

IT Tech Repair

Members

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Executive Summary

The mission of IT Tech Repair is to provide University of Rochester Students, Staff and Faculty with an on campus hardware repair service tending to all electronic devices. At IT Tech Repair, our goal is to successfully meet the growing demand of a reliable and effective on campus hardware repair service by:

- Tending to a diversity of hardware problems ranging from cracked cell phone screens to malfunctioning hard drives
- Providing excellent customer service through experience, knowledge and friendly interaction
- Resolving hardware issues with speed and efficiency through an in store inventory of hard drives, cellphone screens, chargers, and more.

IT Tech Repair will provide the above services in order to maintain the productive work environment of the University of Rochester community. We will be working side by side with the University of Rochester IT Center, which provides services related to software issues.

Case 1: What do I do?

Mark is currently an English major at the University of Rochester working on his Senior Thesis for his degree on a out of warrantee 2011 MacBook pro. A week before his Thesis is due, Mark accidentally drops his computer off his desk and his screen turns white. Since Mark's computer is out of warrantee and he has no car, Mark has no way to fix his computer and no way to access his files for his thesis!

IT Tech Repair has just the solution that Mark needs. Viewing our online website, Mark learned that IT Tech Repairs repairs MacBook pro screens at a low cost. Furthermore Mark also contacted IT Tech Repairs through our website and scheduled an appointment the next day using a calendar application. Thankfully,

through a reliable website, we were able to assist Mark and get his computer back to him, fully functional within 2 days.

Mark was relieved to have an on campus hardware repair service that is far less expensive and far more efficient than the leading competitive service offers. Most of the communication was done through an effectively programmed website that gave Mark the ability to get his computer fixed within two days of the incident.

Case 2: Phone Repair

John recently cracked his Samsung Galaxy Tab II phone screen and is looking for a way to fix it himself. Browsing our website, John found a tutorial on how to fix the Samsung Galaxy Tab II which also included a link to where to buy the parts needed. He made the order on our website, and scheduled a time the next day to pick up the parts.

Through our website, John was not only able to acquire a kit to fix his phone, but learn how to fix it.

Required Technology

1. Database: MySQL to manage user data
2. Web service: Google Calendar
3. PHP, jQuery and Ajax to allow multiple conversations and comments
4. JavaScript for account system management
5. Multimedia, Upload images to show other users including YouTube etc.
6. Accessibility, user and screen friendly design through computer and mobile
7. User center design through multiple low and high fidelity prototypes