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

A Project Study  
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Bachelor of Science in Information Technology  
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# Project Management

## Business Case

### Executive summary

The **Service Management System** is 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

By utilizing the proposed project, the employment agency will be able to r have the time consumed for processing transactions reduced because of direct access to collected data, track documents, audit and manage reservations with the flick of a hand. Reports can also be generated at any time. Keeping records will no longer be overload for the employee because they will be easily accessible in the system. Using the system, transactions will be easier and workload will take less time.

#### Recommendation

### Business case analysis team

The business case analysis team consists of five (5) members that are prior set by the Scrum Master. In this section, these individuals are responsible for the development of this project. The names, roles, and descriptions are as follows:

|  |  |  |
| --- | --- | --- |
| **Name** | **Role** | **Descriptions** |
| Mr. Khristian Hosena | Project  Owner | * Serves as an ultimate authority / * responsibility for the project * Provides strategic direction and * guidance * Approves changes to scope * Identifies and secures funding * Makes business / approaches * decisions for the project * Participates in key activities * Makes resources available * Approves work products, address * issues, and approve change * requests |
| Barcinal, Marc Julius | Scrum Master | * Professional in the field of project management. * Responsible for planning, procurement and execute of a project. * 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 |

*Table 1****:*** *Business Case Analysis Team*

### Problem definition

#### Problem statement

#### Organizational Impact

The Tech-Trendz Human Resource will impact in so many ways. The following provides an explanation of how the organization, tools, processes, hardware, software and roles and responsibilities will be affected in implementing the project.

Tools: The existing manual system will no longer be used as the project has been implemented. Authorized users will be required to be trained for a new useful tool of system project.

Processes: The Service Management System will make the process easier, for it will lessen the workload and the consuming time for processing the collection of such vehicles the accuracy of the record will be more maintainable and manageable.

Hardware/Software: The Service Management will be required to have the workstation that will meet the needs of the following:

**Hardware Minimum Requirements:**

* + - * + 166 MHZ Pentium IV or equivalent
        + 2 GB memory

**Software minimum requirements:**

* + - * + Latest Browser

**Internet Service Provider:**

* + - * + 10 Mbps
        + Unlimited Connections

#### Technology Migration

A phased approach has been developed to discuss the day-to- day processes in order to effectively transition the existing data to a web-based system project.

The following is a high-level overview of the phased approach.

**Phase I:** Developed a web-based system that will be installed to the workstation and will be tested by our team.

**Phase II**: All Logistics staff will undergo training about the new web-based system implemented

### Project Overview

#### Project description

#### Goals and objectives

The Developed Project directly supports several goals and objectives established by Logistics. The following table lists the business goals and objectives that the Service Management supports and how it supports them.

|  |  |
| --- | --- |
| **GOALS** | **OBJECTIVES** |
|  | * **Procurement** |
|  | * **Asset Management** |
|  | * **Project Management** |
|  | * **Vendor Portals** |
|  | * **Fleet Management** |
| To acknowledge and supervise competent admin’s according to required competencies | * **Vehicle Reservation**   To develop a system that gets valuable insight about the business and allows for maintenance scheduling |
| To recommend a new systematic approach to all users and wanted to build up a simple but a dynamic system that easy to use and understand the User Interface (UI) | * **Audit Management**   To develop a system that makes auditing easy and improves the performance and generates reports faster. |
|  |  |

*Table 2: Goals and Objectives*

#### Project performance

#### Project assumption

#### Project constraints

#### Major project milestones

The following table list is the identified project milestones at this time. As the project planning advances and the schedules identified, the project milestones and their target completion dates will be modified, adjusted, and finalized as necessary to establish the baseline schedule.

|  |  |
| --- | --- |
| **Milestone/Deliverable** | **Target Date** |
| Project Charter | TBA |
| Project Plan Review and Completion | TBA |
| Project Kick-Off | TBA |
| Sprint 1 | TBA |
| Sprint 2 | TBA |
| Sprint 3 | TBA |
| Sprint 4 | TBA |
| Sprint 5 | TBA |
| Close Out/Project Completion | TBA |
| Project Charter | TBA |

*Table 3: Milestone / Deliverables*

### Strategic Alignment

### Cost-benefit analysis

### Approvals

## Project charter

## Stakeholder Strategy

### Introduction

### Identify stakeholders

### Key stakeholders

### Stakeholder analyst

# Project Planning

## Project management plan

### Introduction

Managing a project is no easy feat, no matter what the scale and scope are. From planning the minutia to handling the ever-changing demands of clients to shipping the deliverables on time, there’s a lot that can go wrong. When you divide the project into manageable stages, each with its own goals and deliverables, it’s easier to control the project and the quality of the output.

