

BetterTown

Team of 2 - specification draft

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General Description:

This desktop application aims to assist both citizens and local authorities by providing a platform for reporting and tracking public issues in their local community/town through a map and marker system.

It helps authorities prioritise and resolve problems efficiently while enabling users to contribute to community improvement through real-time updates, voting, and notifications.

It also helps the authorities interact with the community through comments, feedback, updates and confirmations. Statistics are also presented to administrators through dashboards for a better view of the current situation of issues in the community.

Registration (for both Citizen and Administrator):

The user needs to first register into the application by selecting one of the 2 roles: citizen or administrator. They provide a email and a password in order to register. These login credentials will be verified accordingly. Citizens and administrators will have different access to the application features.

Administrator:

After the administrator logs in, he can update the status of issues on a map (unresolved, in process, solved) reported by citizens, delete invalid or duplicate reports, add responses on issues and access statistics dashboard based on those issues (total number, most frequent problems, average solving time).

The administrator also receives notifications about new posts and can also manage client accounts (creation, deletion, blocking).

Citizen:

A citizen needs to login into the application where he will be able to see a map.

The citizen is able to report issues in the city providing the following information: title, city, address, description, picture. Citizens can view the reported issues on the map, vote on issues to adjust their priority and add comments addressing the issues.

A search and filter system for the list of issues will also be at the citizen's disposal. Citizens are also able to give feedback to resolved issues to city/community administration.

Use Case Diagram:

