Homework 1: Website Requirements

General Theme

I am the site manager for my company Clarke's Idaho office which is contracted by a mosquito abatement district in eastern Idaho to perform county-wide mosquito control services. The website I am going to design will be a community outreach site for residents of Jefferson County Idaho who live inside the mosquito abatement district, Midway Abatement District. It will contain useful information about scope of our mosquito abatement efforts, steps residents can take to reduce mosquito populations on their property, an overview of mosquito biology and life cycle and a method for reporting mosquito problems and requesting service.

Purpose and functionality

The purpose of this site will be to educate residents about the mosquitoes and general management of controlling them. The site will also serve to log complaints from residents requesting service of standing water or night spray treatments. The site should have a database to log complaints and allow an administrator to view new complaints and mark them as resolved.

Our current complaint resolution process is a hotline number that residents can call and leave a message on our offices answering machine. By creating this site, we hope to get more contact from the public as well as a better method for tracking and logging complaints.

Target audience

The target audience will be residents of Jefferson County who are interested getting additional service or learning about the process of mosquito abatement in their area.

Users

There will be two types of users: residents and admin. Residents will have the option to create an account which could allow for notification of complaint resolution. Their username will be their email address.

Unregistered users of the site will be able to still log complaints and request service, but will not receive updates. They will be able to view all information about mosquito abatement that is also available to registered users.

Administrators will be able to view all complaints and mark them as resolved. Administrators will also be able to manual add complaints that come in over the phone.

Stretch Goals

Adding a technician user that allows for employees to log in and enter their treatment data for the day.

Another stretch goal would be to allow administrators to print a work order for technicians from complaints.

Finally, it would be helpful to map complaints graphically with push-pins to show where we are having a lot of trouble and to track down sources of mosquito breeding.

Domain Name

Both of these are available and I'm considering choosing one of them:

www.midwayabatement.com

www.midwayabatement.org