**Vision and Scope Document**

**for**

# RAMS Corner: ITRO Ticketing Service System

**Version 1 approved**

**Prepared by Nacor Industries**

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## Revision History

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| **Name** | **Date** | **Reason For Changes** | **Version** |
| Alpha | 01/3/23 | **Creation of document (draft)** | 1 |
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## 1.Business Requirements

Planning & Brainstorming Phase:

* Searching for possible client and project proposal
* Finding advisor and consultant

Design Phase:

* Client meeting for the ticketing system design, function, and services.
* Advisor meeting for guide on how the proper execution of ticketing system design, function, and services.
* Creation of Wireframe
* Creation of Prototype

Build Phase:

* Nacor Industries will use Laravel as the framework for the backend and front-end programming
* Nacor Industries creation of the UI/UX with front end programming
* Nacor Industries will use MySQL for the database
* Nacor Industries will use PHP programming language (HTML, CSS, JavaScript).

Implementation Phase:

* For MNSTDEV, the Nacor Industries will provide all the project documentation together with the full mockup design and prototypes of the system
* For MSYADD1, the Nacor Industries will provide the Data modeling, the System analyzed design, starting from August to November
* For MCSPROJ, the Nacor Industries will provide the Complete Web-Based Ticketing System Application from December to March

Project Handoff / Closure:

* Nacor Industries will provide all the necessary documentation about the project plan
* Nacor Industries will present the project to the client and advisor.
* Nacor Industries will provide user manual to help the ITRO as well as its client to navigate through the website
* Nacor Industries will hand over the system to the ITRO (Project Client)

### 1.1. Background

Since the process of responding to technical questions, requests, and providing resolutions to their clients via emailing piles up on the side of the ITRO, making it difficult for the said department to accommodate all the said services providing resolutions manually, the current system of ITRO for doing so was inefficient. Since the suggested system is a Ticketing System with a more intuitive approach and systematic process towards end-to-end communication service from ITRO to their respective clients providing resolutions to their technical requests and inquiries efficiently and in a timely manner, the opportunity for a new system to solve this problem has been necessary.

### 1.2. Business Opportunity

When it comes to handling corporate difficulties, technological improvements are important in the current technological period when innovation is a trend. Since the process of communication between the customer/client and admin is more organized, the Rams Corner Ticketing System aims to offer an intuitive and systematic approach to providing technical service resolutions to customers/clients, giving great satisfaction and convenience on both ends. efficiently and on schedule.

### 1.3. Business Objectives and Success Criteria

The project team's goal is to develop a deployable IT ticketing system that will be at least 70% functional by the halfway point of the semester. The team anticipates having a fully functional system that is prepared for deployment by the end of the semester, which is also a requirement for the project-based learning course.

Success for the project will be measured on three factors: deliverables, quality of work, and deployment.

The project teams also aim to hand over the said deployable IT Ticketing System for the ITRO Department of Asia Pacific College at the end of the semester since they are the main project beneficiaries as well as their respective clients (APC community)

### 1.4. Customer or Market Needs

As time goes on, traditional systems in the industry have a tendency to run into troubles and problems. With the present digital trend, though, effective solutions are also developing, positioning technical breakthroughs as efficient gap fillers for the aforementioned issues

The ITRO Department of Asia Pacific College's traditional method of responding to technical issues and requests via email was inefficient for both the ITRO and their clients; it does work before the resolution of minor technical inquiries, but the ITRO Department holds a wide range of technical services, and emailing all these technical stuff piles up quickly compromising the ability of the said department to accommodate and handle this technical services in a timely manner.

The Rams Corner Ticketing System will offer a user-friendly and methodical approach that will make communication between the user and admin more effective. The system's goal is to correctly categorize incoming technical requests and inquiries in the form of tickets, after which admin will be able to assign these tickets to a staff member with the appropriate technical skills before resolving those uniformed tickets sent by the user.

### 1.5. Business Risks

Cost of maintenance- a Ticketing System could be expensive in the prior to maintaining, since a Ticketing system would require skilled staff members that can handle and provide technical resolutions on a certain ticket with regards to its priority, since some tickets needs a quick resolution from staff members or admin.

