

SMART MAINTENANCE

Salleha

Systems Analysis and Design
First Semester
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University of Jordan

Systems Analysis and Design Project



Systems Analysis and Design
Supervised by: Dr.Hamad Alsawalqah
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Student Name	ID
Anas AL-Jallad	0225343
Orjoan Aldabaibah	0224933
Mosa Daradkah	0222634
Haneen Alajaleen	0226320
Shaima Hasan	0227646

Version Control

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

Executive 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 rarely receive updates on the status of their maintenance requests. This lack of visibility creates frustration and reduces trust in the system, while maintenance teams struggle to keep everyone informed.	7
Users lack Privacy through and through with traditional reporting methods, this can lead to an upset and distrust to some people. Users care for their own privacy hence why some reports have never been sent before because of their own worry about the system.	6

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.
4. Create a confidential system that ensures users anonymity and keeping their data secure and private from intruders.

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.

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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 45,000 JD
2. The project should be done by Sunday 4, Jan 2026

1.2.5. Vision Document

1.2.5.1. Problem Description

Ever since the digitalization of almost everything, people's expectations rose. People are in constant demand of systems that fulfill their needs. Current methods are almost obsolete they are inefficient and insufficient because the older methods have lack of transparency, increased delays, and unavailable hence the overall user frustration, not to mention the difficulty of managing the reports.

Without a system to hold everything together it requires a lot of effort to pull through the maintenance tasks. To satisfy users, they need a system to adapt to their needs. Providing a smooth, painless experience through an easy to use interface. A system is needed such that it enables feedback submission, tracks administrative responses, and provides data-driven insights for continuous service improvement. Delaying this solution risks further dissatisfaction and missed opportunities for institutional growth.

1.2.5.2. System Capabilities

1. Ticket Submission Capabilities.
 - Users are able to submit maintenance tickets through a user-friendly interface.
 - Tickets include:
 - Text description of the issue.
 - Image attachments to provide visual context.
 - Location tagging to help technicians identify where the issue is.
2. Role-Based Dashboards.
 - The system provides separate dashboards based on user roles.
 - Roles include:
 - Users: Can submit and track tickets, view status updates, and provide feedback.
 - Technicians: Can view assigned tickets, update task statuses, and log maintenance work.
 - Administrators: Can assign tasks, monitor performance, and access analytics dashboards (restricted access).
3. Task Assignment and Scheduling.
 - Administrators can assign tasks to technicians based on priority and availability.
 - System supports:
 - Priority-based task distribution depending on if its urgent or normal.
 - Scheduling of tasks to optimize technician workload and response time.

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4. Push and Email Notifications.

- The system provides real time updates on ticket statuses.
- Notification types include:
 - Push notifications via web or mobile.
 - Email alerts for important status changes.

5. Maintenance History and Analytics.

- System keeps a log of all past maintenance activities.
- Analytics dashboard features:
 - Insights into frequent issues by area or equipment.
 - Performance tracking for continuous improvement.
 - Access restricted to administrators only.

1.2.5.3. Business Benefits

- Providing a better quality of life.
- Overall increase of the user satisfaction.
- Increasing speed of maintenance tasks.
- Eliminating delays and lessening risks.
- Providing better communication channels.

1.3. Feasibility Studies

1.3.1. Technical 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.

All the required resources including hardware, software tools, and hosting services are already available and accessible, ensuring smooth development and operation of the SALLEHA platform.

Since all these technologies are part of what we have learned at university and practiced in various projects, we are fully capable of developing and maintaining the SALLEHA platform using them. Our academic background and hands-on experience give us the technical foundation and confidence to build this system successfully.

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1.3.2. Operational Feasibility

The proposed web and mobile application is operationally feasible. It is designed to receive maintenance requests in facilities such as universities, offices, or residential buildings, enabling users to report issues, track progress, and receive updates. Since it is both a web and mobile application, users can access it from anywhere. We expect that our system will gain wide acceptance from users, admins, and technicians because it addresses an essential need and saves time and effort. It will have clear privacy guidelines and mechanisms to ensure that our users' data will be secured, and it complies with the policies set by the country's laws and institutions. Additionally, the system is well-suited to the local culture and environment. The end users are capable of using it smoothly and effectively without requiring extensive training, due to its simple and user-friendly design.

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1.3.3. Economic Feasibility

Development Costs:

Table 1: 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
Total	39,500 JD

Operational Costs:

Table 2: Operational Costs

Service	Annual Cost(Per year)
Operational maintenance	7,000 JD
Total Cost	7,000 JD

Table 3: Intangible Benefits

Intangible Benefits
Enhanced Institutional Trust and reputation
Increasing users satisfaction
Saving time and effort for both users and Institutions

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Benefit and Payback Analysis:

Table 4: Benefit and Payback Analysis

Category	Year 0	Year 1	Year 2	Year 3	Year 4	Year 5
Value of benefits	0	16,000 JD	17,000 JD	18,000 JD	19,000 JD	20,000 JD
Development costs	-39,500 JD	0	0	0	0	0
Annual expenses	0	-7,000 JD	-7,000 JD	-7,000 JD	-7,000 JD	-7,000 JD
Net Benefit / Costs	-39,500 JD	9,000 JD	10,000 JD	11,000 JD	12,000 JD	13,000 JD
Discount Rate (7%)	1	0.934	0.873	0.813	0.763	0.713
Net Present Value (NPV)	-39,500 JD	8,406 JD	8,730 JD	8,943 JD	9,156 JD	9,269 JD
Cumulative NPV	-39,500 JD	-31,094 JD	-22,364 JD	-13,421 JD	-4,265 JD	5,004 JD
Payback Period	4 years+					

$$\text{Lifetime ROI} = \frac{90,000 - 74,500}{74,500} = 0.208 \vee 20.8\%$$

$$\text{Annual ROI} = \frac{20.8\%}{5} = 4.16\%$$

1.3.4. Schedule Feasibility

Table 5: Project Development Schedule

Phase	Task	Estimated Time
Planning	Define Project Scope & Objectives	1 week
Analysis	Requirements Gathering, Process Analysis, and Document Delivery	2 weeks
Design	System Architecture and Interface Design	2 weeks
Implementation	Development of Core Features	4 weeks
Testing	System Testing and Quality Assurance	2 weeks
Deployment	System Deployment	1 week

1.3.5. Legal Feasibility

The proposed platform fully aligns with Jordanian laws, university policies, and institutional standards. All required approvals will be obtained from the University of Jordan's relevant departments before deployment. The system does not infringe upon any legal frameworks or intellectual property rights.

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Licensing Compliance: All development tools, frameworks, and libraries used in the platform will be properly licensed. Open-source components will be used in accordance with their respective licenses, while any proprietary technologies will be incorporated only after acquiring valid usage rights.

Copyright and Intellectual Property Protection: The platform will comply with the Jordanian Copyright Law No. 22 of 1992 and its amendments. Any third-party content whether text, images, or software will be original, licensed, or used under fair use conditions with full attribution.

Data Privacy and Confidentiality: To comply with the Jordanian Personal Data Protection Law No. 24 of 2023, the system will:

1. Obtain explicit user consent prior to collecting or processing personal information.
2. Employ encryption and secure storage for sensitive data.
3. Ensure that personal data is used strictly for its intended purpose and accessed only by authorized personnel.

Electronic Communication and Records Compliance: Under the Electronic Transactions Law No. 15 of 2015, all digital communications and transactions carried out through the platform will be handled as legally recognized records, protected through appropriate technical and procedural safeguards.

Terms of Service and Legal Disclosures: Users will be provided with clear Terms of Service and Privacy Policy agreements outlining:

- Data collection and usage practices
- User rights and responsibilities
- Risk disclosures and security provisions

These documents will comply with both university IT regulations and national legal requirements.

1.4. Recommended Solution and Expected Project Deliverables

To manage the maintenance requests of issues as they arise, we can use a great solution: a Maintenance Request software system that allows requesters to report maintenance issues directly to the maintenance team using a web-based form or mobile app. It helps streamline communication, submission, and tracking without wasting time gathering complete and accurate information or delaying repairs. The people who the maintenance teams usually rely on, such as employees and visitors, will be able to submit detailed maintenance forms that include descriptions, images, and location information. Other processes such as workflows for reviewing and approving requests will be managed through a dashboard that allows the team to assign, prioritize, and monitor tasks. Technicians can update the status of each request in real time, and notifications will be sent to users to inform them about progress and completion.

Expected Deliverables: A Maintenance Request Software that will include:

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- **Request Submission:**

Maintenance teams will accept requests through the system to ensure they collect all necessary information to proceed with other maintenance processes.

Users will submit it like a post; It'll have a title, location, photo and description.

- **Review and Approve Requests:**

A dashboard and analysis tool will help the organization review all forms and decide which requests will be approved. Each request will be evaluated to ensure that it is valid, not redundant, and not already being addressed.

- **Status Updates to Deliver Better Customer Service:**

To build trust between managers and customers, there will be a communication tool that responds back to requesters to inform them that their requests are accepted and to update them about the status of their issues until completion. These updates will be automated through real-time notifications.

- **Database Design and Documentation:**

For storing and tracking requests, there will be request records that provide a clear view of all issues, and a database that documents what issues were reported, how they were resolved, and when. This will help with future planning and decision-making, as well as provide tools for summarizing the analysis, design, and implementation process.

- **Performance Tracking:**

Updates on team work status for measuring team performance will help ensure that the original problem has been addressed and will identify bottlenecks in the request process. This will lead to providing excellent customer service and demonstrate that the maintenance team is responsive, works well, and continues improving the organization's overall reputation. This will be done by tracking average response time and turnaround time.

1.5. Local and Global Impact of the Proposed Solution

Locally: The maintenance request system will ensure accuracy and enable the maintenance team to begin planning and scheduling maintenance work more quickly through automatically generated work orders from approved requests. Following best practices will also provide better customer service in this area. Automation means better experiences! It will reduce delays in handling requests, minimize manual paperwork, and ensure maintenance work is managed from start to finish through automated tools. This can lead to better resource management, higher efficiency, and greater satisfaction not just among staff but also among customers by keeping them updated about the status of their requests without delaying feedback.

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Globally: It contributes to digital transformation and sustainability efforts. It is essential for businesses of all sizes to rely on such systems in their operations to efficiently allocate resources and maximize the performance of their assets. A well-designed maintenance request system demonstrates how technology enables organizations to make data-driven decisions to achieve better operational efficiency by centralizing all maintenance requests in one platform.

2. Project Management plan

2.1. Project Organization

The project organization shows how the team is structured and who is responsible for each part of the project. It helps make sure everyone knows their role and who to report to, keeping the work organized and efficient. The structure for our team also supports good communication between team members during development, as shown in Figure 1.

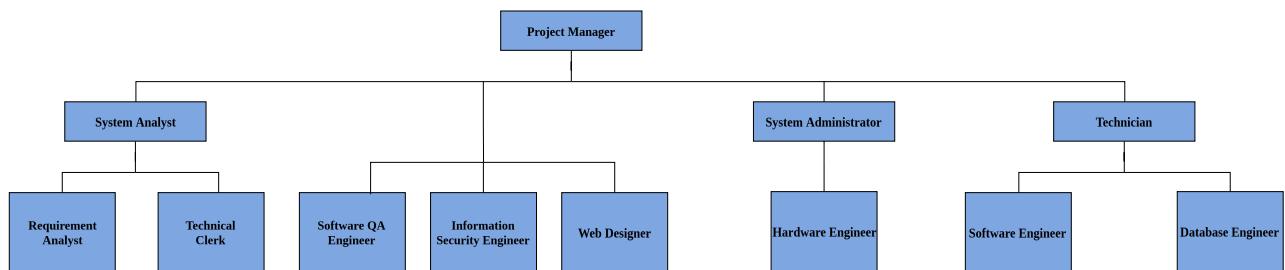


Figure 1: Project Organizational Structure

Table 6: Team Roles Assignments and Responsibilities

Assigned Member	Roles
Anas	Project Manager, System Analyst, Requirement Analyst
Orjoan	Technical Clerk, Technician
Mosa	System Administrator, Hardware Engineer, Database Engineer
Haneen	Software Engineer, Web Designer,
Shaima	Software Engineer, Web Designer, Technical Clerk
External	Information Security Engineer, Software QA Engineer

2.2. Roles and Responsibilities

In this section, we will explain each role with its responsibilities in perspective. see Table 7.

Table 7: Roles and Responsibilities

Role	Responsibility
Project Manager	Responsible for planning, organizing, and overseeing projects to ensure they are completed on time, within budget, and meet quality standards. They coordinate team efforts, manage resources, and communicate with stakeholders throughout the project lifecycle.

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System Analyst	Systematically assesses how businesses function by examining the inputting and processing of data and the outputting of information with the intent of improving organizational processes.
Requirement Analyst	Gathers and documents user requirements, ensuring alignment between business needs and system design.
Technical Clerk	Assists in maintaining documentation, schedules, and technical records. Supports technical team with admin tasks.
Software QA Engineer	Ensuring that software products meet the highest standards of quality and functionality.
Information Security Engineer	Responsible for designing, implementing, and maintaining security systems to protect an organization's data and networks from cyber threats. They also monitor security measures, respond to incidents, and ensure compliance with security policies and regulations.
Web Designer	Responsible for creating the visual layout and user experience of websites, ensuring they are both attractive and functional. Their tasks include designing page layouts, coding navigation, and collaborating with clients to meet their needs.
System Administrator	Responsible for managing and maintaining an organization's computer systems and networks, ensuring they operate efficiently and securely. This role often involves troubleshooting issues, installing software, and managing user accounts.
Hardware Engineer	Responsible for analyzing blueprints and technical drawings, reviewing system tests and performing updates as needed, implementing the latest systems and processes and ensuring everyone follows them, monitoring the manufacturing and assembly of hardware equipment, acting as the technical leader in product development
Technician	Responsible for installing, maintaining, and repairing equipment and systems across various industries. Their key duties include troubleshooting issues, performing routine maintenance, and ensuring compliance with safety standards
Software Engineer	Responsible for designing, developing, testing, and maintaining software applications and systems to meet user needs. Their responsibilities include analyzing user requirements, writing and testing code, and collaborating with other team members to ensure software functionality and performance.
Database Engineer	Rponsible for designing, implementing, and maintaining database systems to ensure efficient data storage and re-

trieval. Their key responsibilities include database design, data security, performance optimization, backup and recovery, and data migration.

2.3. Software Process Model

We are going to use the Waterfall Software Process Model. This model is suitable because our project goals and requirements are clearly defined from the beginning, and we have a strict timeline to follow. Since this model is based on a highly structured approach, it will help us maintain organization and ensure that all deliverables are completed on time. See Figure 2.

