Team 2 – Week 1 Sections

1.0 Introduction

Introduce the project along with its importance in today’s business environment.

Our project is based on the idea of a mobile application that allows its users to submit work requests, such as architectural improvements and maintenance repairs, to property managers or Home Owners Associations (HOAs) for approval. An application like this has several benefits in today’s business environment. First, we believe it will expedite the work request process making homeowner’s more apt to use the application. Second, we believe it will offer a better way for manager’s and HOA’s to manage work request and complete tasks. Lastly, we believe that the application could be a platform for contractors to bid on projects or even advertise their services.

2.0 Background and the Need for the Project

Briefly describe some background and justify the need for the project.

A key part of homeowner association (HOA) has been the communication between the members with the managers. Excluding financial exchange for membership, there exists a need for members to communicate with the HOA to get approval for changes to the exterior of their homes. This is typically done by phone or paper forms that need to be submitted for processing by the HOA. The HOA may also need to communicate changes to the HOA policies to its members, which is typically done by placing a notification in the members mailbox or taped to their door.

This process is inefficient and error prone, as physical copies can be lost, the member has no record of when their form was sent and the progress of the approval. The HOA must spend time to keep track of all requests and any physical notifications to their members may also be lost. Implementing an application to handle communication between members and managers will create a digital record that can be tracked by all parties and cannot be lost. It will nearly eliminate the need to maintain and track any physical paperwork and allow all member access to the most current policies.

These issues facilitates the need for tenants and landlords/property managers to communicate. Excluding financial exchange for rent, the tenant may need to notify the landlord of issues with the property that need repair or maintenance. This communication is usually done by phone. Once the call has been made there is no record that the tenant can check to ensure that the issue is being resolved. If the landlord/property manager receives the request, if they don’t immediately record it, then it can be forgotten or misunderstood. If there are several requests from several properties, then organizing multiple requests can be time consuming. Implementing an application to handle these types of communications will create a digital record that can be referenced by both tenant and landlord/property managers. This can greatly increase the efficiency with how this communication occurs.

3.0 Project Objectives and Scope

With a few introductory sentences, list the project objectives to be achieved – as seen from the customer’s perspective.

The objective of this Home Owners Association application, from the customers perspective, will provide a streamline ability to submit and view work requests. The work requests submitted by tenants might include, but are not limited to, changes in yard configuration and upkeep, the maintenance or replacement of light fixtures and outlets, and the repairing or replacement of appliances. The work requests submitted will be reviewed by management/supervisory board for approval. Upon approval, any outsourcing will require a bidding process. Once work requests are approved and a bid has been accepted, a notification of final approval will be provided.

For scope, clearly indicate the boundaries or framework and indicate what is not included that the customer or the implementors would like to know.

The scope of the Home Owners Association application is relatively straight forward. For this project, the application will require the user, tenant, to login to the application. The login will establish the identity of the tenant and there residence. Once logged in, the user will be able to not only create new work requests but also view there requests, its status, as well as provide and receive feedback about the job performed. Additionally the user will be able to cancel there requests at any time during the process. Not only will the HOA application provide tenants will a portal for making requests, but management will also be able to log in to review requests, provide feedback to tenants, assign any third party contractor or on site maintenance worker, and ultimately approve or deny requests.

4.0 Customers and Stakeholders

Clearly identify the customer(s) and all other stakeholders involved in the project including marketing, sales, agile team, etc.

The users of this application at this point have been clearly defined as the tenants and management of properties utilizing this application. For the Home Owners Association application, the stakeholders of the project are the owners as well as management of the Home Owners Association or Property management organizations. Additionally the management/supervisory boards of both HOAs and Property Management organizations will be involved in the planning process of the intended application. The agile team assembled to carryout the design and development of the application will regularly communicate with stakeholders to ensure the application meets the requirements.

The stakeholders are specifically the homeowners, management company/team, maintaince workers and agile team. We will need input from homeowners on what type of issues or problems they want to commonaly report to the HOA management/property management team. In addition the homeowners can also tell us, the agile team, how to best serve their needs of communication with the maintaince and management groups. On the other side the management team will need to have a portal that allows them track workorders and how this is built and grouped as well as sort functionality is discussion to have with them. The management team must also determine how they will assign and pay invoices or even if the features are required. Ultimately we expect the management team to be the end customer and pay for the development of the application so their final say goes. Lastly maintaince worker need to tell us how they want to interact with the service request i.e. marking it in progress vs done and if things like taking images or notes would be useful as well as a billing system. Having these three groups interact with their portion of the system will help us define if there are any overlapping portions between the groups that we as agile devs must account for during planning.

(Instructor’s Note – All the above four sections are due at the end of the first week – will be a first pass. Can be updated during subsequent submissions).