There is a severity risk as Ticketing System purpose is to bring a systematic and intuitive solution to customer service, thus eliminating its purpose if a staff member or admin himself cannot attend to a certain ticket that needs quick resolution.

The mitigation plan that the ITRO should consider:

1. Properly train a staff member dedicated to handling the said Ticketing System
2. Consider employing a staff member that has extensive experience towards handling a ticketing system.

## 2.Vision of the Solution

### 2.1. Vision Statement

To reduce the workload of its client (the ITRO Department), Rams Corner Ticketing System would like to offer the department customized system software. The Department, the students, and the faculty and staff of the institution would all significantly benefit from this system. Transactions become quicker and more direct as a result. The said program seeks to reduce the amount of time spent attempting to comprehend and analyze issues that the ITRO Department receives.

This enables the department to take rapid action on any concerns they receive with only a few clicks. As a result, they are more productive and have more time because they don't have to spend as much time analyzing the issue.

### 2.2. Major Features

The main functions of the web-application are listed below:

* Dashboard
  + The dashboard is meant to provide information and updates at a glance, customized to each user and user type.
    - ITRO Client:
      * A simpler version which aims to give ample information about the possible concerns of the client at a glance which includes, ticket status, number of tickets sent, and KB shortcuts.
    - ITRO Admin/ITRO Staff:
      * The admin and staff dashboard has a more technical and professional look but has the same functions related to their concerns that involves—but are not limited to—the following: received tickets, assigned tickets, statuses of tickets concerning them, ticket summary, active clients, and agents, etc.
* Notifications
  + The notifications pane would be available to every user type and would provide them with the latest updates regarding their tickets and other issues that may be of concern to them.

* Ticket Table
  + The ticket table lists all of the tickets received by the ITRO, along with their current status and details which entail the date and time it is created, along with its prioritization, assignment, etc.

* Knowledge Base
  + The Knowledge Base is a collection of common IT problems and their resolutions that would aim to empower the users and give them the ability to troubleshoot their problems by themselves.

* + - ITRO Admin:
      * Could view, add, modify, hide, and approve KB entries to be viewed by the ITRO Clients.
    - ITRO Staff:
      * Could view, add, modify, or hide KB entries from the ITRO Clients.
    - ITRO Client:
      * Could view the knowledge base for self-troubleshooting.

* Generate Reports
  + This feature was made exclusively for the ITRO Admin/Staff interface so that they may be able to view the data regarding the tickets sent depending on their choice of date frame that could be downloaded in PDF format.

* Tags
  + This feature allows the users tagged through the CC section of the tickets to be notified about any updates and progress made to the tickets.

* My Personal Tickets
  + This pane allows the users to see the tickets that they’ve sent personally.

### 2.3. Assumptions and Dependencies

Listed below are the assumptions and dependencies that the team identified upon the development phase of the RAMS Corner Ticketing System:

***Assumptions:***

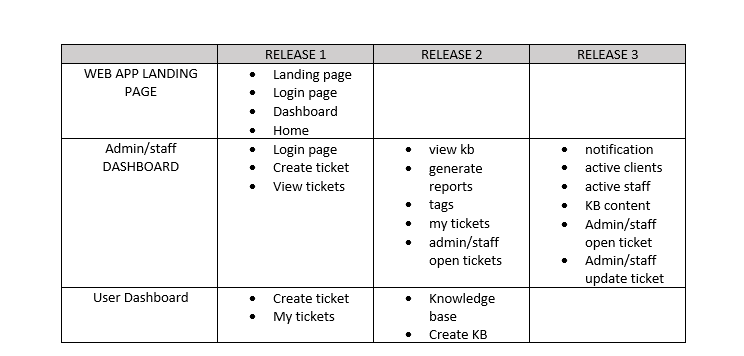
1. The ITRO, as well as their clients have access to the internet through APC Rams Wi-Fi (or personal data/ISP) along with the necessary devices to use the web application.
2. The ITRO Staff would be trained in using the new web application.
3. The web application will be developed without any major technical issues or roadblocks.
4. *The web-app will be deployed by the client using their resources with sufficient processing power, memory, and storage.*
5. The web application will be developed within the given timeline (the entirety of PBL1).
6. The APC faculty and students would utilize the new system instead of the email-based reporting system.
7. The ITRO would properly launch and promote the new system.
8. The email notification system will work without any issues.

