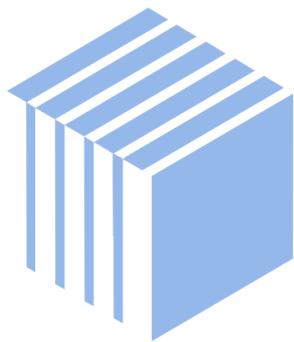


# Initial Design Specification



**Sector**  
Apartment Management Service

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## WHO ARE WE

### MISSION AND GOALS

Our Mission at Sector is to provide a sustainable long-term solution to Apartment Management. By reducing the number of external tools and software that must be used to maintain apartment complexes, we hope to completely reinvent the way that apartments are managed. Our structured approach allows for a cleaner and simpler way of accessing data.

Here at Sector, customer satisfaction is our number one goal that we strive for from concept to completion, no matter what. Whenever you decide to upgrade to the capabilities we have to offer, we work with you every step of the way to ensure that you are completely in control of what you are getting.

### OUR CORE VALUES

-  **Communication**
  - It is always easy to speak but not always easy to listen.
-  **Excellence**
  - Set a standard but be prepared to hold yourself accountable to something higher.
-  **Integrity**
  - Do the right thing no matter the cost.
-  **Dependability**
  - If something is to be done, it is up to you to do it.
-  **Innovation**
  - Nothing is ever “good enough.”

### TEAM ROLES AND RESPONSIBILITIES

At Sector, we believe that to accomplish greatness, every team member needs to pull their own weight. That is why we are committed to challenging and building our skillsets for the whole team to prosper.

- Seth Canfield, Team Leader and Graphical Designer, is responsible for keeping the team focused and ready for whatever challenges may come during the project, and for designing the clean and simple graphical user interface.

- Nick Brown, Database Engineer, is responsible for the keeping the Database structure organized, maintained, and well documented.
- Chris Lloyd, Software Engineer, is responsible for the backend scripts and software required to interface with the database and the user interface.

## CLIENT

### BACKGROUND INFORMATION

Westwillow Apartments is a rental apartments business located in Westwillow, NY. They rent 1-3 Bedroom units at affordable prices with luxury features. The company has two locations, one in the city and one on the outskirts. Each location has 4 employees, 2 leasing and office staff and 2 maintenance. They each have 24 units through 4 buildings.

### EXISTING SYSTEMS

The current system is a mix of third-party services and local Excel files. One third-party application is used to allow potential tenants to fill out applications, which can be viewed by office employees. The second third-party application stores tenant information for current tenants, giving them the ability to pay their rent online and request work orders. Both of these applications can be viewed on any PC with a login. The Excel files used by office employees track and store tenants as well, since the third-party application that does that won't keep data for previous tenants. Other Excel files are used to track pets and vacant apartments.

### ISSUES WITH EXISTING SYSTEMS

While all systems do very well with what they are made for, having to use three separate platforms when one could work makes things less productive than they could be. Having to store tenant information on two systems is redundant, but necessary currently to be relevant and allow tenants to use an online portal to pay bills and make work orders. It would be nice to have that application with the ability to keep past files stored indefinitely and have more fields such as pets.

## OBJECTIVES

### PURPOSE

The purpose of the Sector Apartment Manager is to make life easier for Westwillow Apartments and other similar rental complexes, by giving them a diverse one-stop application to store all relevant information to the business. It will allow all past and current tenant data to be stored and accessed, give them the ability to pay rent and make work orders, let potential tenants fill out and access applications, and give a complex and rich user experience for office employees and maintenance employees.

## SCOPE

- Store tenant information such as contact info, payment history, pets, and previous maintenance orders.
- Keep tenant information history, allowing past tenants to be searched.
- Maintain information for every unit, rented or not.
- Allow tenants to put in applications, pay rent, update their information (contact, pets) and put in work order request that can be viewed and updated.

## USER REQUIREMENTS

The users need to be able to keep information secure since it would contain personal information, so a log in system as well as registering devices would be needed. It will need the ability to download database backups and print all data for physical storage. It will need to have a relevant and easy to use UI.

## USE CASE SCENARIO

Primary Actors:

- Renter
- Tenant
- Maintenance

Basic Flow of Events:

- 1) Renters collect information from the tenant, such as contact info, pets, and relevant agreements.
- 2) Tenants submit maintenance requests.
- 3) Maintenance views tenant requests and handles them.
- 4) Renters send reminders of overdue rent to tenants.

## FEASIBILITY ANALYSIS

### USER EXPECTATIONS

Westwillow Apartments wants to be able to spend more time handling tenant requests, various repairs, and property expansion while spending less time searching through multiple systems for relevant information. They expect Sector to be able to provide an intuitive one-stop-shop for all their data management needs, making data entry quick and easy while ensuring tenant privacy.

User Expectations			
Easy to Learn	Easy to Use	Easy to Search	Protected Privacy

## BUDGET

Sector Apartment Management Services provides an easy to install, easy to use and easy to service database system which Westwillow Apartments only faces additional charges once installed if the need for additional upgrades arises.

## SCHEDULE

Sector plans to implement a database system for Westwillow Apartments as soon as possible. Training for employees, data entry services, and a brief testing period will be provided, and yearly support services can be arranged.

Project Timeline				
Database Installation	Data Entry	Testing	Complete System Application by January 2019	Optional Support Service

## PROJECT FEASIBILITY

The database that Sector provides will succeed in improving the services at Westwillow, as well as other prospective apartment rental businesses. While their current systems function, they are inefficient and outdated. Switching to Sector will allow Westwillow to easily access renter information, efficiently handle maintenance requests, and bring an overall improvement in business functions.