

| Requirement number | Specifications | Author |
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| 1.1 | Notification will be sent via SMS on emergency Emergency is anything that compromises safety or learning. | Ross Faber |
| 1.2 | Notification will be sent via SMS Low Priority is considered anything that does not compromise safety or learning. | Ross Faber |
| 1.3 | Intervals are every 30 minute Extra requests are logged CMM's will still be able to make a request even if it is within the extra 30 minute interval | Ross Faber |
| 1.4 | Priorities that are not emergency are as follow; urgent, expedited, routine, fixed. These priorities will be assigned based on flags, such as type of request Managers will be able to assign priorities to work orders based on requests. | Ross Faber |
| 1.5 | Information includes the problem, contact information of the user, and the type of problem Query will be a prompt that comes immediately after request | Ross Faber |
| 1.6 | Common requests include but are not limited to toilet paper, markers, paper towels, lights, cleaning. | Ross Faber |
| 1.7 | User will be able to not use the template for request and enter custom information for the request. | Kah Hin Lai |
| 1.8 | call center staff shall be able to create a request in call center. | Kah Hin Lai |
| 1.9 | A system request point shall be placed in all rooms that are currently maintained by custodians and maintenance workers. | Kah Hin Lai |
| 2.1 | Once a work order is created from request, a notification that a new request has been assigned will be sent to relevant maintenance staff as well as the CCM who initiated the request. | Kah Hin Lai |
| 2.2 | A staff member will be able to turn on/off notifications | Kah Hin Lai |
| 2.3 | Manager will receive a phone call while an emergency request is made | Kah Hin Lai |
| 2.4 | A notification will be sent to corresponding person by email and SMS message | Chun F Chak |
| 3.1 | A staff member will be able to gain accessibility to assign task to themselves or maintainers. | Chun F Chak |
| 3.2 | A task will be differentiated into Open, Scheduled, Completed. System Admin will be getting notifications if two or more status changes are occurred in 30 minutes period. | Chun F Chak |
| 3.3 | The filter execution will sort by status, Name, Date, Priority levels. | Chun F Chak |
| 3.3.1 | Maintenance Manager will have access to update additional information to the tasks. It will also push the changes to the database. | Chun F Chak |
| 3.4 | The Staff member should have access to the history to show that who have made any changes to the task for further assistance. | Chun F Chak |
| 3.5 | Work orders will be assigned a unique, unmodifiable identification key to ensure work orders can still be modified, but not deleted or changed to blank work orders. | Amiel Hassan |

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| 4.1 | Managers shall be able to select a work order from a collection of work orders associated with their building, select a staff worker from a collection of all workers the manager manages, and update the Assigned To field of the work order to be the name/id of the chosen worker. | Amiel Hassan |
| 5.1 | Each of the following user permission groups will be defined within the DRUMRS system: Staff worker, manager, system administrator, IT support. Each permission group will be associated with the DRUMRS functionalities as described in requirements 3.1, 3.2, 3.3, 3.3.1, 4.1, 5.2, and 5.3 | Amiel Hassan |
| 5.2 | Managers shall be able to generate a comprehensive list of all staff members the manager manages and list all work orders currently assigned to each worker. | Amiel Hassan |
| 5.3 | System administrators of the DRUMRS system will be able to run system check that checks: All request points are connected and can send requests to the DRUMRS system; Call center is connected | Amiel Hassan |
| 5.3.1 | When any of the system checks fail, an SMS message will be sent to IT support users. The SMS text will contain a general issue topic: Request point disconnected; Call center disconnected | Amiel Hassan |