

*Problem Background: In Puerto Rico, the citizens stumble upon issues regarding conflicts when paying bills or contacting different types of public services that Puerto Ricans consume daily. If it's for paying the bill of electricity or needing to file a complaint for any answers or support. Developing such app could help a better way for the service provider to reach their consumers and provide an efficient service*

*Countermeasures*

*The main website or app could make an easier way to navigate through the options of each public service. It will provide information, contact information and links to each website of the service.*

*Creating the website has no cost and time would be around a semester of college.*

*To resolve the problem entirely, presenting this project to the administration of those public service can expand our ability to make the most functional app and helpful for everyone, by adding features like been able to pay their bills, have a staff to attend complaints and bring official announcement by the administration.*

*Target:*

*All targets might be done during the semester till may:*

- Develop menu for the website.
- Make a page for each public service with its way to contact them.
- Make a log in system and be able to carry the user's information.
- Feature to file a complaint and store it for the developers and employees to attend.
- Section of announcement from each service provider.

*Check/Evaluate*

*Causes:*

- *Bad management or scattered personnel.*
- *Out of service occurrences or no availability.*
- *Instability in the public service servers and main individual page.*
- *Close locations where they normally attend clients.*

*Act/Standardize:*

*To maintain the solution, we need to have the right amount of personnel to control the flow of incoming clients interacting the app or that need to be attended for any complain to be resolved in relation to the service.*

*Having a security maintenance*

*is a high priority for any client that is doing a transaction with their bank account to pay their bills. In addition, the app could get better ways to help the consumer by featuring a tutorial and making the interface as simple as possible.*