Water007 Rec- SeeClickFix notes 11/15/19

**Members in attendance:**

Brent Lewis

Morgan White

Brad Trankina – via skype

Curt Taylor

Valerie Ramirez

Rabin Bhattarai

Notes by Chantelle Hicks

SWAT team rec submitted from the storm water group last year, and got transferred to F&S in august.

**Goal of the meeting**: What do we want to do with this now that F&S has it. Getting an app that will give us the information 🡪 how would we use and analyze the data/ the concept of using the app

Core need? Allow a SeeFixClick type of app fix all the problems throughout the entire campus, or to report all the flooding that happens on campus.

SeeClickFix: members of the community use it to tell the city what lights are broken and you can submit pictures. F&S already has an existing system to report a problem, students and everyone associated with the university with an already existing computer system. (Service request, (the portal F&S demoed in meeting) this is how people report infrastructure issues to F&S.

Maybe create an app where students can report problems they see across campus?

Create an app that connects students to the already existing portal.

Want Geolocation included: automatically happens if there is a location turned on while taken the picture.

Take a picture of the problem upload it with the app, track location, check list of the issue, and a very brief description. Online form that can be done same as the online portal but with more convenience.

**Brent Lewis thoughts on the Goal**: Help all of campus identify needs that can go through the service office, getting an app will be easier to get the info out there and info students.

**Service office side:**

Every request that comes in the service desk will go and handle the problem. Flooding, as an example, and they would dispatch especially if it is a time issue. Then service office roles over to public safety, like being stuck in an elevator, and call whoever is needed to help the person.

**IT side:**

Aim is what manages all the work orders that come in across campus. Around 70,000 yearly that comes in.

Focusing on what applications to focus on that would fix all the flaws with the current portal. It would have to interface but would live within that platform.

Add option inside already downloaded app, RokWire, and give the option to report a problem.

Getting into RokWire would require a new built within their framework, functionality would still be developed within their applications. Need to work with someone else to build within the already formed framework.

RokWire don’t build; they focus on the functionality; they allow others to build into.

**How to develop an app:**

 IT rolled out the first phase of the bus tracker, mobile responsive website, in a month they will be releasing mobile applications that would allow you to buy tickets, track buses, etc...

Pick a vendor, pick design, work with them to build the application.

Approx. cost: Tens of thousands + customization

 Yes, we could do an app, long time lots of money, wait to see what rokwire is doing and we already have a system and upgrade of the system would take a year or so

Explore Rokwire and not be an F&S entity solely

Next step:

Talk to RokWire – need them to connect to the service office – build into the application

Who to reach out: SWAT team 🡪 Brad

Schedule a follow up meeting with RokWire, **B**rad, Morgan, Brent