

User Classes and Characteristics:

In this Smart Living Community System, user class can be distinguished to meet the specific roles and needs of residents, secretary, manager, security manager.

User Class: Residents

Characteristics:

1. Residents actively use this system to interact with the community services.
2. They are requesting the service when they need it.
3. They can pay the service fee using the online payment system that includes our platform.
4. They have access to view and update their profile information.
5. They can view the emergency alerts and community announcements.
6. They should be notified of upcoming events and also be able to view the past and upcoming event details, including the attendee list.
7. They can submit the complaint and feedback about the community services.
8. They have access to view the dashboard for seeing their service status and monthly update.
9. They have viewed the directory to connect with their neighbors.

User Class: Secretary

Characteristics:

1. The secretary actively monitors the whole system.
2. He has access to view the resident information, create and manage events, and post and update notices.
3. He can send notifications and reminders to residents about events and community news.
4. He has access to the security management system to monitor the security of the system.
5. He has viewed the dashboard to analyze the situation of the entire system and track the status of the community services.
6. He has viewed the directory to connect with their residents and security manager.

User Class: Manager

Characteristics:

1. Manager overseeing the entire community's operations, focusing on both financial and operational management.
2. He has access to manage the security manager and other staff.
3. He can engage with the residents and respond to their needs.
4. He has viewed the feedback of the residents and replied to them for improving future community services.
5. He has monitored the reservation and booking system, event management system, parking system, and so on, which are including that system.
6. He has viewed the directory to connect with the residents and security manager.
7. He has viewed and edited the notice board to inform the community.
8. He ensures a secure community market place for buying and selling.

User Class: Security Manager

Characteristics:

1. A security manager can monitor the entire security system.
2. He has access to control the CCTV cameras and visitor logs.
3. He has coordinated with the manager to control and monitor the event management and parking registration.
4. He uses the directory to communicate with the residents, secretary, and managers of the community.
5. He has viewed the notice board to be aware of the entire notice and news of the community.
6. He is notified by the secretary of upcoming events to ensure the security of those events.