Simplified maintenance System (SMS)

*Simplicity on your finger tips*

[Date]

SbUDA-jAY SOLUTIONS

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**Simplified Maintenance System (SMS)**

**Description**: SMS is a system which will be used by complainants to apply for maintenance in the respective places and the request will be instant to the attendants of the maintenance.

We live in the age and time whereby everything is digitalised, almost everything can be found in a mobile device or any other gadget for that matter. Seeing that we live in a digital time, we have recognised that reporting staff for maintenance is actually a challenge and its not as instant.

We decided to design this system whereby maintenance requests are instant and an be attended to quickly and also ensuring that accountability is taken to consideration towards employees. The system will help to **keep digital track** of the maintenance which in return will increase the accountability of employees towards reporting and ensuring requests are attended to. The system will be customised according to the client’s requirements. It will operate using a website.

**Operation of the system:**

**Student**

**Registration Page:**

When the student logs in for the first time, he/she will need to register whereby the following information

(name,

surname,

ID number,

Email Address,

Cellphone number,

Residence name,

room number)

will be captured and saved in the system until the student deregisters her account or until the end of the year.

**Login**

The student will be required to punch his/her student number or email address for authentication and login the system.

**Details page:**

When the student gets to this page,

it is where s/he will be presented with a page

which easily directs him/her to **lodging a maintenance complainant**

or to **track** how far is the request in terms of completion.

On the page where s/he lodges a complaint there will be an option to also **upload a picture** under the description of the complaint for which the picture is **not compulsory.**

Soon as the students **sends the request**

s/he will be presented with a unique reference number

which s/he will later use as a reference to track the request and see how far is it from completion.

The report of the incident will be **submitted** to the **Data Center**

and also to the **Employee** **responsible** for the **maintenance** in that particular place.

Once the request is sent through it will have a certain number of days before it can **expire** (The notification will be sent via **email**).

**Logout:**

**Employee**

**Registration page:**

The employee will be required to register with his

Names, Surname, Contact Details, Staff Number, Cell number, telephone, Email Address, ID Number.

This information will be saved in his profile which he can edit at a later stage if there are any changes,

but the change will be **authorised by the supervisor or manager**.

**Login:**

The employee will be required to enter his/her staff number or email address for the authentication of his login.

**Details Page:**

Once the employee logs in the system,

he/she will be presented with a page which shows **all the new requests**

and also showing his **completed requests** for reporting.

The request can be opened for the employee to check the description. Given that request will have the time frame with which it expires, the employee will have an option for assigning the request to himself. Once the request is assigned the **requester** will receive a notification so s/he can start tracking the progress. If the job requires a lot of workthe employee has an option to increase the expiry time of the request, subject to the description of requirements of the request.

**Logout:**

**Data Center**

All requests that are sent by complainants will go to the data center where they will be stored and distributed to their relevant attendees. The requests will be separated accordingly to ensure the attendee knows where to go. It will be classified with *Campus Name, Res name, Room Number* and the names of the requestor and contact details.