Residential Maintenance Request Portal

Phase 1: Problem Understanding & Industry Analysis

1. Requirement Gathering

- Track all maintenance requests with priority status

- Allow residents to submit repair requests

- Prevent overlapping work orders for same unit

- Generate cost and performance reports

2. Stakeholder Analysis

- **Admin** (you, managing system setup)

- **Maintenance Technicians** (create/manage work orders, complete repairs)

- **Property Manager** (approves high-cost repairs, monitors building reports)

- **Residents** (submit requests, track repair progress)

3. Business Process Mapping

- Draw a flow:
  Resident submits request → Supervisor checks priority → Request assigned → Resolution (if high cost, get approval) → Email sent to resident

4. Industry-specific Use Case Analysis

- In the property management industry, requests have urgency levels, response times vary, vendor management matters

- So, we need to **track requests + automate assignments + notify residents**

5. AppExchange Exploration

- Look for "Property Management" apps. Some exist, but we'll build a simpler **custom solution** to learn