Finn Clewes

Sean o’leary

ryan jackman

James O’donoghue

Maintenance

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# 

# Overall Introduction to Project

This product is for students, lecturers, cleaning staff and maintenance staff who encounter issues with the various machinery around various colleges and businesses, clients will be able to report issues with computers, printers' electronics etc. Maintenance App is a maintenance application that will be used by the persons listed above for differing reasons that will allow for a more streamlined troubleshooting & reporting process that will allow for more proficiency in maintaining machinery. Unlike other applications of this variety administration will be able to import maps of the business/college and dysfunctional machinery will be pinged on said map. Each machine will have its own history of bugs and fixes from which patterns may emerge which will allow for a more long-term fix to a problem. This map also serves a convenient purpose for IT staff who may not be fully familiar with a certain building or campus. Unlike an application like GitHub where a history is stored on a repository, Maintenance App links the software to a real-world location and MAC address in the case of computers.

Possible Names

CampusCare

FacilityFlow

Facili-flow

RapidFix

RapidRepair

RepairU

UniFix

TaskMaster

FixUp

# Product Vision

**Clients/Students**

**For***attendees or employees of a business, school, or other establishment***, who have** found issues with any facility or location of the establishment, *Maintenance App* **is a service software that***provides an easy way for clients to report various maintenance, plumbing, electrical, or cleaning issues to the relevant business/school to be resolved. It will keep clients updated on their requests, from reporting to resolution.* **Different from** *communicating over an email network or a collaboration platform such as Teams***, our product***allows intuitive, topic-based communication to focus on resolving specific maintenance issues***.**

**Lecturers**

**For** *employees and lecturers of a school or university***, who have** found issues with any facility or location of the establishment, *Maintenance App* **is a service software that***provides an easy way for such clients to report various maintenance, plumbing, electrical, or cleaning issues to the relevant business/school to be resolved.* **Different from** *communicating over an email network or a collaboration platform such as Teams***, our product***allows intuitive, topic-based communication to focus on resolving specific maintenance issues, with higher priority granted to issues reported by verified lecturers and members of staff, to act as a safeguard against spam***.**

**Cleaning Staff**

**For** cleaning staff, **whose** overwhelming workload causes some issues to be overlooked, **the** Maintenance App **is a** maintenance report application **that** connects facility users to facility maintainers with an easy-to-use reporting app where users can report a maintenance issue, and the app will assign an appropriate staff member to the issue. **Different from** a direct emailing system **our product** providing a buffer where reports are sorted, and information is automatically communicated to users through the automated system.

**Maintenance Staff**

* **For** maintenance staff,
* **Who** cannot work effectively without a reporting system but struggle with spam, multiple requests of the same issue and missing out on some reports due to the sheer amount coming in at any given time,
* **The** Maintenance App
* **Is a** reporting software
* **That** organises reports by importance and filters out any duplicate reports. It also updates reporters with the status of the report such as if it has been allocated to a staff member, how long it is predicted to fix, when the problem is solved.
* **Different from** mass email communication,
* **Our product** allows real-time automated updates to the relevant reporters, this means that people won’t be inundated with junk mails that do not concern them while concerned parties are kept informed. It also provides a buffer between the reporter and the maintenance staff for a more organized and efficient system.

**For** maintenance staff **who** cannot work effectively without a reporting system but struggle with spam, multiple requests of the same issue and missing out on some reports due to the sheer amount coming in at any given time. **The** Maintenance App **is a** reporting software **that** organises reports by importance and filters out any duplicate reports. It also updates reporters with the status of the report such as if it has been allocated to a staff member, how long it is predicted to fix, when the problem is solved. **Different from** mass email communication, **our product** allows real-time automated updates to the relevant reporters, this means that people won’t be inundated with junk mails that do not concern them while concerned parties are kept informed. It also provides a buffer between the reporter and the maintenance staff for a more organized and efficient system.

# Features

1. Issue Reporting
2. Reporting Dialogue(s)
3. Account Management
4. Map View for clients
5. Map View for maintenance staff
6. Room Analysis
7. Report Cancellation
8. Faculty Direct Contact
9. 1-Minute Reporting
10. Repair Timeline (includes projected conclusion date/time)
11. Job Delegation
12. Customisable Calendar
13. Duplicate Report Removal
14. Duplicate Job Reassignment
15. Universal Account View for admins
16. Abuse Flagging
17. Report History
18. Offline Report Queue
19. Report Cooldown
20. Reporter Credibility Score
21. Notifications/Email

# Personas

## What is a Persona?

## Persona 1

## Persona 2

## Persona 3

# Scenarios

## What is a Scenario?

## Scenario 1

## Scenario 2

## Scenario 3

# User Stories

## What is a User Story?

## User Story 1

## User Story 2

## User Story 3

## User Story 4

## User Story 5

## User Story 6

# Prototype

## What is a Prototype?

## Tool used to create Prototype (say if you found it easy to use or not briefly!!!)

## URL or Screen Shots (not all some)