Topic: Regrouping public services for residents of Puerto Rico and consumers. *Author: Javier Pagan, Jonathan Figueroa, Emmanuel Gonzalez, Gabriel Díaz, Jeanpaul Marrero, Sebastian Caballero* *Date: 1/28/2022*

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

- Stable website while navigating.
- Been able to use its features efficiently.
- Send complaints and be stored for the developers to access them.
- Can manage traffic of people using the website.
- Log in has the info well secure and stored for the user

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.