

Elicitation to Requirements Candidates

1. Stakeholder Analysis

Stakeholder	Role	Influence	Interest
Maintenance Manager	Sponsor/Ops Head	High	High
Operations Lead	Reporting Owner	High	High
Planner	Scheduling	Medium	High
Technician Lead	Field Execution	Medium	High
Technicians	End Users	Low	High
Inventory Manager	Parts Supply	Medium	Medium
IT Team	Delivery	Medium	Medium
Leadership Team	Decision Makers	High	Low

2. Requirements Candidates (Phase 1)

- System must support standardized work order intake.
- System must capture source channel (phone, WhatsApp, paper).
- System must enforce defined priority rules.
- SLA targets must be configurable.
- System must track SLA breaches.
- System must show backlog by priority.
- System must report downtime hours weekly.
- System must support audit history of changes.
- System must support attachment of photos.
- System must show parts availability before assignment.

3. Problem Statement

Today, maintenance teams create and track work orders using phone calls, WhatsApp, and paper-based methods. This leads to lost requests, inconsistent priority marking, and poor visibility into urgent issues. As a result, SLA breaches increase, downtime rises, and leadership lacks reliable performance insights. We need a standardized, trackable work order system with defined priority rules, SLA monitoring, and reporting capabilities to improve operational efficiency and visibility.

4. Scope (Phase 1)

- Standardized work order intake
- Defined priority rules
- SLA configuration and tracking
- Basic assignment
- Audit history
- Weekly reporting dashboard
- Top 5 work order categories only

5. Success Measures

- Reduction in SLA breaches
- Reduced backlog aging
- Improved downtime visibility