**SERVICE MANAGEMENT SYSTEM  
LOGISTIC**  
(**PROCUREMENT, WAREHOUSING, ASSET MNGT. PROJECT MNGT., VENDOR PORTAL FLEET MNGT., AUDIT MNGT. VEHICLE RESERVATION, MRO**)

A Project Study  
Presented to the IT Project Evaluation Committee  
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in Partial Fulfillment of the Requirements for the Degree  
Bachelor of Science in Information Technology  
By

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April 2022

**CERTIFICATE OF ORIGINALITY**

This is to certify that the research work presented in the Project Study entitled **SERVICE MANAGEMENT SYSTEM – LOGISTIC (PROCUREMENT, WAREHOUSING, ASSET MNGT. PROJECT MNGT. VENDOR PORTAL, FLEET MNGT, AUDIT MNGT, VEHICLE RESERVATION, MRO)**

For the degree Bachelor of Science in Information Technology at the Bestlink College of the Philippines embodies the result of original and scholarly work carried out by the undersigned. This Project Study does not contain words or ideas for the published sources nor written works that have been accepted as basis for the award of a degree from any higher education institution, except where proper referencing and acknowledgement were made.

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April 2022**Abstract**

**Introduction**

In year of modernization Logistic was still in manual process based on the personnel the grouped interviewed. The process of transmitting and documenting the item in the vehicle transition was manual. In this case Logistic is not in easy way process due to some information of materials are not secured and the records are sometimes misplaced and even the redundancy if data are occurred that causes the misinterpretation of the management because before the management only uses the paper documentation which do not have a backup that if any risk problem the management will be case-hardened in assessment those records. So, the group proposed system that is reliable to make easy way on how to manage the Logistic on the company, instead of manual process. The groups developed a system which can generate reports and can save a lot of information and even track those records by using search engine references.

**Methodology**

Agile methodology enables us to do multiple tasks simultaneously and provides a strategic technique, the sprint-by-sprint cycle method, to complete the task. Agile methodology allows us to plan and arrange all of the tasks that must be completed. This strategy encouraged our team to be more accountable for completing things on schedule. This strategy enabled us to be self-sufficient in our research and provided us the confidence to present our project without fear. We have learned to work together to make our Service Management System a successful endeavor.

**Result**

As a result the project team has successfully provided what the user’s needs to do on a daily task. The project team has set up system to provide the logistics system with the necessary and perform the daily work in Service Management. Logistic is needed to manage the services and monitor the transaction; however this system is still underway and there are a lot of things to improve.

**Discussion**

The project team set up the system which would benefit both the Service Management System (SMS) Logistic and the Tech-Trendz Human Resource. Agile methodology helps to reduce the time required for the development phase of the project system. As a result, the development team has developed a system with user-friendly and full functionality.

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# Project Management

## Business Case

### Executive summary

The **Service Management System** are large modular systems that encompass all or nearly all parts of a service-oriented business. An organization must comprehend the amount of process maturity required to become a service-oriented company in order to have a service-management mindset.

**Logistics** is a detailed process of organizing and implementing an operation. When it comes to business, that process is the flow of work from the beginning to the end, in order to fulfill customer expectations as well as those of your organization. Logistic Management helps the company to reduce costs and efficiently manage customer service

#### Issue

#### Anticipated Outcomes

#### Recommendation

### Business case analysis team

|  |  |  |
| --- | --- | --- |
| **Name** | **Role** | **Descriptions** |
| Barcinal, Marc Julius | Scrum Master | * I Professional in the field of project management. * I Responsible for planning, procurement and execute of a project. * I Undertaking that has a define start and a defined finish |
| Cabiling, Romel | Backend Developer | * Responsible for database development * Responsible for integration of the whole system |
| Malang, Eunique Lambert | System Designer / Frontend Developer | * Responsible for the designing of the UI/UX of the system * Responsible for the branding of the project |
| Ramos, Ronalyn | Frontend Developer | * Responsible for the UI/UX of the system |
| Lesigues, Fridalyn | Documentation / Frontend Developer | * Responsible for the UI/UX of the system * Responsible for the documentation of the project |

### Problem definition

#### Problem statement

#### Organizational Impact

#### Technology Migration

### Project Overview

#### Project description

#### Goals and objectives

#### Project performance

#### Project assumption

#### Project constraints

#### Major project milestones

### Strategic Alignment

### Cost-benefit analysis

### Approvals

## Project charter

## Stakeholder Strategy

### Introduction

### Identify stakeholders

### Key stakeholders

### Stakeholder analyst

# Project Planning

## Project management plan

### Introduction

### Project management approach

### Project scope

### Milestone list

### Schedule baseline and WBS

### Change management plan

### Communication Management Plan

### Cost management plan

### Procurement Management Plan

### Project scope management plan

### Schedule management plan

### Quality management plan

### Risk management plan

### Risk Register

### Staffing Management Plan

### Cost Baseline

### Quality Baseline

## Risk management plan

### Introduction

### Top three risk

### Risk management approach

### Risk identification

### Risk Qualification ad Prioritization

### Risk Monitoring

### Risk Mitigation and Avoidance

### Risk Register

## cope management plan

### Introduction

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### Roles and responsibilities

