CSCI 6442

THE ACTORS

There are five types of actors who use this application:

1. Homeowners
2. Property manager employees
3. Property manager supervisors.
4. Board of Directors members
5. Board of Directors president

Homeowners

Homeowners are the ultimate customers of this application. They give the property manager requests that become actions. The actions are then monitored by the application.

Homeowners can telephone in requests. An employee who receives a request by telephone manually enters it into the application by creating a new action.

Homeowners can also send request by email. The application automatically retrieves emails addressed to the property manager at an interval that is set in the plug-in. When an email request arrives, the application notifies all employees who are responsible for actions for this community through email or text message as appropriate. If an email request has not been acted on within an interval that can be set in the application (such as 24 hours), then the property manager, supervisor, and the Board of Directors are notified.

Once an action is created, all involved homeowners are notified by email. They are given an action identifier which is the homeowners last name followed by a number, and subsequently they receive weekly reports on the status of their action.

Property manager employees

Property manager employees actually carry out all of the work of the actions. A project manager employee who receives a request and creates an action item from it can create the title, description, due date, and assigned the action item to an employee as appropriate. The employee can even self – assign

the action. However, once the action is created the employee creating it can no longer change it; only the supervisor of the actionee can change it.

Property manager. Employees can see all reports for all actions for communities where they have responsibility.

Property manager supervisors

Property manager supervisors are also employees of the property manager. They have responsibility for directing the employees who carry out the actions.

A property manager supervisor can change all sections of an action that has been assigned to an employee they supervise. However, both the changed and original text will be kept in the action item, along with an indication of who made the change and when.

A property management supervisor can be assigned as the actionee for an action item. In that case, the property manager can change all sections of the action item, but both the original and new versions are preserved.

Property manager supervisors are particularly interested in reports that provide them insight into the performance of their employees. One such report would be the number of action items completed per month for each employee they supervise. Of course, the historical record month by month of action items completed would give an indication of employee performance over some period of time. Another report of interest would be the average age of uncompleted action items for an employee. Here, too, the trend over time of the average number of action items per employee would be revealing.

Board of Directors members

The Board of Directors is elected by the homeowners in annual elections. They are themselves homeowners; they are not employees of the property manager. Their job is to hire a company to serve as property manager, and to monitor and supervise the work at the property manager does for the community.

Board members have access to all reports on all actions that deal with their community.

Board members are particularly interested in reports that help them understand the performance of the property manager and whether it is improving or declining. They are also interested in reports about the extent of interaction between homeowners and the property manager, and trends with regard to that interaction.

An example of such a report is the average age of uncompleted actions. The average age is of interest , and any time, of course, but even more important indicator of property manager performance is the trend over time of the average age of uncompleted actions. If that age is growing, then their performance is getting worse.

Another report of interest to board members would be the total number of uncompleted action items. An even more revealing would be the trend over time of the number of uncompleted action items.

Board of Directors President

The president of the Board of Directors is a member of the board who is elected by the board. The president is the most active member of the board in supervising the property manager. In fact, the property manager takes direction from the president of the board on behalf of the entire board.

For this application, the president of the board has no authorities that are different from any other member of the Board of Directors.