Work Order System

Evaluation Manual

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# 1.overview

This document is to cover known issues within the system. It will also cover potential solutions to those issues to improve the system. And finally, it will list improvements which can be added to the system in the future to improve it overall.

# 2.Issues

1. Login – Someone accessing the project is not penalized for a repeated number of attempts logging in, which is a security risk.

2. Roles Contacting other roles – Any person logged into the system is unable to contact any other person within the system, which means any contact must be done via email or word of mouth, so it’d be very slow for anything within the system to be updated or changed.

3. Default Data Connections – Buildings, Departments, and Rooms are only slightly connected when the program is run, the rest must be connected manually through an admin or manager.

4. CC emails on incidents – While CCs can be added to incidents properly, they do not get an email when the incident is created or updated like the original account does.

5. Form Resubmissions – Several pages have forms and back buttons and pressing that button will lead to a form resubmission page, which is a hassle for any user.

6. Too many back buttons – Several pages have back buttons that don’t really need back buttons, such as the incident list page for users leading back to the report incident page, with no way to get back to user landing page.

7. Updates on Incidents – Updates on an incident will occasionally not show up, as well as only being able to store a single update at a time, a User should be able to see all previous updates as well.

# 3. Fixing the issues

1. Having a counter which tracks the number of attempts a user makes to log in, and only allowing them a certain number of attempts per given time span can fix this issue.

2. This is a bit of a vague issue, as the reason for contacting an admin will be very different than the reason for contacting a technician. So, the best solution would be a complete in-system messaging system, for use with all but the User role to use to keep in contact, while staying within the system. Users should be given a button on their profile page to contact an admin or a manager, while having a way to contact the tech assigned to their incident, rather than all general technicians.

3. There are several ways to fix this issue. One such way would be to have all buildings be connected to all departments and all rooms at the launch of the program. However, this way would include removing the departments, rooms, and subsequent connected tables to have them all part of a single table, this, however, would require significant changes to the rest of the project. There is also no way to change the connections of a building, so keeping track of all connections may prove difficult.

4. This will simply be to split the CCs into an array, and then send an email for each element, and as it stands emails must be separated with a semicolon (;) on incident submission, so this is a simple fix.

5. By removing most of the back buttons or replacing them with a button to return the user to their landing page, a number of these form resubmission pages can be forgone.

6.

7. The easiest solution would be to create a new object called “Updates” and connect them and incidents together in a Many-to-One fashion, so all incidents can have many updates, while a single update is only ever attached to one incident.

# 4. Future additions

1. In-System Notifications – All roles would benefit from a system in which they can see notifications and updates in the system, rather than through emails or not at all as it stands currently

USER would benefit from this as they could see their incidents getting updated or closed quickly, as opposed to having to wait for an email, which always has the chance to fail on send. As well as being able to see changes to their account, such as being made aware of a role or status change.

ADMIN would benefit from this as they could get updates about users faster, coupled with the password attempt checking to know if someone is attempting to access the project who shouldn’t, or simply needs a password change or other issues which may occur.

TECHNICIAN would benefit as they can be assigned to incidents by managers, and being made aware of any new incidents they are assigned to would be important.

MANAGER would benefit from this as they can better keep track of incidents and how the technicians are getting along in their currently assigned incidents. They could also be in contact with admin in relation to new information being added to the excel files, to then be uploaded into the system to connect with buildings.

2. Stronger FAQ pages – Since our system is all about bigger issues that a user may encounter while on campus, having several FAQ pages can help reduce the overall workload of managers and technicians, allowing users to find their own solution before creating an incident.

3. Unique Role Pages – As it stands all roles rely on the same profile page to show basic user information, but more information and options would be helpful to giving each role more actions to do within the system, such as contacting admin/managers, or the option to change more than their password.

4. Side Menu Navigation – Only a handful of buttons are what roles are allowed to use to make their way across the system, having options in a side menu would not only make navigation easier, therefore increasing the speed at which work can be done. But it would also clean up the number of stray buttons around the project, improving the user experience with the system.

5. Mobile application – For use with technicians to be made aware of the problem there are going to be solved if they must go to the room in person to solve the problem while on campus.

6. Automatic or Easier Connections – The connection of data between the different objects (Buildings, Departments, and rooms) would be the optimal way to connect the information together, rather than having it done manually by an admin or manager within the program.