplify and centralize issue reporting through a user-friendly web/mobile interface that allows users to easily report maintenance problems and is available 24/7.
2. Enhance communication and transparency by providing real-time updates and notifications on request statuses
3. Create an analytics dashboard to provide administrators with insights and help them to identify trends and areas needing improvement.

1.2.3. Requirements

1. The system must ensure data security and protect the privacy of all users.
2. The system must be intuitive and user-friendly, allowing non-technical users to navigate and interact with it easily.
3. The analytics dashboard must be restricted to administrators only.
4. Maintenance reports must be submitted anonymously to ensure user comfort and honesty.

1.2.4. Constraints

1. Development costs must not exceed $45000 JDS
2. The project should be done by Sunday 4, Jan 2026

1.2.5. Vision Document

woah not done yet

1.3. Feasbility Studies

1.3.1. Techinical Feasibility

The technical feasibility assesses the technological components necessary to develop and operate the SALLEHA platform. This includes evaluating the required hardware, software tools, and the technical skills essential for building and maintaining the system.

Technology: The SALLEHA website is built using basic and easy-to-use Web tools like HTML, CSS, JavaScript, Bootstrap, and jQuery. These Tools help create a clean and responsive design that works well on Different devices. We also use Canva to design simple and clear images and graphics, making the website easy for Seniors users to understand and use .

Cloud Hosting: We are using GitHub to store and manage the project online. It helps us work together, keep track of changes, and easily share the project with others.

1.3.2. Operational Feasibility

The proposed web and mobile application is operationally feasible, it designed to get maintenance requests in facilities like universities,offices, or residential buildings, enabling the users to report issues, track progress, and get updates. It's a web and mobile application, so the users can access it from any We expected that our system will gain a wide acceptance from users, admins And technicians because it solves a very needed problem and saves time and effort. It will have clear privacy guidelines and mechanisms to ensure that our users will be secured. it complies with the policies set by the country's laws and Institutions.

1.3.3. Economic Feasibility

Development Costs :

Expense Category	Amount
Salaries	$20,000 JD
Equipment and installations	$8,000 JD
Training	$1,500 JD
Facilities	$2,000 JD
Utilities	$1,000 JD
Travel\Miscellaneous	$2,000 JD

Table 1: Devlopment Costs