ABC Rental Management Inc

System Service Request

Requested By: Abid Rana   **Date:** January 24, 2024

Department: Operations, ABC Rental Management

Location: 123 Any street Toronto

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TYPE OF REQUEST	URGENCY
[x] New System	[ ] Immediate – Operations are impaired or Lost
[ ] System Enhancement	[ ] Problems Exist, but can be worked around
[ ] System Error Correction	[x] Business losses can be tolerated until new system is installed

PROBLEM STATEMENT

ABC Rental Management is the leading rental management company and they own/manage multiple single family and high rise buildings in various Canadian cities. Currently they have own several outdated information systems that deal with different aspects of their properties' management and some systems are only designed for some of the properties (could have been the system belonging to one of the companies bought by ABC). ABC has recently acquired some smaller property management companies with their assets and several other rental properties and now the top management is wishing for a centralized Canada wide information system that can be used to track all information about its properties, employees, renters and leases, maintenance expenses etc.

SERVICE REQUEST

I request a thorough analysis of our current business operations with the intent to design and build a brand new software system. I will serve as you main contact person with ABC for requirements collection and will make sure to make any ABC's staff members available for interviewing for information and requirements collection purposes.

The system should be able to manage ABC's rental business including staff, renters and their leases, rent payments, maintenance activities, staff, vehicles and maintenance equipment. The system should also provide a web portal for potential renters who should be able to get basic information about the company, its various properties, and rental vacancies and should also accept initial applications from potential tenants. The tenants, after signing a lease for one of the units/properties should also be able to create a login, view information about their current rental lease and view their online accounts and payment information. The tenants should also be able to submit a maintenance request online.

IS LIAISON Abid Rana

SPONSOR John Doe, CEO , ABC Rental Management Inc

-------------------- TO BE COMPLETE BY SYSTEMS PRIORITY BOARD -------------------

[   ] Request Approved   Assigned To: _____

[   ] Recommend Revision   Start Date: _____

[   ] Suggest user development

[   ] Reject for reason _____