***Dependencies:***

1. The team will use Laravel, an open-source PHP web framework for developing web applications.
2. The team will use MySQL as their database for the web application.
3. The ITRO would provide the developers with accurate information about their office and services.
4. The users need access to the internet and the necessary devices to use the web application.
5. The web application needs to be hosted on a reliable and secure server provided by ITRO.
6. The web application should have access to a reliable and fast internet connection.
7. The email notification system should have access to a reliable and fast internet connection.
8. Microsoft Outlook should function accordingly in order to send the email-based notifications.
9. The web browser/s upon which the application would be opened should be free of viruses or malware and is reliable.

## 3.Scope and Limitations

### 3.1. Scope of Initial Release



### 3.2. Scope of Subsequent Releases

The team has currently finished in Release 1 and Release 2 plan. The team is now polishing all the deliverables and programs to complete the Release plan 3. one of the features that can be found when using the ticketing system is that KB. Users can add step by step guides to help others trouble shoot their problems.

### 3.3. Limitations and Exclusions

*The limitations and exclusions that the team found out has been compounded and listed below and were limited to the design and implementation constraints that the RAMS Corner web application will encounter:*

* Data Privacy
  + Upon takeover, the ITRO would be the one fully responsible for the web-application, and any other authorization regarding the APC faculty and the user’s credentials.
* Deployment Budget
  + The development team would not ask for any form of payment, and the ITRO would be the ones in charge of the system’s deployment within their budget, along with any other preceding financial needs that the app might incur.
* Manpower / Workforce
  + The web-application has been made with the limited manpower that the ITRO currently has, however, their lack of workforce should be dealt with in order to have more hands-on deck to ensure that there would always be an eye out to see the updates within the system.
* Training / System Migration
  + The ITRO staff are bound to learn and familiarize themselves with the new system to utilize it to its fullest extent along with its features and functionalities.

## 4.Business Context

### 4.1. Stakeholder Profiles

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Stakeholder** | **Major**  **Value** | **Attitudes** | **Major Interests** | **Constraints** |
| Mr. Jojo Castillo | Have the highest authority in the department that can directly modify the tickets when needed | He is very enthusiastic about the new software. Shows positive impression every client and team meetings. | Looking forward to deploying the system to be able to utilize its prowess and manage the tickets and concerns efficiently. | As the ITRO head, Mr. Jojo would still need to convince his peers and promote the application. |
| ITRO staff | Have a quick access to data  Have a background on newer technology making it easier for them to navigate and use the system | Show very positive attitude and is open to a new idea | Looking forward on working with the new system | All of the ITRO Staff are still required to train to use the new web-application and migrate to it. |
| APC Students | Students are the one who will be able to say if the ticketing service would be satisfying or not | Upon peer reviewing, it appears that most students are supporting the project. | Looking forward to learning and navigate the system so they can further | Still needs to know about the existence and migration of the new system as opposed to the older one. |
| APC Faculty  /Stakeholders | Aside from the students, anyone from the APC are stakeholders who share the same privileges and will be the ones to determine if the ticketing service would be satisfying or not | Only a few faculty members have gained knowledge about the system’s development but all of them are expecting it to be great. | Looking forward to learning and navigate the system so they can further | Still needs to know about the existence and migration of the new system as opposed to the older one. |

### 4.2. Operating Environment

Through an agile workflow based off of the water-scrum-fall methodology, the team worked together with the client (ITRO) in order to achieve the desired output and objectives. This setup involving the client themselves has been in place ever since the planning, until the development phase.

The ITRO Head, Mr. Jojo Castillo, wholeheartedly supports the project knowing that the development of the application would lead to ease up the processes done within the APC concerning the ITRO that would lead to faster responses and resolutions.

Even though they will use the new system, they will still be practicing their current system which the client still has an option for face-to-face transactions through the ITRO Office, and they could also add in the transaction details within the database.

In terms of workforce, the team developed the system knowing the initial number of people involved within the ITRO Department, so they could all fulfill the needed roles to work with the new system. The client are also willing to undergo the necessary training for the new system and would be the ones in charge of maintaining the web-app upon the takeover.