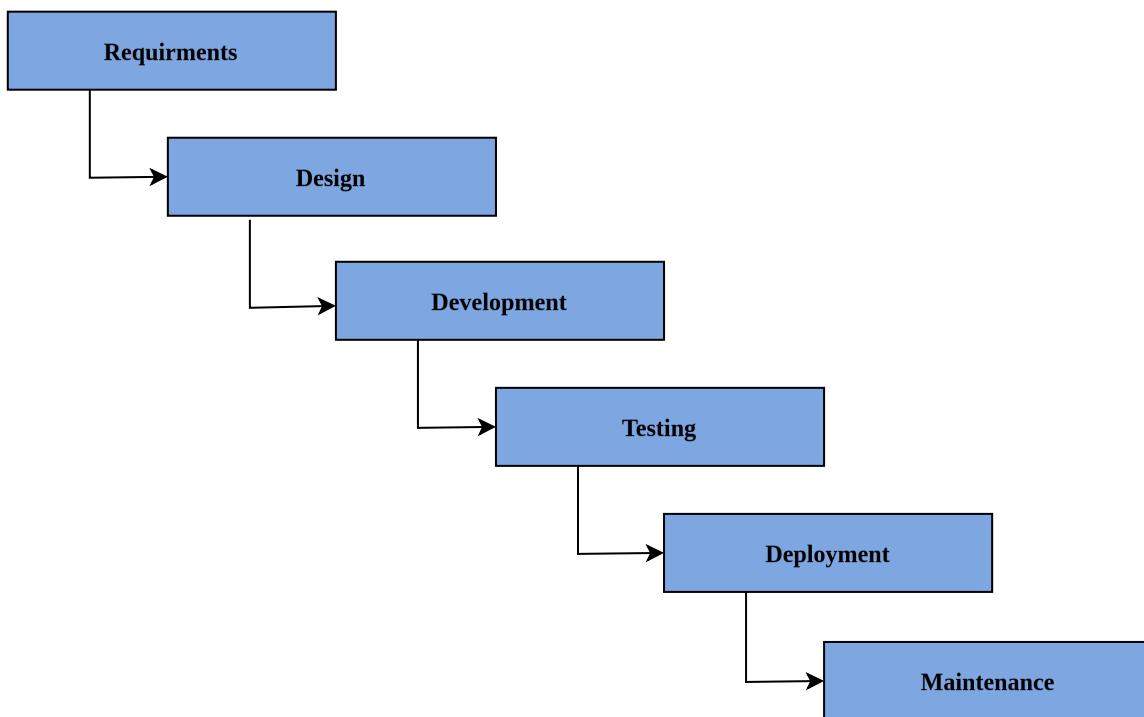


Figure 2: Waterfall Software Process Model

2.3.1. Main Phases :

1. Requirements Analysis and Specification:

- Requirements Analysis: Gathering and understanding all the requirements of the client, then documenting and analyzing them.
- Requirement Specification: Documenting the analyzed requirements in a software requirement specification document that serves as a reference for the next phases.

2. System Design:

- Translating the requirements from the requirement specification document into a detailed system design as well as creating the overall architecture.

3. Development:

- Developing the web and mobile applications according to the designs created earlier, using a suitable programming languages and frameworks.

4. Testing and Deployment:

- Testing the whole software and verifying that all components work correctly and satisfy user expectations. After testing, the software is ready and available for use.

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5. Maintenance:

- The final, ongoing phase. It ensures that the software remains functional, secure, and up-to-date throughout its operational life.

2.4. Project Environment

2.4.1. Procedures

- **Initiation:**

- Establish the project team, define the requirements goals, and potential risks.

- **Planning:**

- Create a detailed project plan using the Waterfall methodology, this includes outlining all necessary steps, allocating resources, and developing cost, schedule, and communication plans to achieve our outcomes.

- **Execution and Testing:**

- Implement the planned activities and test them carefully to ensure quality and functionality.

- **Monitoring:**

- Track progress and compare it with planned goals to ensure timely delivery and quality control.

- **Documentation:**

- All design diagrams, reports, and testing results are documented using Typst and stored in a shared repository to ensure collaboration among team members.

2.4.2. Tools

Table 8: Tools

Tool	Purpose
Development Tools	Visual Studio Code for developing the web application, and Flutter for building a responsive mobile application using one shared code-base.
Documentation	Typst for creating our PDF documentation.
Version Control	GitHub for sharing and tracking project progress and managing team collaboration.
Design & Prototyping	Figma for creating UI/UX design, and Draw.io for diagrams.
Database Management	MySQL, chosen for its reliability, speed, and support for relational data.
Testing	JUnit, an open-source testing framework, to verify our code's correctness and performance.
Communication Tools	Google Meet, WhatsApp, and GitHub for coordination.

2.4.3. Hardware (HW) Resources:

Table 9: Hardware (HW) Resources

Category	Description
Backend Server	Personal laptops and PCs for developing both the web and mobile applications.
Database Server	A server for hosting MySQL database, optimized for security and data backup.
Testing Devices	PCs for testing the website, and Android smartphones for mobile testing

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2.4.4. Software (SW) Resources:

Table 10: Software (SW) Resources

Category	Description
Frontend Technologies	HTML, Tailwind CSS, and JavaScript for dynamic and responsive designs.
Mobile Development	Flutter for building the mobile app.
Frameworks and Libraries	React for web development, and Flutter for mobile.
Backend Technologies	Java and Node.js for handling server-side operations and building a secure and scalable backend.
Database	MySQL for storing and managing maintenance request data efficiently.
Operating System	Windows

2.5. Project tasks

Table 11: Project Tasks

Phase	Task	Detailed task	Estimated Time
<ul style="list-style-type: none"> • Resource & Schedule Planning (T1) • Requirements Gathering (T2) 	<ul style="list-style-type: none"> • Develop Work Breakdown Structure for web and mobile app development • Create risk register and define quality standards for the application 	<ul style="list-style-type: none"> • Define project phases and deliverables • Assign WBS elements to team members • Identify risks and quality objectives • Define acceptance criteria and mitigation strategies 	1 weeks
	Resources Needed	Dependencies and Constraints	Deliverables & Milestones
	<ul style="list-style-type: none"> • N/A 	<ul style="list-style-type: none"> • Dependencies <ul style="list-style-type: none"> ▸ Approved project charter ▸ Availability of key stakeholders for interviews such as the requesters and the facility managers • Constraints <ul style="list-style-type: none"> ▸ Budget constraints 	<ul style="list-style-type: none"> • Deliverables <ul style="list-style-type: none"> ▸ Work breakdown structure diagram ▸ Table with risk, impact, probability, priority, and mitigation ▸ Quality standards document (acceptance criteria checklist) • Milestones <ul style="list-style-type: none"> ▸ M1.1: Charter Approved and communicated to the team. ▸ M1.2: Work Breakdown Structure completed and reviewed by all members.

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			<ul style="list-style-type: none"> ▸ M1.3: Resource plan and schedule baseline approved. ▸ M1.4: Risk register and quality standards finalized.
Phase	Task	Detailed task	Estimated Time
Analysis	<ul style="list-style-type: none"> • Requirements Elicitation (T3) • Requirements Modeling & Documentation (T4) • Requirements Validation (T5) 	<ul style="list-style-type: none"> • Conduct stakeholder interviews • Distribute surveys to end-users • Observe existing maintenance request processes • Write Software Requirements Specification (SRS) • Create use-case diagrams for maintenance workflows • Develop entity-relationship diagrams (ERDs) for database • Document non-functional requirements (performance, security, compatibility) • Facilitate requirements review sessions • Build wireframes for React web and Flutter mobile interfaces • Resolve conflicts and ambiguities 	2 weeks

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		<ul style="list-style-type: none"> • Obtain formal sign-off on SRS 	
	Resources Needed	Dependencies and Constraints	Deliverables & Milestones
	<ul style="list-style-type: none"> • N/A 	<ul style="list-style-type: none"> • Dependencies <ul style="list-style-type: none"> ‣ Access to collaboration tools so the informations can be shared and reviewed. • Constraints <ul style="list-style-type: none"> ‣ Stakeholder time; limited availability may restrict depth of interviews ‣ Data privacy when handling the facility data 	<ul style="list-style-type: none"> • Deliverables <ul style="list-style-type: none"> ‣ Software Requirements Specification ‣ Use-case diagrams for the main maintenance workflows ‣ Entity-Relationship Diagram ‣ Wireframes ‣ Survey results and interview notes ‣ Non-functional requirements list ‣ Requirements validation report ‣ Requirements Traceability Matrix • Milestones <ul style="list-style-type: none"> ‣ M2.1: Software Requirements Specification (SRS) reviewed and approved by stakeholders. ‣ M2.2: Requirements validation and traceability matrix completed.
Phase	Task	Detailed task	Estimated Time

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Design	<ul style="list-style-type: none"> • Architectural Design (T6) • High-Level (Logical) Design (T7) • Detailed (Physical) Design (T8) • Design Review & Approval (T9) 	<ul style="list-style-type: none"> • Choose overall system architecture for web and mobile • Define network topology and cloud infrastructure • Break system into modules (frontend, backend, database) • Define REST API contracts and module interfaces • Draft high-level sequence diagrams for maintenance request workflows • Create class diagrams for React and Flutter components • Design database schema with tables, indices, and constraints • Specify UI layouts and navigation flows for web and mobile • Define error-handling and logging approaches • Organize design walkthroughs with team and stakeholders 	2 weeks
Resources Needed	Dependencies and Constraints	Deliverables & Milestones	
	<ul style="list-style-type: none"> • Information Security Engineer 	<ul style="list-style-type: none"> • Dependencies <ul style="list-style-type: none"> ▸ Completion and approval of Software Requirements Specification 	<ul style="list-style-type: none"> • Deliverables <ul style="list-style-type: none"> ▸ Web and Mobile System Architecture Document

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		<ul style="list-style-type: none"> ▸ UI design depends on confirmed user workflows and functional requirements because they show what the user needs to do and how the system should respond • Constraints <ul style="list-style-type: none"> ▸ Technology constraints ▸ Design must comply with quality standards and security requirements 	<ul style="list-style-type: none"> ▸ High-Level Design including system modules and interaction diagrams ▸ Detailed Design including Class diagrams, Sequence diagrams, Database schema and API documentation ▸ UI/UX prototypes for web and mobile • Milestones <ul style="list-style-type: none"> ▸ M3.1: System architecture approved. ▸ M3.2: High-level and detailed design documents completed. ▸ M3.3: UI/UX prototypes finalized and validated with stakeholders. ▸ M3.4: Design reviewed and approved by all stakeholders.
Phase	Task	Detailed task	Estimated Time
Development	<ul style="list-style-type: none"> • Development Setup (T10) • Front-end Code (T11) • Back-end Code (T12) • Database Physical Design (T13) 	<ul style="list-style-type: none"> • Configure Git repository and version control • Set up web development environment • Set up Flutter development 	4 weeks

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		<p>environment with Android/iOS SDKs</p> <ul style="list-style-type: none"> • Initialize backend framework and dependencies • Configure linters, formatters, and testing frameworks • Implement web frontend components for maintenance request management • Build Flutter screens for mobile app navigation • Develop responsive UI for web and mobile platforms • Create RESTful API endpoints for maintenance operations • Implement authentication and authorization logic • Build business logic for request processing and notifications • Create database tables, indices, and relationships • Implement data access layer with ORM • Set up database migrations and seeders 	
	Resources Needed	Dependencies and Constraints	Deliverables & Milestones
	<ul style="list-style-type: none"> • N/A 	<ul style="list-style-type: none"> • Dependencies 	<ul style="list-style-type: none"> • Deliverables <ul style="list-style-type: none"> ▸ Git repository

Systems Analysis and Design Project

		<ul style="list-style-type: none"> ▸ Depends on approved design phase deliverables such as architecture, and database schema • Constraints <ul style="list-style-type: none"> ▸ Follow the coding standards, security rules, and framework versions that were set in the earlier phases ▸ Internet or cloud service interruptions may slow down integration and testing activities 	<ul style="list-style-type: none"> ▸ Working web and mobile front-end modules (React and Flutter) ▸ Implemented database schema ▸ Unit testing and integration tests • Milestones <ul style="list-style-type: none"> ▸ M4.1: Development environment configured and repository initialized. ▸ M4.2: Initial Functional prototype completed. ▸ M4.3: Unit and integration testing completed with 80% code coverage. ▸ M4.4: Quality assurance (QA) verification passed and build approved for testing. ▸ M4.5: Production environment prepared and ready for deployment.
Phase	Task	Detailed task	Estimated Time
Testing	<ul style="list-style-type: none"> • Test Planning (T14) • Integration Testing (T15) 	<ul style="list-style-type: none"> • Develop comprehensive test plan for web and mobile platforms • Define test environments 	2 weeks

Systems Analysis and Design Project

	<ul style="list-style-type: none"> • System & Acceptance Testing (T16) • Regression & Release Testing (T17) 	<p>(development, staging, production)</p> <ul style="list-style-type: none"> • Prepare test data sets for maintenance request scenarios • Test integration between web frontend and backend API • Test integration between Flutter mobile app and backend API • Verify database operations and data integrity • Conduct end-to-end system testing across all platforms • Perform user acceptance testing with stakeholders • Test cross-platform compatibility (iOS, Android, Web browsers) • Execute regression tests after bug fixes • Perform security and performance testing • Conduct final release testing and quality checks 	
Resources Needed	Dependencies and Constraints	Deliverables & Milestones	
	<ul style="list-style-type: none"> • External QA engineers 	<ul style="list-style-type: none"> • Dependencies <ul style="list-style-type: none"> ▸ Test data and environment setup depends on finalized database 	<ul style="list-style-type: none"> • Deliverables <ul style="list-style-type: none"> ▸ Completed integration and system test reports

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		<ul style="list-style-type: none"> ▶ Test plan and test cases finalized • Constraints <ul style="list-style-type: none"> ▶ Availability of performance-test and security-test tools ▶ Limited time for testing may constrain full regression coverage ▶ Must follow project's quality assurance and version control procedures • Milestones <ul style="list-style-type: none"> ▶ M5.1: Test plan and test cases developed and approved. ▶ M5.2: System and integration tests executed successfully. ▶ M5.3: User Acceptance Testing (UAT) completed and approved. ▶ M5.4: Exit criteria met and testing phase formally closed. 	
Phase	Task	Detailed task	Estimated Time
Deployment	<ul style="list-style-type: none"> • Release Planning (T18) • Environment Provisioning (T19) • Go-Live Execution (T20) • Transition & Support (T21) • Post-Deployment Review (T22) 	<ul style="list-style-type: none"> • Create release plan with rollback strategy • Prepare deployment documentation and checklists • Schedule go-live date with stakeholders • Provision cloud servers and configure network • Set up production database with security settings • Configure CI/CD pipelines for 	1 weeks

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		<p>automated deployment</p> <ul style="list-style-type: none"> • Deploy web application to hosting platform • Publish Flutter mobile app to App Store and Google Play • Configure production environment variables and API keys • Conduct user training sessions for web and mobile platforms • Provide technical documentation and user guides • Establish helpdesk and support channels • Monitor system performance and user feedback • Review deployment metrics and KPIs • Document lessons learned and improvement areas 	
	Resources Needed	Dependencies and Constraints	Deliverables & Milestones
	<ul style="list-style-type: none"> • N/A 	<ul style="list-style-type: none"> • Dependencies <ul style="list-style-type: none"> ▸ Dependent on successful completion of testing • Constraints <ul style="list-style-type: none"> ▸ It must be scheduled 	<ul style="list-style-type: none"> • Deliverables <ul style="list-style-type: none"> ▸ Successfully deployed web and mobile applications ▸ User training and support materials completed

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		<ul style="list-style-type: none"> ▶ Risk of configuration errors ▶ Security and data compliance must be checked and confirmed before the system goes live 	<ul style="list-style-type: none"> ▶ Documented post-deployment review and lessons learned <ul style="list-style-type: none"> • Milestones ▶ M6.1: Final stakeholder approval for production release obtained. ▶ M6.2: Web and mobile applications deployed to production environment. ▶ M6.3: User training sessions completed. ▶ M6.4: Post-deployment review completed. ▶ M6.5: Project officially closed.
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2.6. Project Schedule

2.6.1. Activity Network

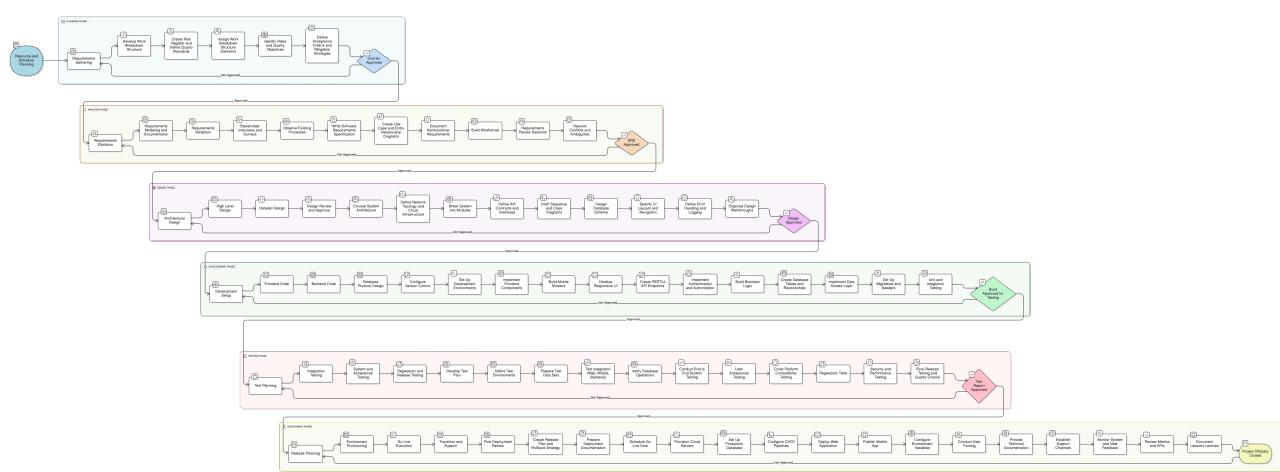


Figure 3: Activity Network Diagram

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2.6.2. Gantt Chart

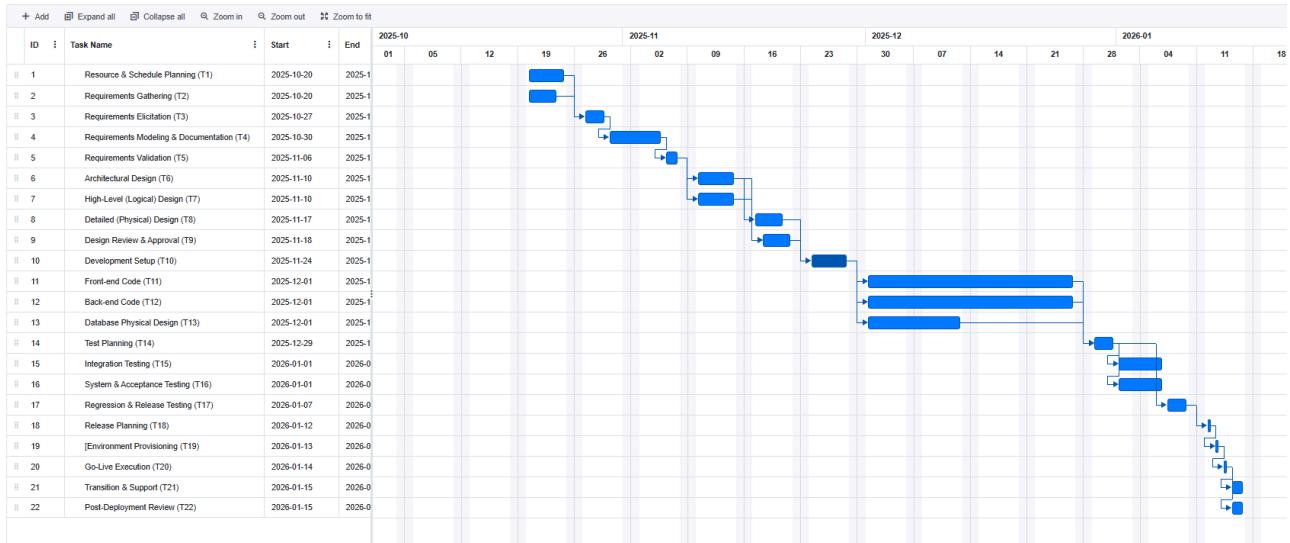


Figure 4: Gantt Chart

2.7. Assigning Team Members to Tasks

Table 12: Task-to-Team Member Assignment

Task ID	Assigned to
T1	Project Manager (Anas), Technical Clerk (Orjoan)
T2	Project Manager (Anas)
T3	System Analyst (Anas), Requirement Analyst (Anas), Technical Clerk (Orjoan)
T4	System Analyst (Anas), Requirement Analyst (Anas)
T5	System Analyst (Anas), Technical Clerk (Orjoan)
T6	Software Engineer (Haneen & Shaima), Hardware Engineer (Mosa), Web Designer (Haneen & Shaima)
T7	Software Engineer (Haneen & Shaima), Database Engineer (Mosa)
T8	Software Engineer (Haneen & Shaima), Database Engineer (Mosa), Web Designer (Haneen & Shaima)
T9	System Analyst (Anas), Software Engineer (Haneen & Shaima), InfoSec Engineer (Ext.)
T10	Software Engineer (Haneen & Shaima)
T11	Software Engineer (Haneen & Shaima)
T12	Software Engineer (Haneen & Shaima)
T13	Database Engineer (Mosa)
T14	Software Engineer (Haneen & Shaima), Software QA Engineer (External)
T15	Software Engineer (Haneen & Shaima)
T16	Software QA Engineer (External), System Analyst (Anas)
T17	Software QA Engineer (External), Software Engineer (Haneen & Shaima)
T18	Software QA Engineer (External), System Analyst (Anas)
T19	Software QA Engineer (External)
T20	System Administrator (Mosa), Project Manager (Anas), Software Engineer (Haneen & Shaima)
T21	System Administrator (Mosa), Database Engineer (Mosa)
T22	System Administrator (Mosa), Software Engineer (Haneen & Shaima), InfoSec Engineer (Ext.)

2.8. Monitoring and Controlling Mechanisms

Earned value management

Table 13: Earned Value Management Progress Tracking

Phase	Estimated cost	Cumulative estimate	Estimated duration	Stage completed	Actual cost of Phase to date	Actual cost of project to date
Planning	4,000 JD	4,000 JD	2 weeks	80%	1,000 JD	1,000 JD
Analysis	6,500 JD	10,500 JD	2 weeks	0%	Not yet begun	Not yet begun
Design	8,000 JD	18,500 JD	2 weeks	0%	Not yet begun	Not yet begun
Implementation	16,000 JD	34,500 JD	4 weeks	0%	Not yet begun	Not yet begun
Testing	8,000 JD	42,500 JD	2 weeks	0%	Not yet begun	Not yet begun
Deployment	5,000 JD	47,500 JD	1 week	0%	Not yet begun	Not yet begun

- $P = 80\%$
- **Planned Value (PV) = 4,000 JD**
- **Actual Cost (AC) = 1,000 JD**
- **Earned Value (EV) = 3,200 JD**
- **Cost Variance (CV) = 2,200 JD**
 - We have saved 2,200 JD on the planning phase
- **Schedule Variance (SV) = (-800) JD**
 - This indicates delayed progress in the planning phase.
- **Cost Performance Index (CPI)= (3.2)**
 - We are under budget. The team is spending less than planned to accomplish the work.
- **Schedule Performance Index (SPI) = (0.8)**
 - We are behind schedule. The progress is slower than expected.
- **Estimate to Complete (ETC) = (13,593.75) JD**
- **Estimate at Completion (EAC) = 14843.75 JD**

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- Based on information we gained from EVM analysis, we have to expedite our schedule.

Table 14: Time and Cost Options

Activity	Estimated duration (days)	Crash time (days)	Cost/day (JD)
T1	5	3	200
T2	4	4	200
T3	3	3	300
T4	5	4	450
T5	2	2	300
T6	5	5	300
T7	5	5	300
T8	4	4	300
T9	4	4	300
T10	5	4	250
T11	20	17	350
T12	20	19	400
T13	10	18	450
T14	3	3	250
T15	4	4	250
T16	4	4	300
T17	3	2	300
T18	1	1	300
T19	1	1	250
T20	1	1	250
T21	2	1	150
T22	2	2	300

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Table 15: Schedule Expediting Table

Eligible activities	Activity chosen	Time for each path (Days)			Cost (JD/day)	Cumulative cost (JD)
		83	83	73		
T1,T4, T10,T11,T12, T17,T21	T21	82	82	72	150	150
T1,T4, T10,T11,T12, T17	T1	81	81	71	200	350
T1,T4, T10,T11,T12, T17	T1	80	80	70	200	550
T4, T10,T11,T12, T17	T10	79	79	69	250	800
T4, ,T11,T12, T17	T17	78	78	68	300	1100
T4, ,T11,T12, T17	T17	77	77	67	300	1400
T4, ,T11,T12,	T11	76	77	67	350	1750
T4, ,T11,T12,	T11	75	77	67	350	2100
T4, ,T11,T12,	T11	74	77	67	350	2450
T4, ,T12,	T12	74	76	67	400	2850
T4	T4	73	75	66	450	3300

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2.9. Risk Analysis

2.9.1. Effects and Causes

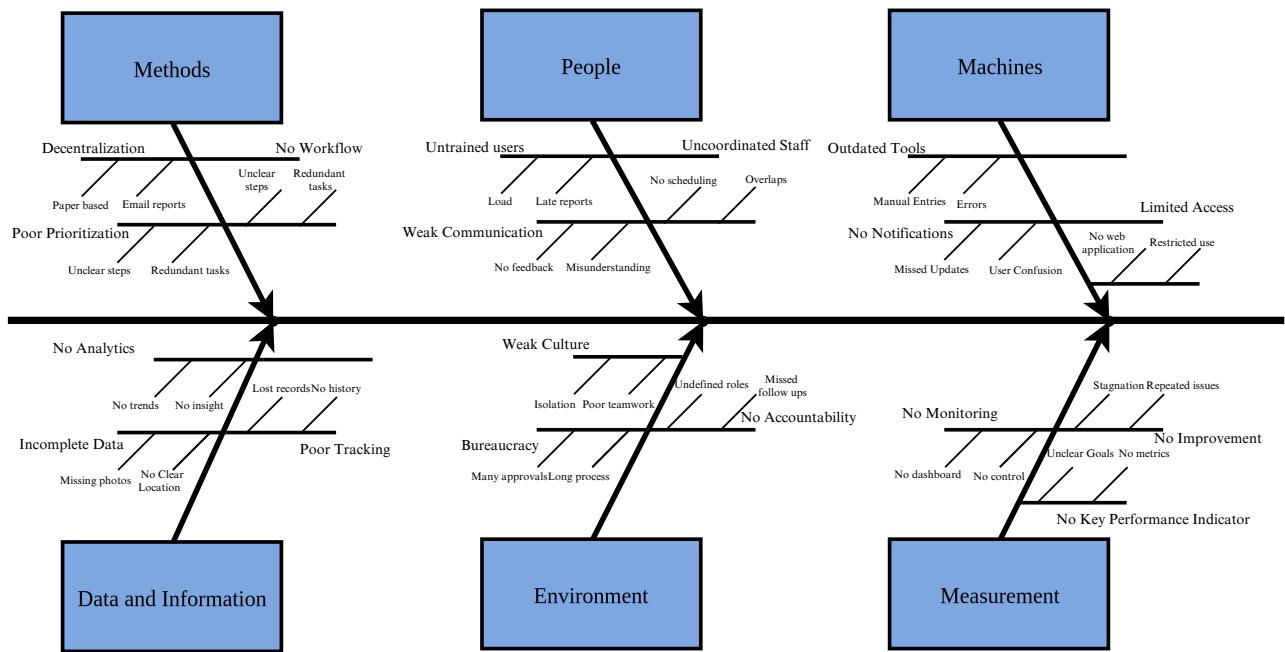


Figure 5: Fishbone Diagram

2.10. Communication Plan

Our team will maintain communication through online meetings using Google Meet, and instant messaging using a WhatsApp group to assign tasks and ensure that everyone is updated on progress and deadlines. **Communication Methods:**

- In-Class Meetings:
 - Held every Sunday to discuss progress, issues, and next steps.
- Out-of-Class Meetings:
 - Through Google Meet whenever there is a need for rapid discussion.
- Messaging:
 - A WhatsApp group for updates and daily coordination.
- Version Control:
 - GitHub is used for tracking code updates and version history.
 - We also use GitHub to store and organize our documentation created using Typst, ensuring all of us can access the latest versions easily.

3. Software Requirements Specifications

3.1. System Stakeholders and Requirement Sources

3.1.1. System Stakeholders

1. Operational Stakeholders

- End Users
 - Residents, Students, Employees.
 - Individuals who report maintenance issues through the application.

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- Their main concerns are ease of use, privacy and clear updates with minimum delay.
- Techinicians
 - Individials who resolve maintenance requests assigned by the admin.
 - Their main concerns are clear task assignments, prioritization, smooth workflow and centralization.

2. Internal Stakeholders

- Maintenance Administrators
 - Individials who oversee the whole maintenance workflow.
 - Their main concerns are efficiency, resource optimization and centralization.
- Project Manager
 - Responsible for overall planning and coordination and project execution.
 - Main concerns are great communication, maintaining quality standards and ensuring project completion.
- System Administrators
 - Individials who are responsible for the systems infrastructure, backups, user access controls and system performance.
 - Their main concerns are to ensure data integrity and smooth operation through out all the application processes.

3. Executive Stakeholders

- Executive Management / Facility Management Leadership
 - Use system reports and analytics for decision-making.
 - Their main concerns are efficiency, cost control, and performance monitoring.

4. External Stakeholders

- Regulatory Authorities
 - Ensuring that the system complies with national laws.
- Institution Responsible for Maintenance Services
 - Funds and authorizes the development of the system.
 - Main concerns are return on investment, system reliability, and long-term sustainability.

3.1.2. Information Gathering

To make sure the project's vision is well understood and defined, while also having the culture in mind, we will perform a set of techniques in our search for information.