### Scope definition

### Project scope statement

### WBS

### Scope verification

### Scope control

# Project Execution plan

## Implementation and migration plan

### Purpose

### Description of implementation

### Points of contact

### Major task

### Implementation Schedule

### Security

### Implementation Support

### Listing of hardware, software and facilities

### Performance Monitoring

### Implementation Requirements (Hardware/Software/ Personnel/ Facilities/ other capital investment:

### Back Out Plan

### Post Implementation Verification

# Project Closure

## Transition-out plan

### Executive Summary

### Transition Approach

### Transition Team Organization

### Work Transition

### Work Execution during Transition

### Subcontracts

### Property Transition

#### Government Furnished Equipment (GFE)

#### Incumbent Owned Equipment

#### Intellectual Property

#### User Accounts and Passwords

### Knowledge Transfer

### Schedule

### Handover and Acceptance

## Project acceptance

## Post project review

### Project Summary

#### Project Team and Staffing

#### Project Deliverable (Planned vs. Actual)

#### Transition to Operations

### Project Costs

### Project Schedule

### Recommendations

# Technical solution design

## Project Information

## Executive Summary

## Requirement Definition

## Solution Description

### Logical Architecture

### High-Level Architecture

### Process Flow

## Implementation Timeline

# System architecture

## Business Process Architecture

## Application Architecture

## Data Architecture

## Technology Architecture

# Product Backlog

## Product backlog (user stories) Table

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story No.** | **User Stories** | **User Stories Priorities** | **Status** |
| 1 | As a procurement officer, I want to have a list of suppliers.  *Create a list of suppliers* | 1 | On-Going |
| 2 | As a procurement officer, I want to have a purchase order form to create a purchase order.  *Create a form for purchase order.* | 2 | On- Going |
| 3 | As a procurement officer, I want to view a list of items  *Create a table to display the list of items* | 1 | On-Going |
| 4 | As a product owner, I want to have an account that can access the whole system  *Create an account for admin* | 1 | On-Going |
| 5 | As a product owner, I want all of department have a different account.  *Create a multiple login for each department* | 1 | On-Going |
| 6 | As a vendor portal staff, I want to view a list of posted ads.  *Create a list of posted ads* | 2 | On-Going |
| 7 | As a vendor portal staff, I want to post a listing for finding the supplier  *Create a posting function for ad listing* | 1 | On-Going |
| 8 | As an Audit Mgmt. Staff, I want a list of all assets in the company  *Create a table for listing all of the assets* | 1 | On-Going |
| 9 | As an Audit Mgmt. Staff, I want to view the current value of an asset in the company  *Include the current value of the asset in the table* | 2 | On-Going |
| 10 | As a Vehicle Reservation officer, I want a list of reserved vehicle  *Create a table listing for reserved vehicle* | 2 | On-Going |
| 11 | As a Vehicle Reservation officer, I want to set a reservation of vehicle  *Create a function for vehicle reservation* | 1 | On-Going |
| 12 | As a Fleet Mgmt. officer, I want to have a list of current deliveries  *Create a table listing for current delivery* | 1 | On-Going |
| 13 | As a Fleet Mgmt. officer, I want to have an access to past deliveries  *Create a table for past deliveries* | 2 | On-Going |
| 14 | As an Asset Mgmt. officer, I want to have a list of all assets in the company.  *Create a table listing for all asset* | 1 | On-Going |
| 15 | As a product owner, I want to have an access to all delete/archive files and document  *Create a features to view all deleted and archived files and document* | 5 | On-Going |
| 16 | As a product owner, I want to create a user for specific department  *Create a add user function for admin privilege* | 1 | On-Going |
| 17 | As a logistic staff, I want to request a vehicle to vehicle reservation department  *Create a request form for vehicle* | 1 | On-Going |
| 18 | As a logistic admin, I want to have a GPS tracking for all vehicle  *Create a GPS map for tracking the vehicle* | 5 | On-Going |
| 19 | As a Vehicle Reservation officer, I want to have a list of request and it status  *Create a table list of all request* | 2 | On-Going |
| 20 | As a Vehicle Reservation officer, I want to approve or decline request  *Create a function for approve or decline request* | 1 | On-Going |
| 21 | As a Logistic admin, I want to have a list of document  *Create a list for all documents* | 3 | On-Going |
| 22 | As a logistic admin, I want to create a user for specific department  *Add a create user for specific department* | 2 | On-Going |
|  |  |  |  |

## Product Backlog for EIS Information Security

## Product Backlog for EIS Standards

## UI/UX (Icons, color, etc.)

## Product Backlog for integration

## Product Backlog for analytics

## Application System Analytics

## EIS Analytics

# Sprint backlog

## Sprint backlog table

### User stories

### Information security

### EIS standard

### EIS integration

### Analytics

## Sprint Burndown Chart

### Sprint Backlog

# EIS Implementation Model

## Information and Data Management

### Data Integration Model

### Data Migration Strategies

#### Planning

#### Data Profiling

#### Data Backup

#### Migration Design

#### Execution

#### Testing

#### Post-Migration Audit

### Data Analytics (Business Intelligence Framework)

### Privacy and Security

### Backup, Retention, and Disposal

## Information Security

### Physical Security

#### Administrative Security Controls

##### Personnel Security

##### Account Management

#### It and Security Policy

#### Technical Security Controls

##### It Infrastructure Security

##### Software Security Management

##### Cloud Security

##### Cybersecurity

#### Network Security

#### Firewall Management

#### Network Devices Security

#### Software Patch Management

#### Malware Protection

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#### Hardware

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# Conclusion and Recommendations

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### A.3 Data Architecture

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#### A.3.3 Data Dictionary

### A.4 Technology Architecture

# Appendix B Deployment Diagram

# Appendix C Adviser Acceptance (Functional)

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