**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  
Bestlink College of the Philippines  
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in Partial Fulfillment of the Requirements for the Degree  
Bachelor of Science in Information Technology  
By

Marc Julius M. Barcinal

Romel B. Cabiling

Eunique Lambert L. Malang

Ronalyn M. Ramos

Fridalyn T. Lesigues

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.

Marc Julius M. Barcinal

Romel B. Cabiling

Eunique Lambert L. Malang

Ronalyn M. Ramos

Fridalyn T. Lesigues

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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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 |

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|  |  |  |  |
| --- | --- | --- | --- |
| **User Story No.** | **User Stories** | **User Stories Priorities** | **Status** |
| **Procurement** | | | |
| 1 | As a logistic manager, I want to have an access to procurement department  *Integrate procurement dashboard to admin panel* | 1 | On-Going |
| 2 | As a logistic manager. I want to view a list of suppliers  *Create a table list of supplier* | 2 | On-Going |
| 3 | As a logistic manager, I want to create an account for procurement officer.  *Add create account function to logistic manager panel.* | 3 | On-Going |
| 4 | As a procurement officer, I want to have a list of suppliers.  *Create a list of suppliers* | 4 | On-Going |
| 5 | As a procurement officer, I want to have a purchase order form to create a purchase order.  *Create a form for purchase order.* | 5 | On- Going |
| 6 | As a procurement officer, I want to view a list of items  *Create a table to display the list of items* | 5 | On-Going |
| **Warehousing** | | | |
| 7 | As a logistic manager, I want to have an access to procurement department  *Integrate Warehousing dashboard to admin panel* | 1 | On-Going |
| 8 | As a logistic manager. I want to view a list of supplies  *Create a table list of supplies* | 2 | On-Going |
| 9 | As a logistic manager, I want to create an account for warehousing officer.  *Add create account function to logistic manager panel.* | 3 | On-Going |
| 10 | As a warehousing officer, I want to have a list of available supplies  *Create a table list of available supplies* | 4 | On-Going |
| 11 | As a warehousing officer, I want to send a request for supplies to audit mgmt. department  *Create a request form for supplies* | 4 | On-Going |
| 12 | As a warehousing officer, I want to have a stock number or code for each item  *Create an unique code for each item* | 5 | On-Going |
| **Asset Management** | | | |
| 13 | As a logistic manager, I want to have an access to Asset Mgmt. department  *Integrate Asset Mgmt. dashboard to admin panel* | 1 | On-Going |
| 14 | As a logistic manager. I want to view a list of assets  *Create a table list of assets* | 2 | On-Going |
| 15 | As a logistic manager, I want to create an account for Asset Mgmt. officer.  *Add create account function to logistic manager panel.* | 3 | On-Going |
| 16 | As an Asset Mgmt. officer, I want to have a list of all assets in the company.  *Create a table listing for all asset* | 4 | On-Going |
| 17 | As an Asset Mgmt. officer, I want to add new asset in the table  *Create a add asset function* | 5 | On-Going |
| **Project Management** | | | |
| 18 | As a logistic manager, I want to have an access to Project Mgmt. department  *Integrate Project Mgmt. dashboard to admin panel* | 1 | On-Going |
| 19 | As a logistic manager. I want to view a list of projects  *Create a table list of projects* | 2 | On-Going |
| 20 | As a logistic manager, I want to create an account for Project Mgmt. officer.  *Add create account function to logistic manager panel.* | 3 | On-Going |
| **Vendor Portal** | | | |
| 21 | As a logistic manager, I want to have an access to Vendor Portal Mgmt. department  *Integrate Project Mgmt. dashboard to admin panel* | 1 | On-Going |
| 22 | As a logistic manager. I want to view a list of posted ads  *Create a table list of posted ads* | 2 | On-Going |
| 23 | As a logistic manager, I want to create an account for Vendor Portal Mgmt. officer.  *Add create account function to logistic manager panel.* | 3 | On-Going |
| 24 | As a vendor portal officer, I want to view a list of posted ads.  *Create a list of posted ads* | 4 | On-Going |
| 25 | As a vendor portal officer, I want to post a listing for finding the supplier  *Create a posting function for ad listing* | 4 | On-Going |
| **Fleet Management** | | | |
| 26 | As a logistic manager, I want to have an access to Fleet Mgmt. department  *Integrate Fleet Mgmt. dashboard to admin panel* | 1 | On-Going |
| 27 | As a logistic manager. I want to view a list of scheduled deliveries  *Create a table list of scheduled deliveries* | 2 | On-Going |
| 28 | As a logistic manager, I want to create an account for Fleet Mgmt. officer.  *Add create account function to logistic manager panel.* | 3 | On-Going |
| 29 | As a Fleet Mgmt. officer, I want to have a list of current deliveries  *Create a table listing for current delivery* | 4 | On-Going |
| 30 | As a Fleet Mgmt. officer, I want to have an access to past deliveries  *Create a table for past deliveries* | 5 | On-Going |
| **Audit Management** | | | |
| 31 | As a logistic manager, I want to have an access to Audit Mgmt. department  *Integrate Audit Mgmt. dashboard to admin panel* | 1 | On-Going |
| 32 | As a logistic manager. I want to view a list of all assets  *Create a table list of assets* | 2 | On-Going |
| 33 | As a logistic manager, I want to create an account for Audit Mgmt. officer.  *Add create account function to logistic manager panel.* | 3 | On-Going |
| 34 | As an Audit Mgmt. officer, I want a list of all assets in the company  *Create a table for listing all of the assets* | 4 | On-Going |
| 35 | 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* | 5 | On- Going |
| **Vehicle Reservation** | | | |
| 36 | As a logistic manager, I want to have an access to Vehicle Reservation Mgmt. department  *Integrate Vehicle Reservation Mgmt. dashboard to admin panel* | 1 | On-Going |
| 37 | As a logistic manager. I want to view a list of all available vehicle  *Create a table list of available vehicle* | 2 | On-Going |
| 38 | As a logistic manager, I want to create an account for Vehicle Reservation Mgmt. officer.  *Add create account function to logistic manager panel.* | 3 | On-Going |
| 39 | As a Vehicle Reservation officer, I want to have a list of request and it status  *Create a table list of all request* | 4 | On-Going |
| 40 | As a Vehicle Reservation officer, I want to approve or decline request  *Create a function for approve or decline request* | 5 | On-Going |
| 41 | As a logistic manager, I want to request a vehicle to vehicle reservation department  *Create a request form for vehicle* | 3 | On-Going |
| 42 | As a Vehicle Reservation officer, I want to set a reservation of vehicle  *Create a function for vehicle reservation* | 4 | On-Going |
| 43 | As a Vehicle Reservation officer, I want a list of reserved vehicle  *Create a table listing for reserved vehicle* | 4 | On-Going |
| **Maintenance, Repair and Overhaul (MRO)** | | | |
| 44 | As a logistic manager, I want to have an access to MRO. department  *Integrate MRO. dashboard to admin panel* | 1 | On-Going |
| 45 | As a logistic manager. I want to view a list of all damaged asset  *Create a table list of damaged asset* | 2 | On-Going |
| 46 | As a logistic manager, I want to create an account for Vehicle Reservation Mgmt. officer.  *Add create account function to logistic manager panel.* | 3 | On-Going |
| 47 | As a MRO officer, I want to send a request form for repairing damaged asset to audit department  *Create a request form* | 4 | On-Going |
| 48 | As a MRO officer, I want have a list of damaged asset | 5 | On-Going |
| **Document Tracking** | | | |
| 49 | As a logistic manager, I want to have an access to Document Tracking. department  *Integrate Document Tracking. dashboard to admin panel* | 1 | On-Going |
| 50 | As a logistic manager. I want to view a list of all documents  *Create a table list of documents* | 2 | On-Going |
| 51 | As a logistic manager, I want to create an account for Vehicle Reservation Mgmt. officer.  *Add create account function to logistic manager panel.* | 3 | On-Going |
| 52 |  |  |  |
| 53 |  |  |  |