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3.1.2.1. Interviews

Table 16: Operational Stakeholders Interviews

End Users (Residents, Students, Employees)	
Question	Question Type
How do you currently report maintenance issues?	open-ended
Do you find the current maintenance reporting process easy to use?	close-ended: yes or no
What difficulties do you face when submitting a maintenance request?	open-ended
How important is privacy when reporting maintenance issues?	scale
Do you receive timely updates about the status of your requests?	close-ended: yes or no
What type of notifications or updates would you prefer to receive?	open-ended
How satisfied are you with the response time for maintenance issues?	scale
Would you use a centralized application for all maintenance-related issues?	close-ended: yes or no
Technicians	
Question	Question Type
How are maintenance tasks currently assigned to you?	open-ended
Are task priorities clearly defined when you receive assignments?	close-ended: yes or no
What information do you need most to complete a maintenance task efficiently?	open-ended
How easy is it to track your assigned tasks and their status?	scale
Do you face delays due to unclear or incomplete requests?	close-ended: yes or no
What features would improve your daily maintenance workflow?	open-ended
Would a centralized system improve communication between you and administrators?	close-ended: yes or no

Table 17: Internal Stakeholders Interviews

Maintenance Administrators	
Question	Question Type
How do you currently manage and track maintenance requests?	open-ended
Do you find it difficult to prioritize maintenance tasks?	close-ended: yes or no
How effective is the current system in allocating technicians and resources?	scale
What challenges do you face in overseeing the entire maintenance workflow?	open-ended
Do you require reporting or analytics to support decision-making?	close-ended: yes or no
What type of reports would be most useful for you?	open-ended
Would automation help reduce your workload?	close-ended: yes or no
Project Manager	
Question	Question Type
What are the key objectives you expect this system to achieve?	open-ended

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Do you believe the current maintenance process meets project goals?	close-ended: yes or no
How important is cross-team communication in this project?	scale
What risks do you foresee in implementing this system?	open-ended
Do you require milestone tracking and progress reports?	close-ended: yes or no
What indicators would you use to measure project success?	open-ended

Table 18: Executive Stakeholder Interviews

Executive Management / Facility Management Leadership	
Question	Question Type
How do you currently evaluate maintenance performance?	open-ended
Do you rely on reports and analytics for decision-making?	close-ended: yes or no
How important is cost efficiency in maintenance operations?	scale
What key performance indicators would you like to monitor?	open-ended
Would real-time dashboards improve strategic oversight?	close-ended: yes or no
System Administrators	
Question	Question Type
What systems or tools are currently used to manage maintenance data?	open-ended
Is data security a major concern for this system?	close-ended: yes or no
How critical is system availability and uptime?	scale
What access control mechanisms are required for different users?	open-ended
Do you require regular backups and recovery mechanisms?	close-ended: yes or no
What performance issues do you anticipate as the system scales?	open-ended

Table 19: External Stakeholder Interview

Regulatory Authorities	
Question	Question Type
What regulations must this system comply with?	open-ended
Is data protection compliance mandatory for this system?	close-ended: yes or no
How strict are reporting and audit requirements?	scale
What documentation or logs are required for compliance checks?	open-ended

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3.1.2.2. Questionnaires

• Administrator Questionnaire

SALLEHA - Administrator/Management Questionnaire

This questionnaire takes approximately 5 minutes to complete. Your responses will be used for academic system analysis purposes only.

Purpose: Gather decision-making, analytics, control, and strategic needs.

* Indicates required question

Email *

Cannot pre-fill email

A. Background (Nominal)

1. What is your role in the organization? *

- Administrator
- Facility manager
- Department head
- Other

2. What size facility do you manage? *

- Small (1–50 users)
- Medium (51–200 users)
- Large (200+ users)

Figure 6: Admin Questionnaire (Nominal)

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B. Current Process (Ordinal)

3. How effective is the current maintenance management process? *

- Very ineffective
- Ineffective
- Neutral
- Effective
- Very effective

4. How easy is it to monitor technician performance? *

- Very difficult
- Difficult
- Neutral
- Easy
- Very easy

Figure 7: Admin Questionnaire (Ordinal)

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C. Strategic Evaluation (Likert Scale 1–5)

5. Rate your agreement: "Analytics dashboards are essential for decision-making." *

1 2 3 4 5

Strongly disagree Strongly agree

6. Rate your agreement: "Automated ticket assignment would improve efficiency." *

1 2 3 4 5

Strongly disagree Strongly agree

7. Rate your agreement: "Maintenance data helps identify recurring problems." *

1 2 3 4 5

Strongly disagree Strongly agree

Figure 8: Admin Questionnaire (Interval)

D. Quantitative Insight (Ratio)

8. Approximately how many maintenance requests are handled per month? *

Your answer _____

9. What is the average response time (in hours) for maintenance requests? *

Enter number of hours _____

Your answer _____

Figure 9: Admin Questionnaire (Ratio)

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E. Open Feedback

10. What reports or analytics would be most useful for you?

Your answer

Figure 10: Admin Questionnaire (Open-ended)

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• Resident Questionnaire

SALLEHA - Resident/End User Questionnaire

This questionnaire takes approximately 5 minutes to complete. Your responses will be used for academic system analysis purposes only.

Purpose: Understand user needs, reporting behavior, satisfaction, and expectations.

* Indicates required question

Email *

Cannot pre-fill email

A. Background (Nominal)

1. What type of facility do you use SALLEHA in? *

- Residential building
- University
- Office
- Other

2. How do you usually report maintenance issues currently? *

- Phone call
- WhatsApp / Email
- Paper form
- I do not report issues
- Other

Figure 11: Resident Questionnaire (Nominal)

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B. Usage & Experience (Ordinal)

3. How often do you face maintenance issues? *

- Very rarely
- Rarely
- Sometimes
- Often
- Very often

4. How easy is it to report a maintenance issue using current methods? *

- Very difficult
- Difficult
- Neutral
- Easy
- Very easy

5. How satisfied are you with the response time of maintenance services? *

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied

Figure 12: Resident Questionnaire (Ordinal)

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C. Perception & Evaluation (Likert Scale 1–5)

6. Rate your agreement: "I want real-time updates on my maintenance requests." *



7. Rate your agreement: "Privacy and anonymity are important when reporting issues." *



D. Quantitative Insight (Ratio)

8. On average, how many maintenance issues do you report per year? *

Your answer

9. How many days does it usually take for an issue to be resolved? *

Enter number of days

Your answer

Figure 13: Resident Questionnaire (Interval and Ratio)

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D. Quantitative Insight (Ratio)

8. On average, how many maintenance issues do you report per year? *

Your answer

9. How many days does it usually take for an issue to be resolved? *

Enter number of days

Your answer

E. Open Feedback

10. What features would you most like to see in a maintenance request system?

Your answer

Figure 14: Resident Questionnaire (Open-ended)

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- **Technician Questionnaire**

SALLEHA - Technician Questionnaire

This questionnaire takes approximately 5 minutes to complete. Your responses will be used for academic system analysis purposes only.

Purpose: Understand workload, task management, efficiency, and system needs.

* Indicates required question

A. Background (Nominal)

1. What is your role? *

- Maintenance technician
 - Supervisor
 - Contractor
 - Other
-

2. What type of issues do you mostly handle? *

- Electrical
- Plumbing
- HVAC
- General maintenance
- Other

Figure 15: Technician Questionnaire (Nominal)

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B. Workload & Process (Ordinal)

3. How clear are the maintenance requests you receive? *

- Very unclear
- Unclear
- Neutral
- Clear
- Very clear

4. How well are tasks currently prioritized? *

- Very poorly
- Poorly
- Acceptable
- Well
- Very well

5. How easy is it to track the status of assigned tasks? *

- Very difficult
- Difficult
- Neutral
- Easy
- Very easy

Figure 16: Technician Questionnaire (Ordinal)

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C. System Evaluation (Likert Scale 1–5)

6. Rate your agreement: "A centralized system would improve my productivity." *



7. Rate your agreement: "Photo and location attachments would help resolve issues faster." *



Figure 17: Technician Questionnaire (Interval)

D. Quantitative Insight (Ratio)

8. How many maintenance tasks do you handle per week on average? *

Your answer

9. On average, how many minutes does one task take to complete? *

Enter number of minutes

Your answer

E. Open Feedback

10. What is the biggest challenge you face in maintenance work?

Your answer

Figure 18: Technician Questionnaire (Ratio and Open-ended)

3.1.2.3. Document Analysis

In this project, we systematically reviewed a range of institutional maintenance-related documents to gain a deeper understanding of stakeholder needs. These included historical mainte-

Systems Analysis and Design Project

nance service records, internal workflow reports, facility management evaluations, and previous user feedback from residents, students, and staff. This analysis helped identify inefficiencies, recurring issues, and key areas for improvement within the existing maintenance process. Additionally, it enabled us to uncover implicit requirements not directly expressed by stakeholders, ensuring that the proposed application addresses operational, usability, and performance needs effectively.

3.1.2.4. Observation

Based on the analysis of the questionnaire responses, it was observed that a significant number of participants expressed dissatisfaction with the current organization of maintenance services. Respondents frequently reported unclear reporting procedures, lack of prioritization, and delays caused by poor coordination between involved parties. Many users indicated that they often feel stressed or uncertain due to the absence of timely updates regarding the status of their requests. The findings suggest that implementing a centralized maintenance management system would improve organization, enhance transparency, and ensure continuous status updates. Such a system would reduce user stress, improve communication, and increase overall satisfaction by providing a more structured and reliable maintenance process.

3.1.2.5. Prototype

- **Authentication Screens**

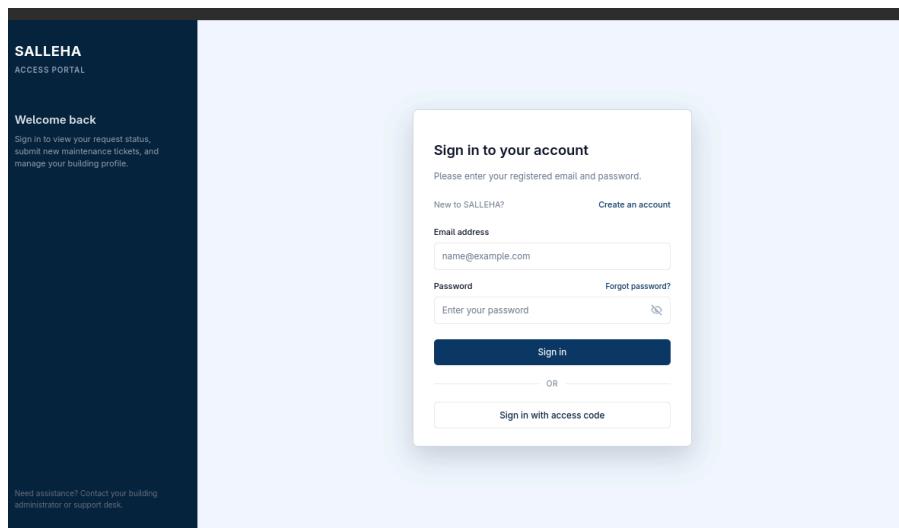
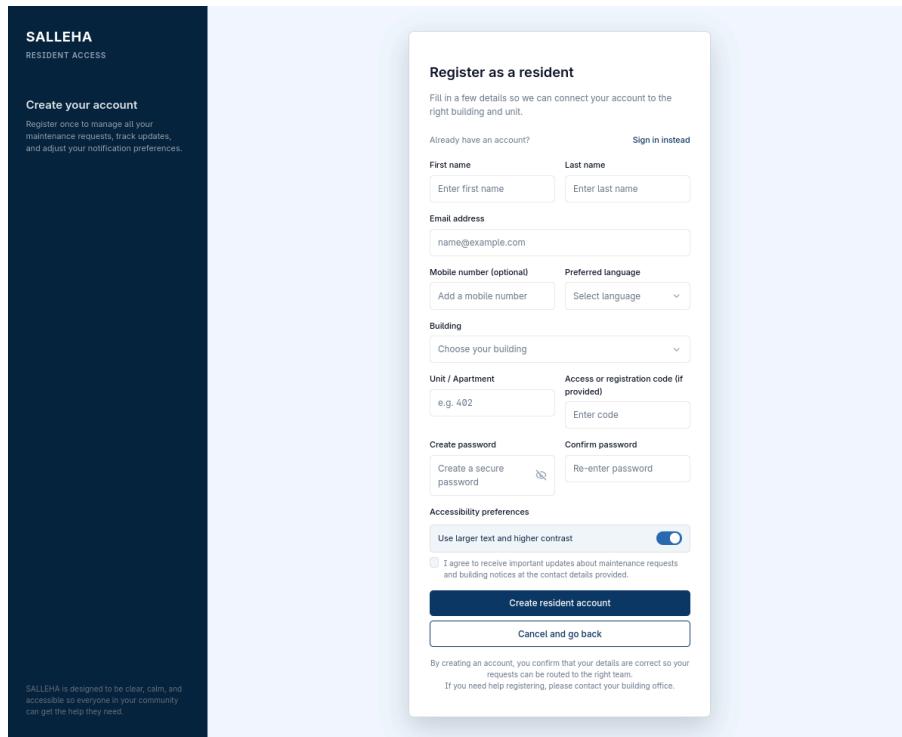


Figure 19: Login Screen

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The screenshot shows the 'Register as a resident' form. It includes fields for First name, Last name, Email address, Mobile number (optional), Preferred language, Building, Unit / Apartment, Access or registration code (if provided), Create password, Confirm password, Accessibility preferences (checkbox for 'Use larger text and higher contrast'), and a checkbox for agreeing to receive updates. A 'Create resident account' button is at the bottom, along with a 'Cancel and go back' link.

Figure 20: Registration Screen

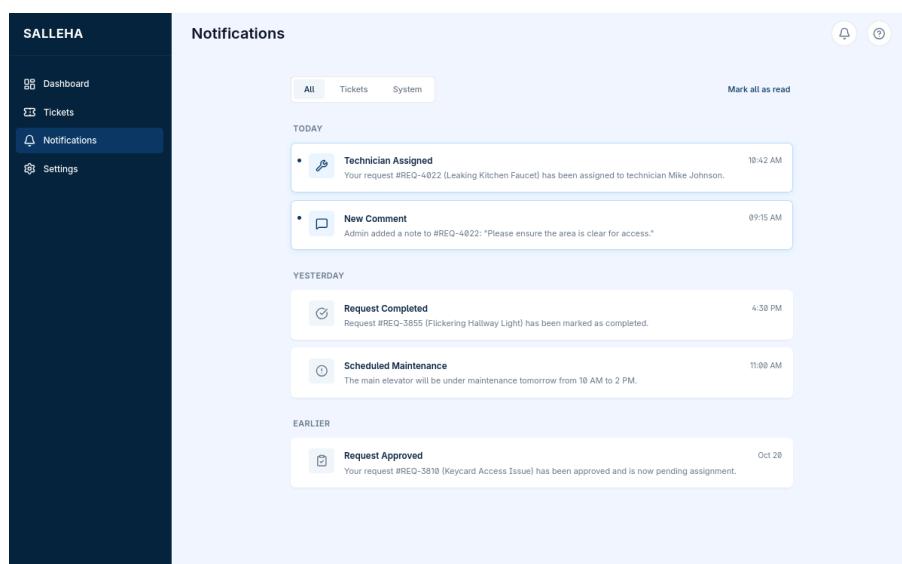


Figure 21: Notifications Screen

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• Resident Prototype Screens

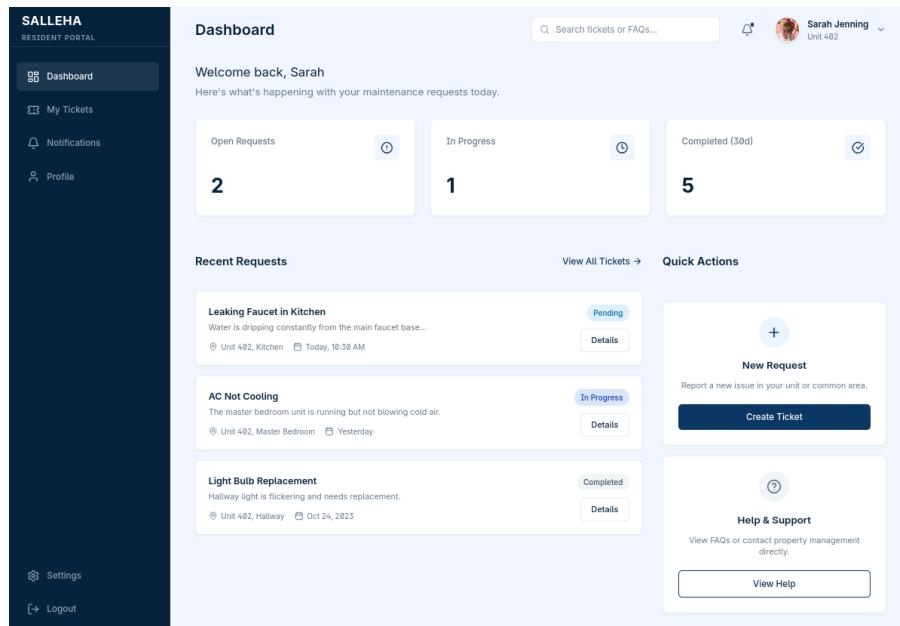


Figure 22: Resident – Dashboard

The form allows residents to create a new ticket. It includes fields for:

- Issue Details**: Ticket Title (Brief summary of the issue e.g., Leaking faucet), Category (Select category...), Urgency (Normal).
- Description**: Please describe the problem in detail. Include any specific noises, error codes, or circumstances.
- Location**: Building (Building A - North Tower) and Unit / Apartment (Unit 402).
- Photos & Attachments**: A placeholder for uploading files with instructions to click or drag and drop.
- Privacy**: A toggle switch for "Submit Anonymous". A note states: "Your name and contact details will be hidden from the technician. You will still receive status updates via the app."

