**ProManage**

**USER SPECIFICATION REQUIREMENTS**

**Rev 1.0**

Team TBD

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# 1.0 Introduction

## 1.1 Purpose

ProManage is a web portal for property manages and owner to as well as tenants to view and foster the day to day workings that are involved in owning and managing rental properties. This app seeks to greatly reduce the amount of time property manages and maintenance works need to spend filling out and worrying about paperwork. This will also reduce the need for micromanaging and having many face to face interactions with tenants. It seeks to make the tenants an active part of the rental process to make them feel as if they are the only customer that this company has.

## 1.2 Scope

The system is designed to allow both tenants and managers fill out and view work order requests. It also allows the user to view any number of properties that the company offers. The managers can view who has payed their rent and what tenants live in which units. They also can tell how long the tenants have occupied a unit and will get notifications to fill vacant spots. The app will also send out notifications to tenants to alert them that they have and upcoming rent payment.

## 1.3 Document Overview

The purpose of this document is to serve as a guideline for the development of ProManage. It will play a key role in validation of the developed software as well.

# 2.0 General Software Requirements

URS2.1: The user should be able to run the application in the supported browsers identified by the developers.

URS2.2: The application should be consistent across different platforms and browsers.

URS2.4: Help documents should be accessible for the user regarding System and how to manage it

# 3.0 User Role Requirements

USR3.1: This System should have at least two user roles that any user could have.

Users can be a part of one or the other not both

USR3.2: There is one “super user” with elevated privileges and one common user.

USR3.3: The SuperUser can create common users and other SuperUsers. Common users cannot.

USR3.4: Super users have a view of every part of the system where Common users can only view a part

# 4.0 Work Order Requirements

URS4.1: Any user of the system can create a work order. Once it is created it will be saved to a database for later retrieval.

USR4.2: Users can view in-progress work orders relative to the view they have. SuperUsers can see all and common users can only see ones that they have submitted.

USR4.3: Work orders can have one of three statuses; submitted, in-progress, complete

USR4.3.1: Once a Work Order is created by anyone its status is set to submitted and can then be taken on as work

USR4.3.2: Once a manager has taken on a Work order task it is up to them to set the task as in-progress.

USR4.3.3: Once the work is complete the manager must then set the work order to a complete status.

USR4.4: Managers can modify an open Work orders to add additional information or to update

# 5.0 Rental Property Management Requirements

URS5.1: Super Users have the ability to manage rental properties in the system

URS5.1.1: Management includes the addition/removal of rental properties

URS5.1.2: The Modification of information pertaining to a rental property

URS5.1.3: The ability to view any tenant and lease information that has been attached to the property

URS5.1.4: The ability to attach/detach (remove) a tenant and lease to a property

URS5.1.5: The management of utility information attached to the property

URS5.1.6: The management of relevant parking information

URS5.1.7: The ability to access Payments/Billing information relevant to a property

URS5.2: There will be the ability to subdivide a property into unique identifiable units for the purpose of distinguishing individual apartments and assigning leases

# 6.0 Contact Management Requirements

URS6.1: Super Users will have the ability to add / remove contacts and contact information from the system.

URS6.2: Contacts will have the ability to be assigned groups

URS6.3: Super Users will have the ability to create email templates

URS6.3.1: Email templates will have the ability to be filled in using contact info and be sent to specific contact groups

URS6.4: Contacts have the ability to be marked as tenants and then attached to a property or unit

# 7.0 Revision History

This table should be updated per document revision.

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| --- | --- | --- |
| **Date** | **Revision** | **Description** |
|  | 1.0 | Initial Document |
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# 8.0 Document Approval

This document shall act as a binding contract to complete a product fulfilling the list ofrequirements sealed by the signatures below.

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| **Name** | **Signature** | **Date** |
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