In a project management guide, if you are somehow in a position where you are expected to manage projects for your organization and are feeling overwhelmed, it’s better to start learning the basic stages of the project life cycle phases.

According to the PMBOK Guide (Project Management Body of Knowledge) by the Project Management Institute (PMI), a project management life cycle consists of 5 distinct phases including initiation, planning, execution, monitoring, and closure that combine to turn a project idea into a working product.

### Project management approach

### To ensure successful and timely completion of the project, the Scrum Master, *Barcinal, Marc Julius*, is hereby authorized to interface with management as needed, negotiate for resources, delegate responsibilities within the project framework, and communicate with all project team members and management as needed. The product owner will examine and approve all project and company management plans. Throughout the project, the project team will report on their progress. The Project Manager is also responsible of keeping the project team updated on their progress to the project's performance

### Project scope

**Procurement**

Is the process of purchasing goods or services and is usually in reference to business spending. Business procurement requires preparation, solicitation, and payment processing, which usually involves several areas of a company

**Warehousing**

**Asset Management**

**Project Management**

To set a certain plan for a project Setting of schedule for the project plan. Monitored the project schedule is followed.

**Vendor Portal**

Some people call it Supplier portal; it is a web-based platform that allows you to communicate in real time with vendors and suppliers. Vendor portal search a supplier for common supply that the company needs.

**Fleet Management**

Is an administrative approach that allows companies to organized and coordinate work vehicles with the aim to improve efficiency, reduce cost. While most commonly used for vehicle tracking, fleet management includes following and recording mechanical diagnostic.

**Audit Management**

Responsible for recording transactions and complying with internal control policies and procedures, and ensuring implementation of board-approved audit directives. It helps to streamline and organize the audit workflow and collaboration process.

**Vehicle Reservation System**

To reserve a vehicle that the supplier picks from fleet management, and track where the vehicle goes and where is the destination.

**Maintenance Repair and Overhaul**

Have schedule maintenance to organize the task and preventive maintenance has able to monitor the mileage in order to set change oil for vehicle. System has repair history to review the previous transaction of maintenance or repair

### Milestone list

The table below lists the major milestones for the Service Management System. This chart only includes major project milestones such as project phase completion or gate review. There may be smaller milestones that are not shown on this chart but are included in the project schedule and work breakdown structure. If there are any scheduling delays that could affect a milestone or delivery date, the project manager must be notified right away so that proactive measures can be taken to mitigate date slips. The project manager will notify the project team of any approved changes to these milestones or dates.

|  |  |  |
| --- | --- | --- |
| Milestone | Description | Date |
| Requirements Gathering | All Requirements for Tech-Trendz must determine to base design upon | TBA |
| Designing | To design for the software. This the theoretical | TBA |
| Developing | All coding completed resulting in software prototype. | TBA |
| Testing and Debug | All functionally tested and all identified errors corrected | TBA |
| Transition of system | Completed software and documentation transitioned to operations group to begin production. | TBA |

*Table 4: Milestone List*

### Schedule baseline and WBS

### Change management plan

The following steps comprise the Tech-Trendz Human Resource change control process for the project and will be utilized on the Logistic project:

Step #1: Identify the need for a change (Any Stakeholder)

*Requestor will submit a completed change request form to the project manager.*

Step #2: Log change in the change request registers (Scrum Master)

*The project manager will maintain a log of all change requests for the duration of the project.*

Step #3: Conduct an analysis of the change (Scrum Master, Scrum Team, Requestor)

*The scrum master will conduct an evaluation of the impact of the change to cost, risk, schedule, and scope.*

Step #4: Submit change request to (Scrum Master)

*The scrum master will submit the change request and analysis to all the project team and stakeholders*.

Step #5: Scrum team and stakeholder decision

*The Scrum Master will discuss the proposed change and decide whether it will be approved based on all submitted information*.

Step #6: Implement change (Scrum Master)

When the changes approved by the project owner, team, and stakeholders. The Scrum master will update and set new guidelines project documentation as necessary to ensure any changes are clear to the team and stakeholders. If a change is approved by the scrum team and stakeholders, the project manager will update and re-baseline project documentation as necessary as well as ensure any changes are communicated to the team and stakeholders

### Communication Management Plan

### Cost management plan

The Scrum Master will be in charge of identifying and monitoring on the project's costs during its duration. During the time of review, the Scrum Master will present and audit the project's cost and schedule. The Scrum Master is responsible for cost deviations and presenting options to the Project Sponsor for getting the project on track using earned value calculations. The logistics Project Sponsor has complete budget authority and decision-making authority, including budget changes

### Procurement Management Plan

### Project scope management plan

The project's final deliverable must be formally recognized by the Project Sponsor. This approval will be contingent on an evaluation of all project documentation, testing results, early access study results, and finalization of all tasks/work packages and product functionality.