## Product Backlog for EIS Information Security

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story No.** | **User Stories** | **User Stories Priority** | **Status** |
| 1 | As a product owner, I want a secured domain  *Create a domain with SSL certificate* | 1 | On-Going |
| 2 | As a product owner, I want a login form so that the user has need an account to access the system | 1 | On-Going |
| 3 | As a product owner, I want an access to all department  *Give admin privilege*  *To the owner* | 1 | On-Going |
| 4 | As a product owner, I want to have a secured database.  *Secured a database with strong encryption* | 1 | On-Going |

## Product Backlog for EIS Standards

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story No.** | **User Stories** | **User Stories Priority** | **Status** |
| 1 | As a logistic manager, I want to create a user for specific department  *Add a create user for specific department* | 1 | On-Going |
| 2 | As a Logistic admin, I want to have a list of document  *Create a list for all documents* | 1 | On-Going |
| 3 | As a product owner, I want an access to all department  *Give admin privilege*  *To the owner* | 1 | On-Going |
| 4 | 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 |

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

|  |  |  |
| --- | --- | --- |
| **UI** | **Icons** | **Descriptions** |
| Buttons |  | Design for all button |
| Icons |  | Design for Icons |
| Forms |  | Form Design |
| Dropdown |  | Dropdown design |
| Charts |  | Charts Design |
| Tables |  | Design for tables |
| Colors Scheme |  | Color Scheme |

## Product Backlog for integration

|  |  |  |  |
| --- | --- | --- | --- |
| **User Story No.** | **User Stories** | **User Stories Priority** | **Status** |
| 1 | As a product owner, I want a single domain for all subsystems  *Create a single domain for all subsystem* | 1 | On-Going |
| 2 | As a product owner, I want a login that can access all of subsystem  *Create a super admin account* | 1 | On-Going |
| 3 | As a product owner, I want an access to all department  *Give admin privilege*  *To the owner* | 1 | On-Going |
| 4 | As a logistic manager, I want to access connected subsystem.  *Connect logistic subsystem to other subsystems* | 1 | On-Going |

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# Appendix C Adviser Acceptance (Functional)

# Appendix D Sprint Burndown Charts (per sprint) Signed by the adviser

# Appendix D.1 Individual burndown charts per member

# Appendix B Deployment Diagram

# Appendix E Requirements Traceability Matrix (PB, Test Scenarios, status

# Appendix F Panel Evaluation and Signature (Plus photo ops during defense)

# Appendix G Pilot Companies Background with proofs of interviews

# Appendix H USB Copy of the codes (reliable USB)

# Appendix I IMRAD Format Summary

# Appendix J Comparison of the EIS to existing EIS’s (5 Pages)

# Appendix K Operation Manual (10 Pages max, 5 Pages min)