

Bangladesh University of Business and Technology (BUBT)
Department of Computer Science and Engineering



Project Proposal On
Internet Service Provider Management System
Software Development ||

Submitted To
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Submitted By

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PROJECT PROPOSAL

Internet Service Provider Management System

Problem

Mr. X needs internet connection on a daily basis. But recently he is facing issues regarding the internet connection as the speed is very low. It has become a regular disturbance. So, he decided to file a complaint. Despite making several calls on his ISP, no one answered. Then he called the manager and he assured that he would send someone to resolve the issue but since then no one has come. He wished for an easy way to file his complaints and resolve the issues quickly.

Introduction

According to our above problem, we came up with this project which is about the management system of Internet Service Provider. It is going to be a digital to physical database of any internet service provider company to developed software which is user friendly, simple, very fast and cost –effective. Internet Service Providers are the connection between users and the server. So, to make this connection more reliable we came up with our proposal. Our service is made available for the use of Internet service to local area. In our management, the data are well protected for personal use and makes the data processing very fast.

Objective

- The objective of this project is to develop an Internet Service Provider Management Tool that maintains customer records and provides internet services.
- The tool aims to streamline customer registration, data management, and service provisioning.
- It facilitates easy communication between users and administrators.
- Users need to register through the system before accessing services.
- The tool is designed to offer a user-friendly experience and provide real benefits to internet service providers.

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Target Customer

- As our service is available to local areas, it can be provided in this sectors like:
- Internet Service Providers (ISPs).
- Businesses requiring reliable internet connectivity.
- Educational institutions.
- Government organizations.
- Healthcare facilities.
- Various other organizations requiring internet services.

Value Proposition

This project can satisfy the customers by ensuring them an uninterrupted service and improve their experience as nowadays customer values convenience and autonomy. By this project, they can deal with any sort of issues with ease and their concerns or any kinds of complaints can be addressed promptly. It will foster the sense of satisfaction, control and trust between customer and his/her ISP. It can save time and set them free from the trouble of miscommunication by eliminating the need of manual interaction from the other end. Our project can add a great aspect to the people dealing with "Internet Service Provider" and provides a greater service

Feature

- Login.
- Create Plans.
- Add Customer and Assign Plans.
- Customer Billing.
- Complaint Management System.
- Employee Managements.

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Tools and Technology

- i. Frontend: Java Swing.
- ii. Database: Sql Database
- iii. IDE Used: Netbeans

Limitation

- i. Initial development and setup costs may be significant.
- ii. The service range is under area range limitation.

Future Plan

The future planning for this project involves steps like developing the tool, testing it, and deploying it in a limited area. It will focus on scalability, continuous improvements, and strong customer support. Integration with other systems, mobile app development, and feedback gathering are part of the plan. Security updates, marketing, and regulatory compliance will also be priorities to ensure effective internet service management.

Schedule

Phase	Tasks	Duration (Days)	Total Duration
Analysis	Project Idea	2	15
	Overview	4	
	Determine Features	2	
	Make Proposal	5	
	Organizing Tasks	4	
Design	Interface Design		
	Database design		
	Feature design		
	Input design		
	Output design		
Implementation	Developing		
	Testing		
	Fixes & Improvements		
	Documentation Report		

PROJECT PROPOSAL

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Reference

- https://projectworlds.in/internet-service-provider-project-on-java-mysql/?fbclid=IwAR0kgbVjFDqqjTT_TyUSP1CGBX-cD4EKSZcF_F6OQ7_iklrnh2N6tE9jGgM

Task Distributor

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