Scope changes can be proposed by the Scrum Master, Stakeholders, or any scrum team member. All change requests will be forwarded to the Scrum Master, who will evaluate the requested scope of the project.

### Schedule management plan

### Quality management plan

### Risk management plan

### Risk Register

### Staffing Management Plan

### Cost Baseline

### Quality Baseline

## Risk management plan

### Introduction

When a company embarks on a new project, it enters the realm of uncertainty that comes with the production of new and distinctive products or services. As a result, these firms take risks, which are critical in every undertaking that involves risk.

A risk management plan's goals are to lay the groundwork for the project team to identify risks and develop solutions to mitigate or eliminate them. However, there are several preliminary project elements that must be accomplished before the risks can be identified and addressed. The strategy explains how to manage the risks associated with these factors.

### Top three risk

|  |  |  |
| --- | --- | --- |
| **Risk Factor** | **Risk Probability** | **Risk Management Action** |
| Security Risk | High | * Secured a front and back end system |
| Technical Risk | Medium | * The team will provide a backup in the system, |
| Operational Risk | Low | * One of the team must provide at * least a data to access the * resources needed in * documentation as well as the * system |

*Table 5: Top three risk*

### Risk management approach

The risk management process we used for this project included a planned cycle in which the scrum team identified, categorized, and positioned the various risks. The most likely and significant effect risks were included to the job timetable to ensure that the demoted hazard supervisors were able to implement the moderation reaction at the appropriate time. Risk administrators will make statements about them.

Assigned risk during every other week project group meetings, but only if the meetings include their risk outlined time frame. The project manager will break down each risk throughout the end phase when the project is completed

### Risk identification

### Risk Qualification ad Prioritization

To control the document of the key risks by the team, each risk was assigned a likelihood and impact factor. This activity empowers the Scrum Master to prioritize risks depending on the impact they will have on the project. To assist the team in moving each risk to an acceptable location on the graph, the project manager used a probability and effect.

The recorder captures the finished result and the Scrum Master continues the process to the next level: the risk mitigation / avoidance strategy, after setting the risks and their impact and placing them in the correct location on the chart.

### Risk Monitoring

When the project is submitted to each risk, high impact risks are included to the project plan to ensure that they are constantly monitored. At the appropriate point in the project timeline, each risk is assigned to a risk manager. During weekly scrum team meetings, each risk manager conveys the risk status; however, only risks related to the current time frame will be covered. Risk monitoring will be a continuing activity throughout the duration of this project.

As the project deadline approaches, the scrum master will ensure that the appropriate risk manager provides the necessary status updates, such as risk status, trigger identification, and risk response outcomes documentation.

### Risk Mitigation and Avoidance

The scrum master directs the development of a response to each recognized risk by the project team. As more hazards are found, they are certified, and the team develops methods for risk avoidance and mitigation. These risks are included to risk registration and project planning in order to be monitored and addressed in a timely manner.

This project's risk will be managed and controlled within the constraints of time, scope, and budget. All identified hazards will be assessed to determine their impact on this triple limitation. The scrum master will decide the best approach to respond to each risk with the support of the project team to ensure compliance with these limits.

### Risk Register

The Risk Register for this project is a list of any and all risks identified, their probability and effect on the project, the classification to which they belong, mitigation plan, and when the risk will occur. The initial project risk management meeting, which resulted in the creation of the register, was led by the scrum master. During this discussion, the scrum team identified and described each risk. Besides that, the team assigned a score to each risk simply on the basis of occurrence and possible effects. The Risk Register also includes each risk's mitigation strategy as well as when the risk is most likely to occur. Each risk has been added to the project plan based on the identified risks and timelines in the risk register.

## Scope management plan

### Introduction

### Scope management approach

### 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

## 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

## Network Design and implementation Model

### Design Architecture

#### Hardware

#### Transmission Media

#### Protocols

#### Topology

### implementation Framework

# Conclusion and Recommendations

# Appendices:

## Appendix A Detailed System Architecture/ Reference requirements

### A.1 Business Process Architecture (Business Process Model)

### A.2 Application Architecture

#### A.2.1 UML- Use Case Diagram

#### A.2.2 UML- Detailed Diagrams

#### A.2.3 UI Navigation Diagram

#### A.2.4 UIs (Design Layout)

### A.3 Data Architecture

#### A.3.1 ERD

#### A.3.2 Class Diagram

#### A.3.3 Data Dictionary

### A.4 Technology Architecture

# Appendix B Deployment Diagram

# 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)