Figure 23: Resident – Ticket Request

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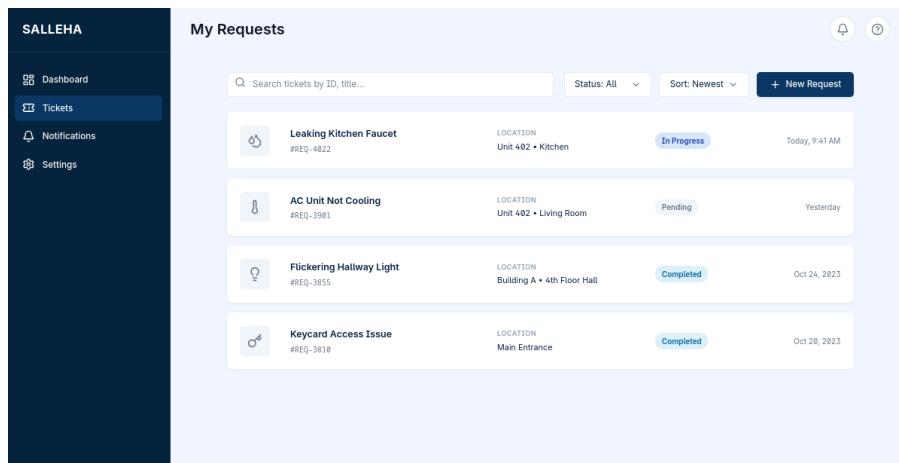


Figure 24: Resident – Tickets Screen

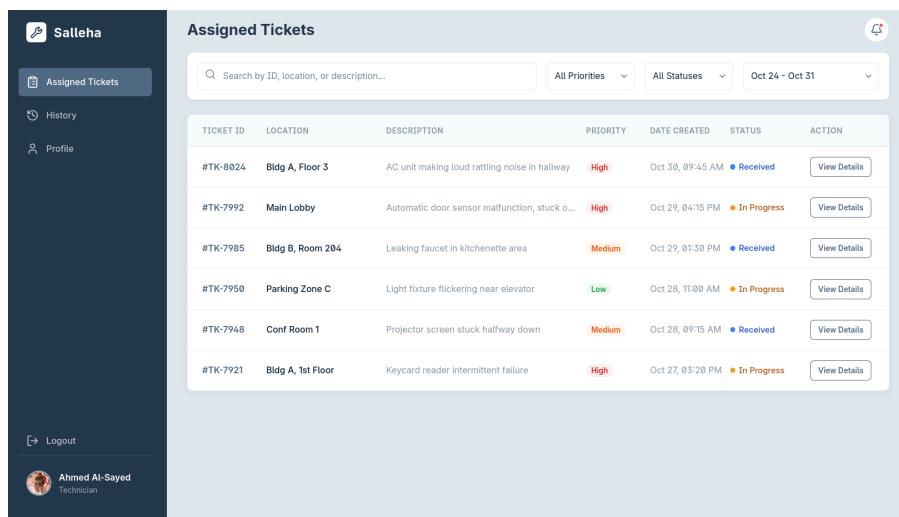


Figure 25: Technician – Dashboard

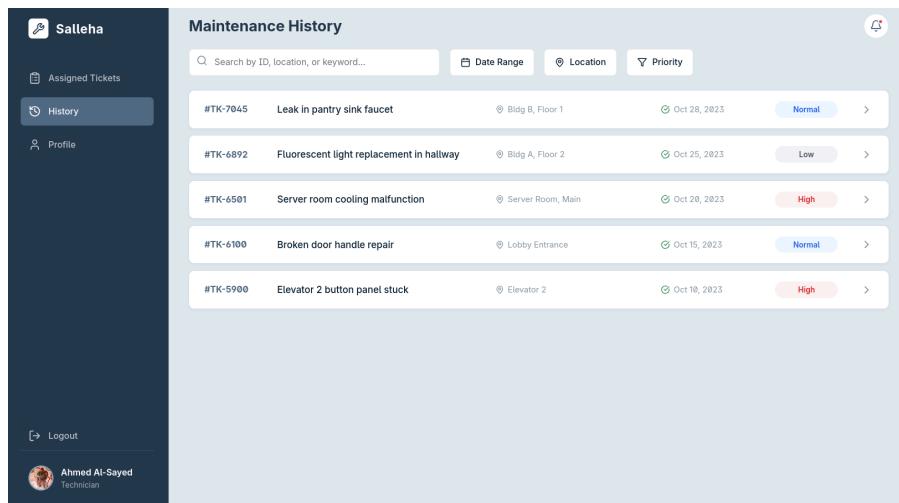


Figure 26: Technician – Maintenance History

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The screenshot displays the Salleha ticket management system interface. On the left, a sidebar for 'Salleha' shows navigation options: Assigned Tickets, History, Profile, and Logout. The main area is titled 'Ticket Details' for ticket #TK-8024, which is 'Received'. The ticket details include:

- LOCATION:** Bldg A, Floor 3
- PRIORITY:** High Priority
- CREATED:** Oct 30, 09:45 AM

FULL DESCRIPTION: Staff reported a loud, persistent rattling sound coming from the ceiling-mounted AC unit in the main corridor of Building A, 3rd Floor. The noise seems mechanical and increases when the fan speed is high. It is disrupting nearby offices. Please inspect the fan motor and mounting brackets for loose components.

Attachments: An image of an AC Unit is shown.

Update Status: A dropdown menu is set to 'Received'. A text input field for 'Add progress notes...' is present, along with a button to 'Add Update'.

Activity History: The history shows two entries:

- System** (9:45 AM): Ticket created and assigned to Ahmed Al-Sayed.
- Sarah Jenkins** (9:48 AM): "The noise is very distracting, please fix ASAP." Attachment added: ac_noise.mp4

Figure 27: Technician – Ticket Details

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• Administrator Prototype Screens

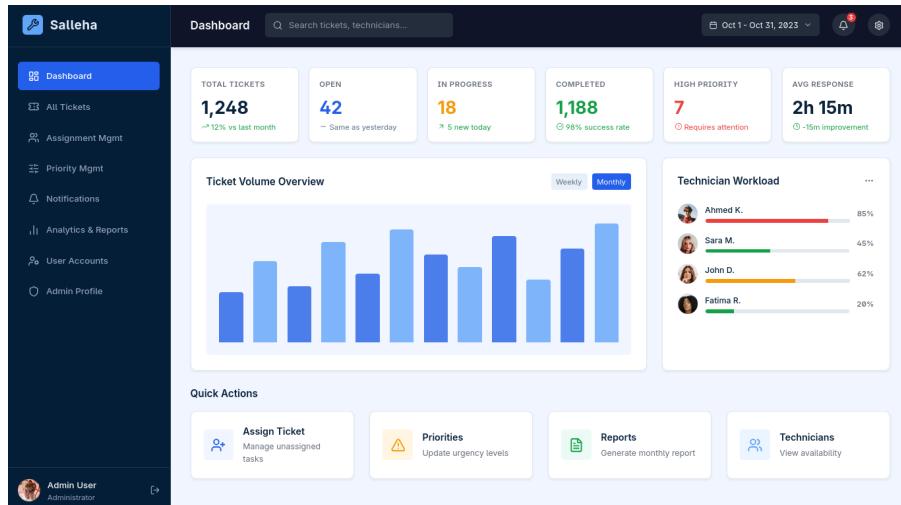


Figure 28: Administrator – Dashboard

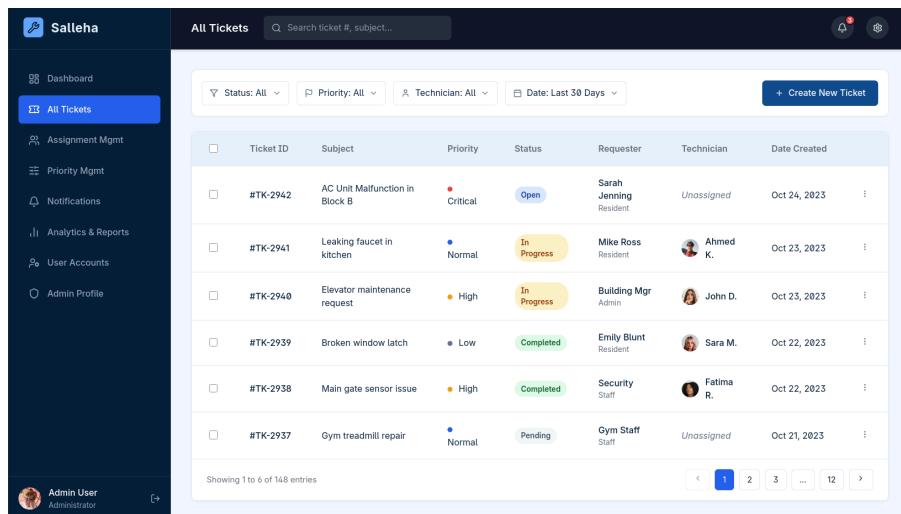


Figure 29: Administrator – All Tickets

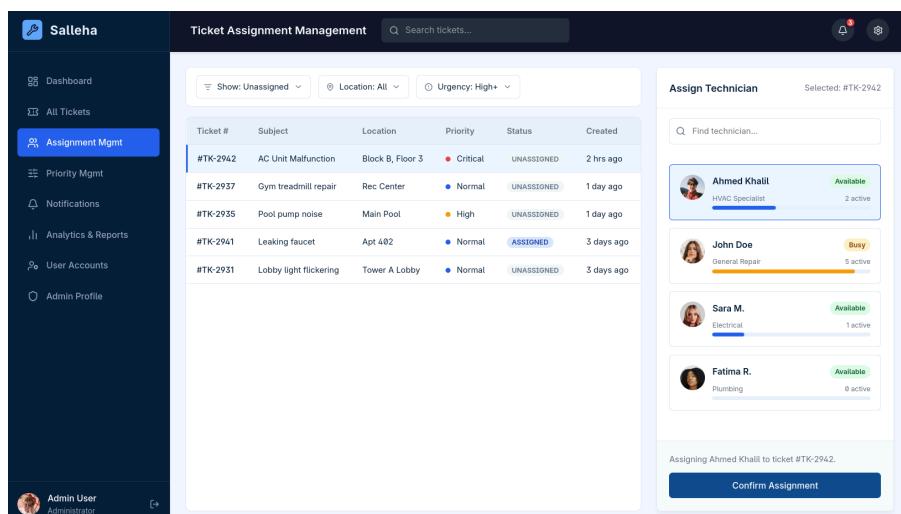


Figure 30: Administrator – Assignment Management

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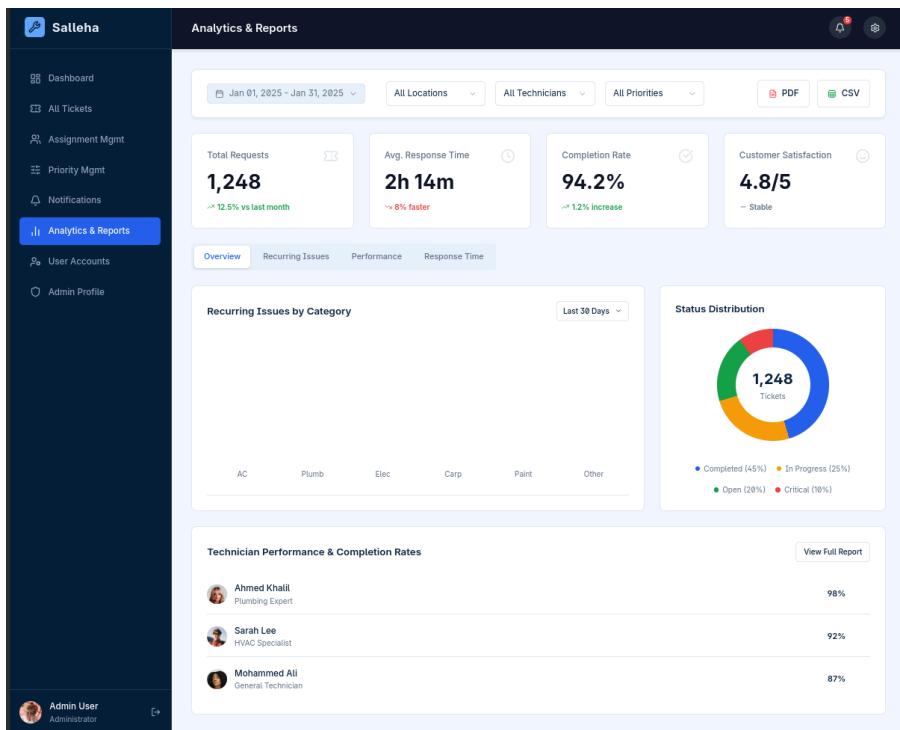


Figure 31: Administrator – Analytics & Reports

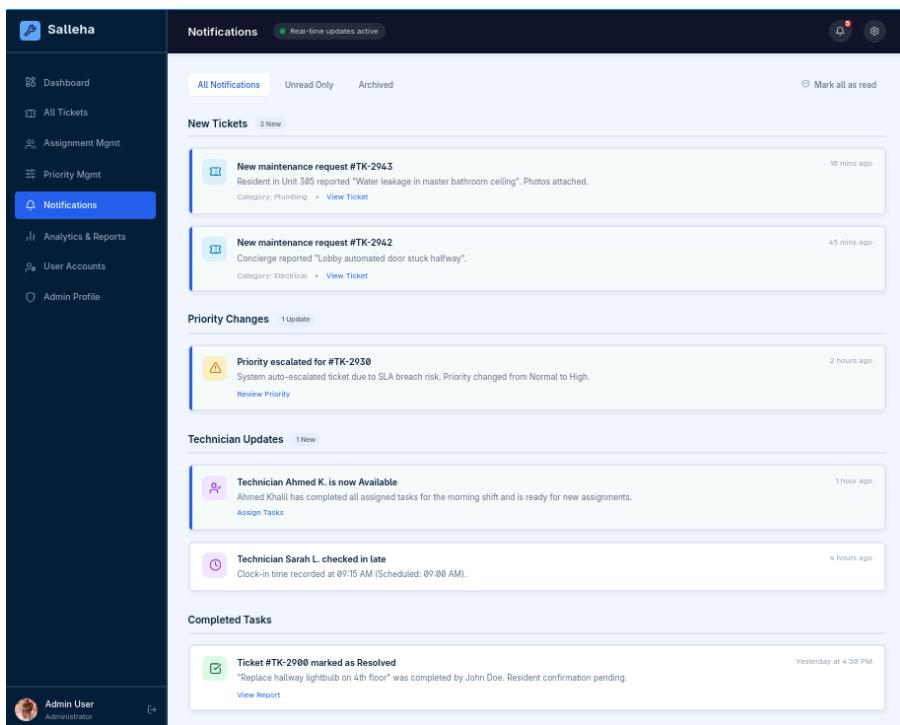


Figure 32: Administrator – Notifications

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The screenshot shows the 'Priority Management' section of the Salleha application. On the left is a dark sidebar with navigation links: Dashboard, All Tickets, Assignment Mgmt, Priority Mgmt (which is selected and highlighted in blue), Notifications, Analytics & Reports, User Accounts, and Admin Profile. The main content area has a header 'Priority Management' with a bell icon and settings gear. Below it is a table titled 'Priority Levels & Definitions' with columns: Order, Priority Name, Description & SLA, SLA Target, and Actions. It lists four priority levels: Critical (red), High (orange), Normal (blue), and Low (light blue). Each row includes a edit icon and a delete icon. Below this is a section titled 'Active Tickets by Priority' with a table showing five recent tickets. The columns are Ticket Details, Subject, Current Priority, Assigned To, and Status. The tickets are: #TK-2942 (AC Unit Malfunction - Block B, Critical, Ahmed Khalil, In Progress); #TK-2935 (Pool pump noise, High, Unassigned, Open); #TK-2941 (Leaking faucet - Apt 402, Normal, Fatima R., Completed); and #TK-2931 (Lobby light flickering, Normal, John Doe, In Progress).

