**User Project Review**

**Rams Corner: Ticketing Service**

**Nacor Industries**

**Street Address**

**City, State Zip Code**

**Date**

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# Project Summary

The Asia Pacific College offers its students a Project Based Learning course, the said course was meant to equip college students with the necessary skills and knowledge on developing an industry-based IT project. The course will tackle both project documentation, as well as the development of a deployable system for the project beneficiary at the end of the course.

The team developed an IT Ticketing Service System that is set to aid the problem of the project beneficiary (ITRO Department) in terms of its inability to efficiently segregate client inquiry, issues, requests in the form of email, thus making their work more taxing. The proposed IT Ticketing Service System should help lighten the ITRO Department work in terms of providing technical support through attending to its client requests, issues, inquiries, efficiently which encompasses their scope of work. The department provides its service to the School Faculty, staff and to the students itself.

The proposed IT Ticketing Service System is specifically made for the ITRO Department of Asia Pacific College. The department will only cater the tickets received in the system

if the tickets are sent within the school’s population.

# Project Team and Staffing

The chart below provides information about Rams Corner: Ticketing System team members:

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Title** | **Project Role** | **Contact** |
| M. Ruth | Project Leader/ back-end developer | Programmer | rrmorallos@student.apc.edu.ph |
| P. Kieyl | Project Owner | UI/UX designer | kdponce@student.apc.edu.ph |
| C. Patrick | Team member | Documentation | pacortez2@student.apc.edu.ph |
| N. Allan | Front-end developer | Programmer | aonefalar2@student.apc.edu.ph |
| N. Vincent | Team member | Documentation | vanacor@student.apc.edu.ph |

The project team is composed of 5 BSIT students at Asia Pacific College equipped with enough skill with agile mindset. With the use of existing and standardized methodologies, the project team should be able to handle and perform the task needed to develop and entire project and deploy the necessary application system for the project beneficiary which is the ITRO department of Asia Pacific College.

All members of the project team have specific roles they would focus on one at a time. This should ensure that all the members of the said team will have specific tasks that will contribute and collaborate to the development of the project.

# Project Deliverables (Planned vs. Actual)

When the team started to create this project, there were a few sets of deliverables that needed to be done both as a group and individually. These set of deliverables contain individual output that is set to add knowledge and skills to the students, in which they should use on the time needed when working on a specific part of the project development.

**Rams Corner IT Ticketing Service System (Documentation)**

|  |  |  |
| --- | --- | --- |
| **Planned Deliverable** | **Actual Deliverable** | **Summary** |
| Create a project documentation about the proposed IT Ticketing System Project | Created an academic paper that documents all the details of the proposed IT Ticketing Service System. | The entire project documentation was made as supporting document for the IT ticketing Service System as well as a deliverable output for the MNTSDEV course which is a part of the Project Based Learning (PBL) course |

**Rams Corner IT Ticketing Service System (Mockup Design)**

|  |  |  |
| --- | --- | --- |
| **Planned Deliverable** | **Actual Deliverable** | **Summary** |
| Create a design of the entire system application that will serve as a visualization of the system mockup | Provided a lo-fi wireframe of the proposed IT Ticketing Service System | Mockup Design was made by making a lo-fi wireframe. It was needed so that both the project team and project beneficiary will have an initial visual on the design of the System Application. The said mockup was included in the project documentation. |

**Rams Corner IT Ticketing Service System (Analyzed System Design)**

|  |  |  |
| --- | --- | --- |
| **Planned Deliverable** | **Actual Deliverable** | **Summary** |
| Analyze the system design by making diagrams | Made necessary diagrams of the system with proper labels and data attributes to further elaborate the actual design of the system. | This deliverable was completed as planned |
| Implement the diagrams to the system design | Design of diagrams was implemented in the system | This deliverable was completed as planned |

# Project Schedule

The Rams Corner: Ticketing System Project schedule called for a one-year project with initiation beginning on March 21, 2022, and project closeout ending in March 2023. There would be initial concerns by the project team that the schedule would potentially take a little time to be implemented since this is the first time of the group to make a big project. Here in the chart are the listed dates are the initial scheduled releases and the actual time it was finished.

|  |  |  |  |
| --- | --- | --- | --- |
| **Project Phase** | **Scheduled Completion** | **Actual Completion** | **Comments** |
| Project Planning | 3/21/2022 | 3/26/2022 | Project Concept |
| Project Paper Documentation | 4/11/2022 | 6/23/2022 | Completed on time |
| System Analysis & Design | 9/15/2022 | 12/14/2022 | Completed on time |
| System Development | 2/24/2023 | 2/24/2023 | In Progress |
| System Deployment | TBD | TBD |  |
| System Maintenance | TBD | TBD |  |
|  |  |  |  |

# Recommendations

The Rams Corner: Ticketing Software is an example of a carefully planned and analyzed project for the ITRO Department. However, throughout the project lifecycle, there are recommendations and lessons while making the project.

**Recommendation #1:**

Before starting the actual project. Provide proper documentation with elaborate details on what problem you are trying to solve. Choose proper wording so that the readers can empathize with you and make the problem more relatable. Do research and read topics that are related to your topic.

**Recommendation #2:**

Study the processes of the system you are trying to make. In this way, this would be beneficial to you and your team, making it easier to make different types of diagrams and such. After learning the processes, study the flow of the processes you have in your system and the required diagrams so that readers can further visualize the environment on what is happening in your system.

**Recommendation #3:**

When developing the software itself, make sure to be transparent with both the client and the project advisor. Throughout the project lifecycle, there will be requests and features to be added. Make sure to update the documentation when adding and removing from the software.

**User Review:**

Reviewed by the Project Sponsor:

Date:

Mr. Jojo F. Castillo

ITRO Head