**Concept of Operations**

**<Your Name Here>**

**Maintenance App [Project 4]**

**COP3402 Fall 2021**

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**The Current System**

<Include a brief description of the current system (if applicable). This is most applicable if your system builds on another or performs a task similar to other systems.>

[Innago](https://innago.com/) is a property management tool with capabilities similar to the one we are making. Just like our system, it allows tenants to submit maintenance requests which the landlord can then see and give to the handymen. The tenant can upload images and videos. However, Innago has other features that our system will not have, such as rent payments, lease signing, and tenant screening.

<If there are no other systems that are similar to the one you are creating, indicate that and briefly describe what your system will do. First ensure that you have performed an exhaustive search for similar software.> <1 or 2 paragraphs.>

**The Proposed System: Motivation**

<Describe why a new or modified system is necessary. What will your system provide that the current system does not? Consider situations where yours is easier to use, cheaper, more accessible, or provides more or less features. If your system is a new system, why will people need it?> <1 paragraph to 1 page.>

**The Proposed System: Users and Modes of Operation**

<Briefly describe each class of user and each mode of operation for the proposed system.>

The users of the proposed product are tenants, landlords, and handymen. Tenants occupy a space and pay rent to the landlord. The landlord maintains many spaces. The handymen are called to make repairs when an issue arises in a space.

<Will you have more than one class of users? For mobile productions, consider free version users and pay version users. How will they differ? Consider low level users who may only will use a few features of your product and high level users who may want to take full advantage of your product.>

The product will be completely free to use, and no features will require payment to unlock. Every user will have full access to the features of the program. Payment will be voluntary, and it will not unlock features.

<What are the modes of operation? These are the states that your system can be in.> Some examples of modes could include: free version vs. paying version; user vs. admin; single player game vs. multi-player game. <1 – 3 sentences per user and mode>

There is a mode of operation for each kind of user: tenants, landlords, and handymen. These modes relate to permissions. A user can make issues, view/modify their own issues, and rate the quality of work. A landlord can see the issues of all users and give issues to handymen. A handyman can see the issues they are given, provide their expert feedback on issues, and mark issues completed.

**The Proposed System: Operational Scenarios**

<Describe the major operational scenarios for the proposed system. What will people use your system to do? Consider each feature that is relevant to your system. You may have multiple features that correspond to each operational scenario.>

<Include typical scenarios and a few atypical scenarios (errors, high risk situations, etc.) and preferably at least one operational scenario per mode of operation. How will your system handle faults? These may be incorrect inputs, loss of Internet connection, system crash, etc.> <1 paragraph per scenario>

**The Proposed System: Operational Features**

Must Have: <list these features in priority order>

Would Like to Have: <list of these features in priority order>

**The Proposed System: Analysis**

<Briefly describe how your system will be developed. What environment will you use? What language(s) will you be developing in? What platform will your software be released on?>

<How will this affect other aspects of your development? Is there a learning period for your programmers? Are there limitations in your platform? Is your system mobile or stationary? Does it require an internet connection? Are there locations where your system cannot or should not be used?>

<List the disadvantages and limitations associated with your platform/development environment/language/etc. What are your other alternatives? What are the tradeoffs? Why are your selections the best possible for your system?> <3-5 paragraphs to 1 page>