Figure 33: Administrator – Priority Management

The screenshot shows the 'User Account Management' section of the Salleha application. The sidebar is identical to Figure 33. The main content area has a header 'User Account Management' with a bell icon and settings gear. Below it is a table titled 'Technicians' with columns: Technician, Contact Info, Skills, Current Load, Status, and Actions. It lists four technicians: Ahmed Khalil (Plumbing, General, 2 Active, Available), Sarah Lee (Electrical, HVAC, 5 Active, Busy), John Doe (Carpentry, 0 Active, Offline), and Mohammed Ali (HVAC, Plumbing, 3 Active, Available). Each technician row includes a edit icon and a delete icon. A search bar at the top allows searching by name, email or ID. Buttons for Filter, Export, and Add New User are also present.

Figure 34: Administrator – User Accounts Management

3.2. User Requirements

Table 20: High level Functional Requirements

FR ID	Function Name	Description	User/Role
FR-1	User Registration	The system shall provide a registration interface where users can create an account by entering full name, email, national ID, username, password, and selecting their role. All fields shall be validated.	All Users
FR-2	User Login	The system shall allow users to log in using only their username and password. The system shall automatically retrieve the user's role	All Users

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		from the database and redirect to the appropriate dashboard.	
FR-3	Logout	The system shall provide a logout option accessible from the navigation menu that securely ends the session and redirects to the login page.	All Users
FR-4	Password Recovery	The system shall provide a password recovery mechanism using registered email and national ID with a one-time verification code.	All Users
FR-5	Resident Dashboard	Upon login, residents shall see a dashboard displaying an overview of reported tickets and their current statuses.	Resident
FR-6	Resident Navigation Menu	Residents shall have a navigation menu containing Home, Report Status, Open Ticket, Notifications, Profile.	Resident
FR-7	View Reports Feed	Residents shall view a feed of reported maintenance issues with ticket title, category, location, and status (Open, In Progress, Fixed).	Resident
FR-8	Open Maintenance Ticket	Residents shall open a maintenance ticket with issue category, description, location, priority, and optional images.	Resident
FR-9	Track Ticket Status	Residents shall track the real-time status of their submitted tickets.	Resident
FR-10	Notifications for Residents	Residents shall receive notifications when ticket status changes.	Resident
FR-11	Avoid Duplicate Reports	Residents shall see existing reports to avoid duplicate ticket submissions.	Resident
FR-12	Profile Management	Residents shall view and edit their profile, excluding their role.	Resident
FR-13	Technician Dashboard	Technicians shall see a dashboard showing assigned tasks, pending requests, and statuses.	Technician
FR-14	Technician Navigation Menu	Technicians shall have a navigation menu with Home, Assigned	Technician

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		Tasks, Maintenance History, Notifications, Profile.	
FR-15	Accept Maintenance Requests	Technicians shall view and accept maintenance requests assigned by the system or administrators.	Technician
FR-16	Update Task Status	Technicians shall update task status (Open, In Progress, Fixed) as work progresses.	Technician
FR-17	Upload Maintenance Evidence	Technicians shall upload images or notes as evidence of maintenance completion.	Technician
FR-18	Technician Notifications	Technicians shall receive notifications when a new task is assigned or updated.	Technician
FR-19	View Maintenance History	Technicians shall view maintenance history, including equipment and location details.	Technician
FR-20	Technician Analytics	Technicians shall see basic analytics for completed tasks, equipment, and areas.	Technician
FR-21	Admin Dashboard	Administrators shall see a dashboard displaying total tickets, open issues, resolved issues, and technician workload.	Administrator
FR-22	Admin Navigation Menu	Administrators shall have a navigation menu with Home, Ticket Management, Technician Management, Analytics and Reports, Profile.	Administrator
FR-23	Assign Tickets	Administrators shall assign maintenance tickets to technicians based on priority, availability, and expertise.	Administrator
FR-24	Set Ticket Priority	Administrators shall set and modify ticket priority levels.	Administrator
FR-25	Admin Notifications	Administrators shall receive notifications of new tickets, overdue tasks, and completed maintenance work.	Administrator
FR-26	View Analytics	Administrators shall view analytics dashboards for maintenance trends, frequently reported areas,	Administrator

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		equipment performance, and task completion times.	
FR-27	Export Reports	Administrators shall export maintenance reports and analytics in PDF or Excel.	Administrator
FR-28	Manage Users	Administrators shall manage registered users, including activating, deactivating, or updating accounts.	Administrator

3.3. Context Diagram

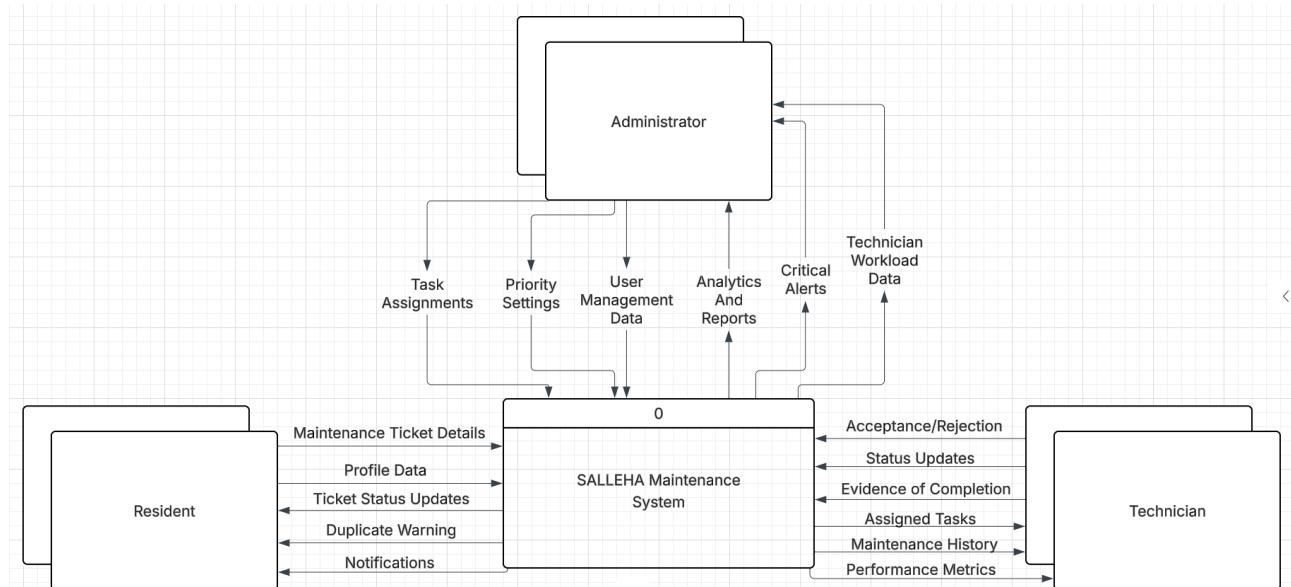


Figure 35: Context Diagram

3.4. Use Case Model

3.4.1. Use Case diagram

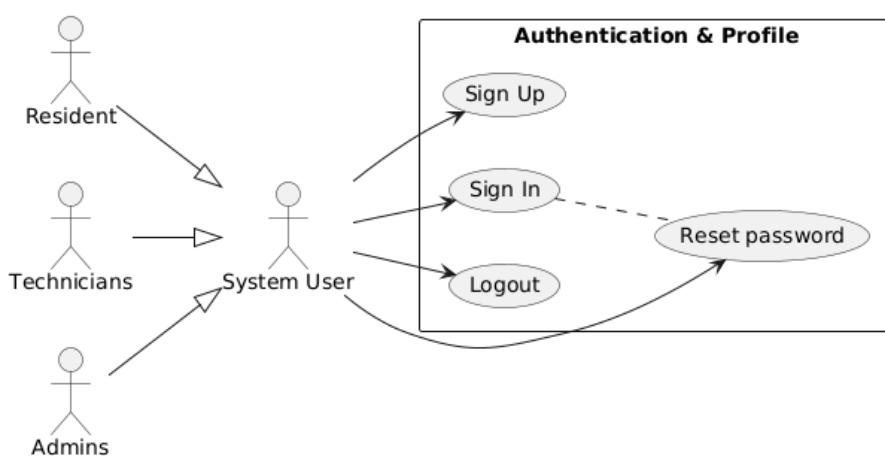


Figure 36: Use Case Diagram - All Users

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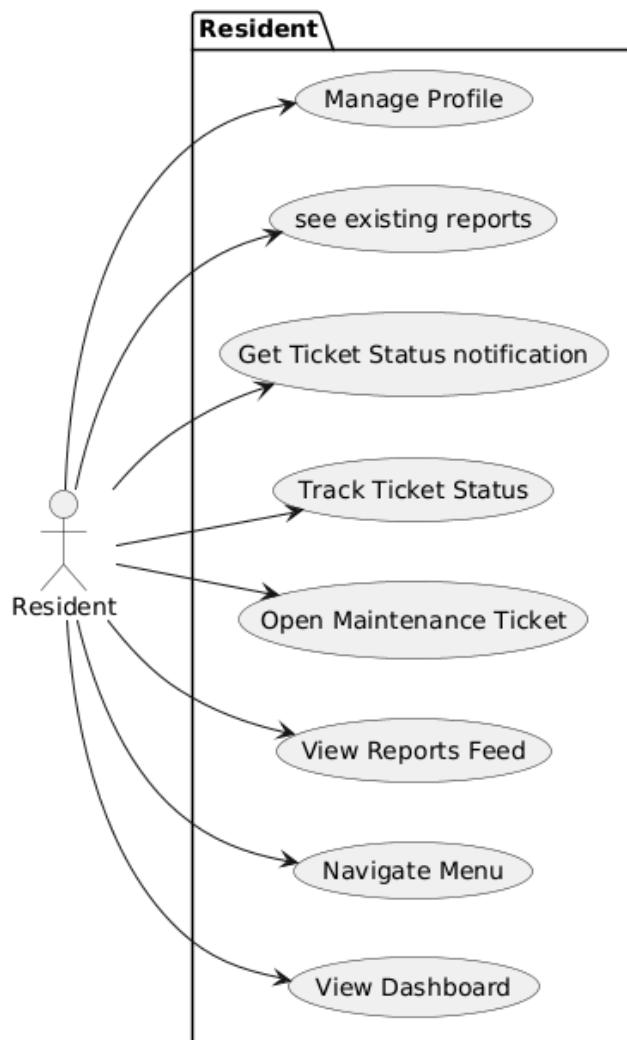


Figure 37: Use Case Diagram - Resident

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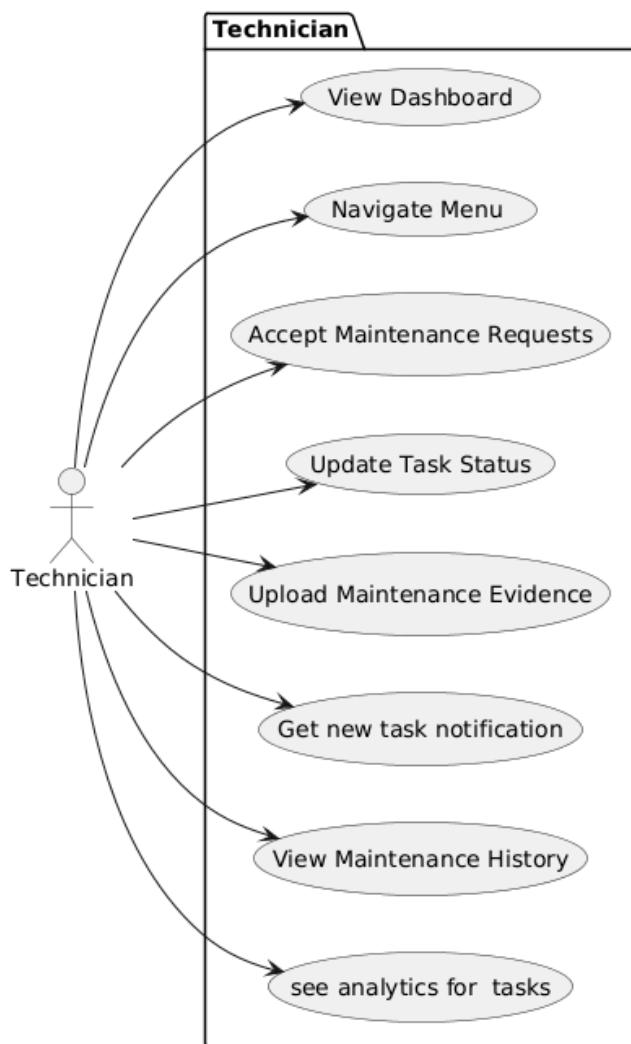


Figure 38: Use Case Diagram - Technician

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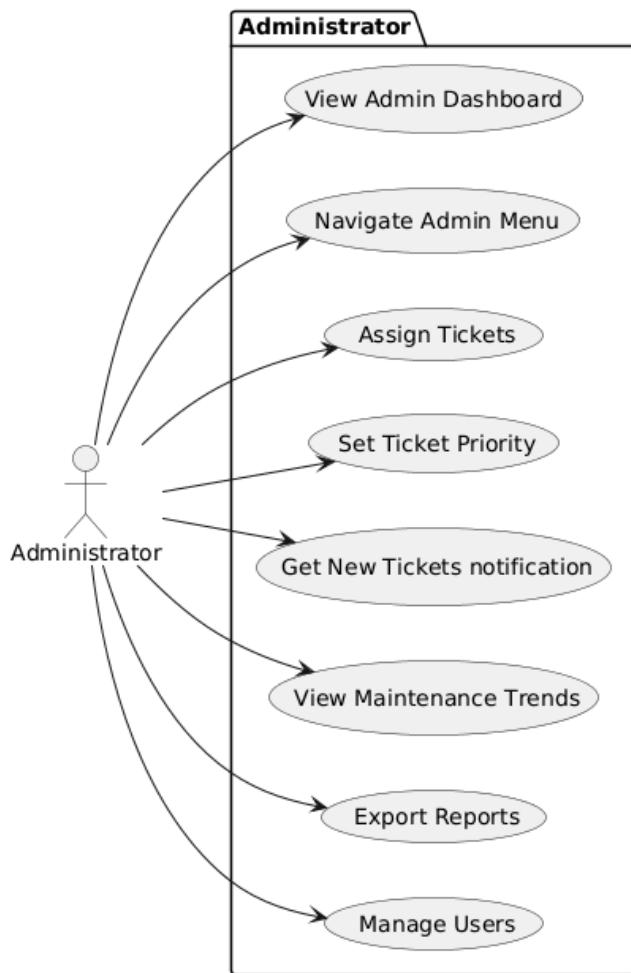


Figure 39: Use Case Diagram - Administrator

3.4.2. Use Case descriptions

Table 21: Use Cases Descriptions

Use Case	Brief Use Case description
Sign Up	Allows users to create an account by entering and validating personal information and role selection.
Sign In	Allows users to log in using username and password and redirects them to the appropriate dashboard.
Reset Password	Allows users to reset their password using email, national ID, and a one-time verification code.
Logout	Allows users to securely end their session and return to the login page.
Manage Profile	Allows users to view and edit their personal profile information.
See existing reports	Displays existing reports to prevent submitting duplicate maintenance tickets.
Get Ticket Status notification	Notifies users when the status of their maintenance tickets changes.
Track Ticket Status	Allows users to monitor the real-time status of submitted maintenance tickets.
Open Maintenance Ticket	Allows users to submit a new maintenance ticket with issue details and optional images.
View Reports Feed	Allows users to view a list of reported maintenance issues with details and status.
Navigate resident Menu	Provides access to system features through a resident navigation menu.
View resident Dashboard	Displays an overview of reported tickets and their current statuses after login.
View Technician Dashboard	Displays assigned tasks, pending requests, and task statuses.
Navigate Technician Menu	Provides technicians with access to task-related features through a navigation menu
Accept Maintenance Requests	Allows technicians to view and accept assigned maintenance tasks.
Update Task Status	Allows technicians to update the status of maintenance tasks as work progresses.
Upload Maintenance Evidence	Allows technicians to upload images or notes as proof of task completion.

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Get new task notification	Notifies technicians when tasks are assigned or updated.
View Maintenance History	Allows technicians to view completed maintenance tasks with location and equipment details.
see analytics for tasks	Displays basic analytics related to completed maintenance tasks and areas.
View Admin Dashboard	Displays an overview of tickets, issue statuses, and technician workload
Navigate Admin Menu	Provides administrators with access to management and analytics features.
Assign Tickets	Allows administrators to assign maintenance tickets to technicians based on criteria.
Set Ticket Priority	Allows administrators to set or modify maintenance ticket priority levels.
Get New Tickets notification	Notifies administrators of new, overdue, or completed maintenance tasks.
View Maintenance Trends	Allows administrators to analyze maintenance trends and performance metrics.
Export Reports	Allows administrators to export maintenance reports and analytics in PDF or Excel format.
Manage Users	Allows administrators to activate, deactivate, or update user accounts.

3.5. Functional Requirements Specification

Table 22: FR-1 User Registration

Number	Description
FR-1.1	The system shall allow users to create an account by providing necessary information such as full name, email address, national ID number, username, and password.
FR-1.2	The system shall require users to select their role during registration: Resident, Technician, or Administrator.
FR-1.3	The system shall validate all input fields in real-time, including email format, password strength (minimum 8 characters with uppercase, lowercase, number, and special character), and national ID uniqueness.
FR-1.4	The system shall display clear error messages when validation fails and prevent form submission until all fields are valid.
FR-1.5	The system shall securely hash and store passwords in the database using industry-standard encryption algorithms.
FR-1.6	The system shall send a confirmation email to the user's registered email address with an activation link to verify the account.

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FR-1.7	The system shall require email verification before allowing the user to log in to the system.
FR-1.8	The system shall prevent duplicate registrations using the same email address or national ID number.

Table 23: FR-2 User Login

Number	Description
FR-2.1	The system shall provide a login interface where users can enter their username and password.
FR-2.2	The system shall authenticate users against stored credentials in the database.
FR-2.3	The system shall automatically retrieve the user's role from the database upon successful authentication.
FR-2.4	The system shall redirect users to their role-specific dashboard after successful login: Resident Dashboard, Technician Dashboard, or Administrator Dashboard.
FR-2.5	The system shall display a CAPTCHA challenge after 3 consecutive failed login attempts to prevent brute-force attacks.
FR-2.6	The system shall lock the account temporarily after 5 consecutive failed login attempts, requiring administrative intervention or email verification to unlock.
FR-2.7	The system shall maintain user sessions with appropriate timeout periods: 30 minutes of inactivity for Residents, 15 minutes for Technicians, and 60 minutes for Administrators.
FR-2.8	The system shall provide a “Remember Me” option that extends the session duration to 30 days for convenience.

Table 24: FR-3 Logout

Number	Description
FR-3.1	The system shall provide a logout option accessible from the main navigation menu on all pages.
FR-3.2	The system shall immediately terminate the user's session upon logout.
FR-3.3	The system shall clear all session data and authentication tokens.
FR-3.4	The system shall redirect the user to the login page after successful logout.
FR-3.5	The system shall display a confirmation message indicating successful logout.

Table 25: FR-4 Password Recovery

Number	Description
FR-4.1	The system shall provide a “Forgot Password” link on the login page.
FR-4.2	The system shall require users to enter their registered email address and national ID number to initiate password recovery.
FR-4.3	The system shall verify that the email and national ID match a valid user account in the database.

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FR-4.4	The system shall generate a unique, time-limited (15 minutes) one-time verification code and send it to the user's registered email.
FR-4.5	The system shall require users to enter the verification code received via email.
FR-4.6	The system shall allow users to create a new password only after successful verification code validation.
FR-4.7	The system shall require password confirmation (re-typing the new password) to prevent typographical errors.
FR-4.8	The system shall enforce the same password strength requirements as during registration.
FR-4.9	The system shall prevent reusing the last 3 previously used passwords.
FR-4.10	The system shall send a confirmation email to the user's registered email address once the password has been successfully changed.

Table 26: FR-5 Resident Dashboard

Number	Description
FR-5.1	The system shall display a personalized dashboard for residents upon successful login.
FR-5.2	The dashboard shall show an overview of all tickets submitted by the resident, categorized by status: Open, In Progress, Fixed.
FR-5.3	The system shall display a summary widget showing: total tickets submitted, currently open tickets, and tickets fixed in the last 30 days.
FR-5.4	The system shall provide a quick action button to "Report New Issue" prominently displayed on the dashboard.
FR-5.5	The system shall show recent activity, including status changes to tickets, with timestamps.
FR-5.6	The system shall provide a search functionality to filter tickets by ticket ID, category, or date range.
FR-5.7	The system shall display notifications count in a badge on the dashboard header.
FR-5.8	The dashboard shall be responsive and adapt to different screen sizes (desktop, tablet, mobile).

Table 27: FR-6 Resident Navigation Menu

Number	Description
FR-6.1	The system shall provide a consistent navigation menu accessible from all resident pages.
FR-6.2	The navigation menu shall include the following items: Home (Dashboard), Report Status, Open Ticket, Notifications, Profile.
FR-6.3	The system shall highlight the currently active menu item for user orientation.
FR-6.4	The navigation menu shall collapse to a hamburger menu on mobile devices.
FR-6.5	The system shall display the user's name and role in the navigation header.

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FR-6.6	The system shall include a logout button in the navigation menu.
--------	--

Table 28: FR-7 Maintenance Issue Feed

Number	Description
FR-7.1	The system shall display a feed of reported maintenance issues accessible to residents.
FR-7.2	Each entry in the feed shall display: Ticket Title, Category, Location (Building/Room), Status (Open/In Progress/Fixed), and Date Reported.
FR-7.3	The system shall allow residents to filter the feed by: Category (Plumbing, Electrical, HVAC, Structural, Other), Status, and Date Range.
FR-7.4	The system shall provide a search functionality within the feed to find specific issues by keywords.
FR-7.5	The system shall indicate tickets submitted by the logged-in resident with a “Your Ticket” badge.
FR-7.6	The system shall prevent display of sensitive information or personal details of other residents.
FR-7.7	The system shall update the feed in real-time when new tickets are submitted or statuses change.
FR-7.8	The system shall paginate results if more than 20 items are displayed.

Table 29: FR-8 Open Maintenance Ticket

Number	Description
FR-8.1	The system shall provide a form for residents to submit new maintenance tickets.
FR-8.2	The form shall require the following mandatory fields: Issue Category (dropdown), Description (text area), Location (dropdown or text), Priority (Low/Medium/High/Urgent).
FR-8.3	The system shall allow residents to upload up to 5 images (JPEG, PNG, max 5MB each) to illustrate the issue.
FR-8.4	The system shall provide a preview of uploaded images before submission.
FR-8.5	The system shall validate that the description contains at least 20 characters to ensure adequate detail.
FR-8.6	The system shall check for duplicate tickets by comparing category, location, and description with recent (last 7 days) submissions.
FR-8.7	The system shall show a warning if a similar ticket exists, with an option to proceed or cancel.
FR-8.8	The system shall generate a unique ticket ID (format: TKT-YYYYMMDD-XXXXX) upon successful submission.
FR-8.9	The system shall display a confirmation page with the ticket ID and estimated response time based on priority.

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Table 30: FR-9 Ticket Status Tracking

Number	Description
FR-9.1	The system shall allow residents to track the real-time status of their submitted tickets.
FR-9.2	The system shall display a visual status indicator showing the current stage: Submitted → Assigned → In Progress → Fixed → Closed.
FR-9.3	The system shall show the timestamp for each status change.
FR-9.4	For tickets “In Progress,” the system shall display the assigned technician’s name (if available).
FR-9.5	The system shall provide estimated time to completion based on priority and historical data.
FR-9.6	The system shall allow residents to add follow-up comments to their tickets, which will be visible to technicians and administrators.
FR-9.7	The system shall prevent residents from modifying the original ticket details after submission, except for adding comments.
FR-9.8	The system shall provide a “Mark as Urgent” option for tickets that have exceeded their estimated completion time.

Table 31: FR-10 Status Change Notifications

Number	Description
FR-10.1	The system shall automatically notify residents when their ticket status changes.
FR-10.2	Notifications shall be delivered through: In-app notification bell, Email (optional), SMS (optional, configurable).
FR-10.3	The notification shall include: Ticket ID, New Status, Timestamp, and a direct link to view the ticket details.
FR-10.4	The system shall allow residents to configure notification preferences for each type of status change.
FR-10.5	The system shall group related notifications (multiple status changes within a short period) to avoid notification overload.
FR-10.6	The system shall maintain a notification history accessible to residents for 90 days.

Table 32: FR-11 Duplicate Ticket Prevention

Number	Description
FR-11.1	The system shall show residents existing reports in the same location/category before they submit a new ticket.
FR-11.2	The system shall automatically detect potential duplicates by comparing: issue category, location, description keywords, and submission date (within last 7 days).
FR-11.3	When a potential duplicate is detected, the system shall display a warning message with links to the existing similar tickets.

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FR-11.4	The system shall provide residents with the option to: proceed with new submission, add a comment to existing ticket, or cancel submission.
FR-11.5	The system shall allow residents to “follow” existing tickets to receive updates on their progress.
FR-11.6	The system shall track duplicate detection accuracy and allow administrators to adjust sensitivity thresholds.

Table 33: FR-12 Resident Profile Management

Number	Description
FR-12.1	The system shall allow residents to view their profile information including: full name, email, national ID, username, registration date.
FR-12.2	The system shall allow residents to edit the following fields: full name, email address, password, profile picture.
FR-12.3	The system shall prevent residents from editing their role, national ID, and registration date.
FR-12.4	The system shall require password verification before allowing sensitive changes (email, password).
FR-12.5	The system shall validate new email addresses by sending a verification link before applying the change.
FR-12.6	The system shall maintain an audit log of all profile changes with timestamp and IP address.
FR-12.7	The system shall allow residents to export their profile data in PDF format.

Table 34: FR-13 Technician Dashboard

Number	Description
FR-13.1	The system shall display a personalized dashboard for technicians upon successful login.
FR-13.2	The dashboard shall show assigned tasks categorized by: Pending (not started), In Progress, Completed Today, Overdue.
FR-13.3	The system shall display key performance metrics: total assigned tasks, completion rate (%), average resolution time, customer satisfaction rating.
FR-13.4	The system shall provide a calendar view showing scheduled maintenance tasks.
FR-13.5	The dashboard shall display urgent/high-priority tasks in a prominent “Priority Queue” section.
FR-13.6	The system shall show notifications for: new task assignments, task status updates from residents, scheduled maintenance reminders.
FR-13.7	The system shall provide quick action buttons: “Start Next Task”, “View All Tasks”, “Update Status”.
FR-13.8	The dashboard shall display workload distribution across technicians (visible to technicians with team lead permissions).

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Table 35: FR-14 Technician Navigation Menu

Number	Description
FR-14.1	The system shall provide a consistent navigation menu accessible from all technician pages.
FR-14.2	The navigation menu shall include: Home (Dashboard), Assigned Tasks, Maintenance History, Notifications, Profile, Logout.
FR-14.3	For technicians with team lead permissions, the menu shall include additional items: Team Schedule, Performance Reports.
FR-14.4	The system shall display the technician's current status (Available/Busy/On Break) in the navigation header.
FR-14.5	The system shall provide a quick status toggle button in the navigation menu to update availability.
FR-14.6	The navigation menu shall show badge counts for: pending tasks, unread notifications.
FR-14.7	The system shall collapse the navigation menu to an icon-only view on tablet devices.

Table 36: FR-15 Maintenance Request Management

Number	Description
FR-15.1	The system shall allow technicians to view maintenance requests assigned by the system or administrators.
FR-15.2	The system shall display request details including: ticket ID, issue category, location, priority, description, submitted images, resident contact information.
FR-15.3	Technicians shall be able to accept or decline assigned tasks, with a required reason for declining.
FR-15.4	The system shall automatically reassign declined tasks to the next available technician based on expertise and workload.
FR-15.5	Technicians shall be able to filter tasks by: priority, location, category, due date, or status.
FR-15.6	The system shall provide a “Claim Task” feature for technicians to voluntarily take unassigned tasks matching their expertise.
FR-15.7	The system shall display estimated time to complete based on similar historical tasks.
FR-15.8	Technicians shall be able to request additional information from the resident before accepting a task.

Table 37: FR-16 Task Status Updates

Number	Description
FR-16.1	The system shall allow technicians to update task status through the following workflow: Open → In Progress → Fixed → Closed.

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FR-16.2	When changing status to “In Progress,” the system shall record start time and expected completion time.
FR-16.3	When changing status to “Fixed,” the system shall require: completion notes, actual resolution time, and optional images.
FR-16.4	Technicians shall be able to set a task to “On Hold” with reason codes: Waiting for Parts, Requires Specialist, Resident Not Available.
FR-16.5	The system shall automatically escalate tasks that remain “In Progress” beyond the estimated completion time.
FR-16.6	Technicians shall be able to reassign tasks to other technicians with proper justification and administrator approval.
FR-16.7	All status changes shall be timestamped and recorded in the task history.
FR-16.8	The system shall notify the resident and administrator of significant status changes.

Table 38: FR-17 Maintenance Evidence Submission

Number	Description
FR-17.1	The system shall allow technicians to upload images as evidence of maintenance completion.
FR-17.2	The system shall support multiple image formats: JPEG, PNG, with maximum file size of 10MB per image.
FR-17.3	Technicians shall be able to add descriptive captions to each uploaded image.
FR-17.4	The system shall allow technicians to add completion notes describing: work performed, parts used, time spent, any follow-up required.
FR-17.5	The system shall provide a checklist of standard completion criteria based on issue category.
FR-17.6	Technicians shall be able to attach PDF documents such as: warranty information, part specifications, safety checklists.
FR-17.7	The system shall require at least one piece of evidence (image or detailed notes) before marking a task as “Fixed.”
FR-17.8	All submitted evidence shall be stored securely with timestamps and technician identification.

Table 39: FR-18 Technician Notifications

Number	Description
FR-18.1	The system shall notify technicians when a new task is assigned to them.
FR-18.2	The system shall notify technicians of updates to assigned tasks, including: resident comments, priority changes, due date adjustments.
FR-18.3	Notifications shall be delivered through: in-app notifications, push notifications (mobile app), SMS for urgent tasks.
FR-18.4	The system shall provide priority-based notification levels: High (immediate), Medium (within 15 minutes), Low (within 1 hour).

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FR-18.5	Technicians shall be able to set “Do Not Disturb” periods during which only emergency notifications are delivered.
FR-18.6	The system shall group related notifications to reduce notification fatigue.
FR-18.7	Technicians shall be able to customize notification preferences by: notification type, delivery method, time of day.

Table 40: FR-19 Maintenance History Access

Number	Description
FR-19.1	The system shall provide technicians access to complete maintenance history for equipment and locations.
FR-19.2	The history shall include: ticket ID, issue description, location details, equipment ID, technician assigned, resolution details, date/time stamps.
FR-19.3	Technicians shall be able to filter history by: equipment ID, location, date range, technician, issue category.
FR-19.4	The system shall display recurring issues patterns and suggest preventive maintenance schedules.
FR-19.5	Technicians shall be able to view equipment-specific history including: all previous maintenance, warranty information, manufacturer details.
FR-19.6	The system shall provide a “Similar Issues” feature showing historical resolutions for current problems.
FR-19.7	Technicians shall be able to export maintenance history for specific equipment or locations in CSV format.

Table 41: FR-20 Basic Analytics for Technicians

Number	Description
FR-20.1	The system shall provide technicians with basic analytics on completed tasks.
FR-20.2	Analytics shall include: tasks completed per period (day/week/month), average resolution time, completion rate by category.
FR-20.3	The system shall display equipment performance trends showing frequency of issues by equipment type.
FR-20.4	Technicians shall be able to view area-specific statistics showing most frequently serviced locations.
FR-20.5	The system shall provide personal performance metrics compared to team averages.
FR-20.6	Analytics shall be visualized through: bar charts, line graphs, pie charts, and trend lines.
FR-20.7	Technicians shall be able to set personal performance goals and track progress.
FR-20.8	The system shall provide recommendations for skill development based on frequently assigned task categories.

Table 42: FR-21 Administrator Dashboard

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Number	Description
FR-21.1	The system shall display a comprehensive dashboard for administrators upon successful login.
FR-21.2	The dashboard shall show key performance indicators (KPIs) including: total tickets (current month), open issues, resolved issues (last 7 days), average resolution time.
FR-21.3	The system shall display technician workload distribution showing: assigned tasks per technician, completion rates, current availability status.
FR-21.4	The dashboard shall include a real-time ticker showing: new tickets submitted, tickets resolved, overdue tasks.
FR-21.5	The system shall provide geographical heat map showing issue density by building/location.
FR-21.6	Administrators shall be able to customize dashboard widgets and rearrange layout according to preference.
FR-21.7	The dashboard shall display system health metrics: active users, system uptime, database performance.
FR-21.8	The system shall provide quick action buttons: “Assign Pending Tickets”, “Generate Reports”, “Manage Users”.

Table 43: FR-22 Administrator Navigation Menu

Number	Description
FR-22.1	The system shall provide a comprehensive navigation menu accessible from all administrator pages.
FR-22.2	The navigation menu shall include: Home (Dashboard), Ticket Management, Technician Management, Analytics and Reports, System Configuration, User Management, Profile, Logout.
FR-22.3	The system shall display administrator privileges and access level in the navigation header.
FR-22.4	The navigation menu shall include sub-menus for each main category with expanded options.
FR-22.5	The system shall highlight critical alerts in the navigation menu (e.g., “5 Urgent Tickets Pending”).
FR-22.6	Administrators shall be able to pin frequently used menu items to a quick access bar.
FR-22.7	The system shall provide keyboard shortcuts for common navigation actions.

Table 44: FR-23 Ticket Assignment Management

Number	Description
FR-23.1	The system shall allow administrators to assign maintenance tickets to technicians manually or automatically.

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FR-23.2	For manual assignment, the system shall show: technician availability, current workload, expertise match, location proximity.
FR-23.3	The system shall support automatic assignment based on: priority level, technician specialization, workload balancing, geographical zones.
FR-23.4	Administrators shall be able to override automatic assignments with manual reassessments.
FR-23.5	The system shall provide bulk assignment functionality for multiple tickets at once.
FR-23.6	When assigning tickets, administrators shall be able to set: expected completion time, special instructions, required tools/parts.
FR-23.7	The system shall maintain assignment history showing all assignment changes with timestamps and reasoning.
FR-23.8	Administrators shall be able to set up assignment rules and automation policies for recurring ticket types.

Table 45: FR-24 Ticket Priority Management

Number	Description
FR-24.1	The system shall allow administrators to set and modify ticket priority levels: Low, Medium, High, Urgent, Emergency.
FR-24.2	Priority levels shall determine: response time expectations, assignment order, escalation rules.
FR-24.3	Administrators shall be able to bulk update priorities for multiple tickets based on criteria.
FR-24.4	The system shall automatically adjust priorities based on: time since submission, number of similar issues, affected users count.
FR-24.5	Administrators shall be able to define custom priority rules based on: location criticality, time of day, equipment importance.
FR-24.6	Priority changes shall trigger notifications to assigned technicians and residents.
FR-24.7	The system shall maintain audit trail of all priority changes with justification notes.

Table 46: FR-25 Administrator Notifications

Number	Description
FR-25.1	The system shall notify administrators of new high-priority ticket submissions.
FR-25.2	Administrators shall receive notifications for: overdue tasks (exceeding expected completion time), unassigned tickets exceeding threshold time.
FR-25.3	The system shall notify administrators when maintenance work is completed, requiring quality assurance review.
FR-25.4	Notifications shall be categorized by: urgency (Immediate/High/Medium/Low), department, location.
FR-25.5	Administrators shall be able to configure notification thresholds and escalation paths.

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FR-25.6	The system shall provide notification summary reports showing: notification volume, response times, unresolved alerts.
FR-25.7	Administrators shall be able to snooze notifications or set “Out of Office” auto-replies.

Table 47: FR-26 Analytics and Reporting

Number	Description
FR-26.1	The system shall provide comprehensive analytics dashboards showing maintenance trends over time.
FR-26.2	Analytics shall include: frequently reported areas/equipment, recurring issue patterns, seasonal trends.
FR-26.3	The system shall display equipment performance analytics: MTBF (Mean Time Between Failures), maintenance costs, downtime analysis.
FR-26.4	Administrators shall be able to analyze task completion times by: technician, category, location, priority.
FR-26.5	The system shall provide predictive analytics suggesting preventive maintenance schedules.
FR-26.6	Analytics shall include cost analysis: labor costs, parts costs, total maintenance expenditure by period.
FR-26.7	Administrators shall be able to create custom reports using drag-and-drop report builder.
FR-26.8	The system shall support comparative analysis: month-over-month, year-over-year, location comparisons.

Table 48: FR-27 Report Export Functionality

Number	Description
FR-27.1	The system shall allow administrators to export maintenance reports in multiple formats: PDF, Excel (XLSX), CSV.
FR-27.2	PDF exports shall include: company logo, report title, date range, pagination, professional formatting.
FR-27.3	Excel exports shall preserve: formulas, charts, filters, and data validation where applicable.
FR-27.4	Administrators shall be able to schedule automated report generation and email distribution.
FR-27.5	The system shall provide pre-built report templates: monthly maintenance summary, technician performance, equipment history.
FR-27.6	Exported reports shall include all relevant metadata: generation timestamp, exported by, report parameters.
FR-27.7	Administrators shall be able to export raw data for external analysis in statistical software.

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FR-27.8	The system shall maintain export history with download logs for audit purposes.
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Table 49: FR-28 User Account Management

Number	Description
FR-28.1	The system shall allow administrators to manage all registered user accounts.
FR-28.2	Administrators shall be able to: activate, deactivate, suspend, or delete user accounts.
FR-28.3	For technician accounts, administrators shall be able to: assign specializations, set work zones, define skill levels.
FR-28.4	Administrators shall be able to update user information: contact details, role changes (with approval workflow), access permissions.
FR-28.5	The system shall provide bulk user management operations: import users from CSV, bulk role assignment, mass communication.
FR-28.6	Administrators shall be able to reset user passwords and force password change on next login.
FR-28.7	The system shall maintain comprehensive audit logs of all user management activities.
FR-28.8	Administrators shall be able to set account expiration dates and receive renewal reminders.

3.6. Data Requirements

Data requirements is the specification for the information the system will depend on, store in the database, and process to achieve the business goals. These requirements are important for effective system design and implementation. For our smart maintenance request system, the core data entities, including their attributes, constraints, and the key relationships between them, are:

Table 50: Data Requirements

Entity	Description	Attributes	Constraints	Key relationships
Users	The Users entity represents any system user, including technicians, staff, admins, and requestors.	UserID (PK), full name, password hash, NationalID to initiate password recovery, IsEmailVerified, role (which can be User, Technician, Admin, or other staff), registration	UserID is the Primary Key, Email and NationalID have a uniqueness constraint, role can be User, Technician, Admin, or other staff.	<ul style="list-style-type: none"> One user can submit many requests (one to many). One user receives multiple notifications (one to many). A user can be linked to zero or one technician record

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		<p>date, account status (Active, Suspended, Locked), LastLoginAt for security, account expiration date, failed login attempts, and profile picture. Email address will also be stored for communication, and a Phone number (is an optional field).</p>		<p>depending on their role (one to one or one to zero).</p>
Technician	<p>The Technician entity represents technicians or teams responsible for carrying out maintenance tasks.</p>	<p>This entity tracks their skills, an availability status to indicate whether they are available, busy, or on break. Other fields are for skill level, certifications, specialization, work zone, work schedules, TeamLeadFlag to identify technicians with team lead permissions, average resolution time (analytics), customer satisfaction rating. It also tracks their</p>	<p>TechnicianID is the Primary Key, UserID is a Foreign Key referring to the User table, specialization is required.</p>	<ul style="list-style-type: none"> • One technician may handle many requests. • One technician can have many scheduled tasks.

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		<p>performance, such as the number of tasks they have completed. Each technician has a unique TechnicianID (PK) and a UserID, which is a FK referring to the User table.</p>		
Maintenance Request	The Maintenance Request entity documents the actual problem submitted by users or a need for service.	<p>A request captures details such as the issue description, TicketID, title, category, the requester's ID (a FK referring to the User table), TechnicianID (FK), LocationID (FK), ReportedAt, AssignedAt, and ResolvedAt. It also includes priority (Low, Medium, High, Critical), current status (new, in progress, completed, rejected), estimated completion time, IsUrgentFlag, SimilarityFlag to prevent duplicate tickets, escalation level</p>	<p>TicketId is PK, requester's ID, TechnicianID, and LocationID are required. Foreign keys, description minimum length is 20 chars, ReportedAt is required, AssignedAt is optional, ResolvedAt is optional, ImageURL is optional</p>	<ul style="list-style-type: none"> • Each maintenance request is assigned to one location. • One location can have many requests.

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		<p>for escalate tasks that remain “In Progress” beyond the estimated completion time, OnHoldReason to allow technicians to set a task to “On Hold” for specific reasons, ResidentEditableFlag (to enforce FR-9.7), and an ImageURL that is optional.</p>		
Location	The Location entity represents the building or place where maintenance is required, facilitating easy navigation and assignment of work to the correct place.	<p>Each location has a LocationID (PK). It also includes fields for zone, building name, location criticality, GeoCoordinates for heat map, and a column for other details if there is a specific description of the components needed for repairs. Additional useful fields include room number and floor number and they are optional.</p>	<p>LocationID is the Primary Key, BuildingName is required</p>	<p>Each request is associated with exactly one location (one to many).</p>

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Maintenance Schedule	The Maintenance Schedule entity includes a list of planned maintenance tasks.	Each schedule has a ScheduleID (PK), TechnicianID (FK referring to Technician), LinkedRequestID to indicate which maintenance request the schedule is created for, expected duration, scheduled start time, recurrence pattern (None (default), Daily, Weekly, Monthly, Yearly), schedule status (Scheduled, Completed, Cancelled) and notes (String, optional).	ScheduleID is the Primary Key, TechnicianID is a Foreign Key, scheduled start time is required.	One technician can have many scheduled tasks.
Notifications	The Notifications entity tracks alerts sent to users.	NotificationID (PK), UserID (FK), RelatedTicketID (FK to Maintenance Request table), expiration date (90 days as it is set in the rules), notification type (StatusChange, Assignment, Alert...), message	NotificationID is the Primary Key, UserID is a Foreign Key, Message is required, CreatedAt is required.	One user receives many notifications.

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		(String), IsRead (Boolean), CreatedAt (DateTime).		
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And to allow the system to automate workflows, these entities we listed are interconnected in a centralized database, interacting with each other to streamline the maintenance lifecycle from issue reporting to resolution and performance optimization.

3.7. Non-Functional Requirements

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

Table 51: Non-Functional Requirements

Number	Non-Functional Requirements	Description
1	Performance	Users must be able to submit and track maintenance requests without delays or timeouts, even during peak usage times.
2	Dependability	The System must operate 24/7 with minimal downtime.
3	Security	The system must prevent unauthorized access and encrypt data such as login credentials and ticket details.
4	Usability	The system must have a simple , user-friendly interface that is easy to understand for all users.
5	Operational and Environmental Constraints	The system must run in web browsers and mobile devices and require a stable internet connection ; data will be stored using a database management system.
6	Maintainability and Supportability	The system must be easy to maintain , and it should deal with errors and solve them when they appear in the system.

3.8. Requirements Validation and Review Summary

3.8.1. How We Verified the Requirements

We verified the requirements by reviewing them with both our team and the stakeholders.

3.8.1.1. Team Review

All team members (**Anas, Shaima, Orjoan, Musa, and Hanen**) reviewed the requirements together. We went through each requirement to ensure everyone fully understood it. Each member provided feedback and suggestions, which were used to refine the requirements.

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3.8.1.2. Stakeholder Review

We presented the requirements to **Dr. Hamad** for validation. We also gathered feedback from three classmates acting as potential users. We updated and improved the requirements based on their comments and suggestions.

3.8.2. How We Confirmed the Requirements Are Correct, Clear, and Complete

We used two main methods to validate the clarity and correctness of the requirements: **Mockups** and **Walkthroughs**.

3.8.2.1. Method 1: Mockups

What we did: We created UI mockups using Figma.

What we showed:

- User dashboard showing submitted maintenance requests
- Technician dashboard with assigned tasks organized by priority
- Admin panel for monitoring and managing maintenance requests
- Notification screen showing status updates

How this helped:

- Clarified how users will report maintenance issues
- Confirmed that role-based dashboards function correctly
- Verified that priority assignment and task flow work as intended

3.8.2.2. Method 2: Walkthroughs

What we did: We conducted a full system walkthrough during a meeting.

How we did it: We explained each feature step-by-step and demonstrated how it works for the different user roles. We walked through realistic scenarios such as:

- “A student reports a broken AC.”
- “A technician receives the notification and accepts the task.”
- “An admin monitors all requests and reassigns urgent tasks.”

How this helped:

- Ensured everyone clearly understood the maintenance workflow
- Confirmed that email and system notifications meet requirements
- Verified that priority-based task assignment is correct
- Ensured that requirements for maintenance history and analytics are complete