Comments Matrix

# MNTSDEV – Finals – G09 Nacor Industries

**Sir Manuel L. Calimlim Jr.**

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| Comment | Response |
| **SOP: Start with problem before cause** | **Old version:** PowerPoint includes only the general version of the full SOP of the Final Paper  **New Version:** SOP are expounded, and specified problems are at the first sentences followed by the cause and its result. |
| **RRL: Research more related systems regarding technical or schools** | **Old version:** Only two (2) Related Systems are included.  **New Version:** Six (6) Related systems were added, namely Live Chat, Hiver, Live Agent, Zendesk, Help Scout, and SolarWinds together with their highlight features, logo, and sample interface. |

**Miss Rhea-Luz R. Valbuena**

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| Comment | Response |
| **Be clear on IT-related requests on the whole paper** | **Old Version:** Only the Introductory part has the specified IT-related requests such as for Cloud Laboratories, ID Making, Hardware, and Software Maintenance.  **New Version:** The parts of the paper that needs a specific issue covered by ITRO are all expounded and is regarded to as “ITRO-related requests” instead of just “IT-related requests” to give a context that what the ticketing system does is to handle only the ***“ITRO Department”*** tasks and not the tasks regarded to other APC Offices. |
| **Put the example of the issues handled by ITRO in the Scope and Limitation** | **Old Version:** This project is designed for the use of the APC organization; (1) the APC staff & Faculty members, (2) the APC students, that will help the ITRO in their workflow in identifying problems around the APC building. This ticketing system that the team is developing allows the admins to have more control over how it tracks and resolves the ITRO client complaints. The team’s ticketing software has a set of processes that enable the APC organizations and departments to efficiently handle incidents and service requests logged or reported by its clients, with smart automations.  A flexible ticketing solution increases IT service delivery and overall client satisfaction by integrating native IT service management modules such as IT problem management and asset management. But this ticketing system will not cover the management of the requests to ITRO that are raised via phone calls. And this project will only be used and be available only to the APC staff, personnel, and students.  **New Version:**  This project is designed for the use of the APC organization; (1) the APC staff & Faculty members, (2) the APC students, that will help the ITRO in their workflow in identifying problems around the APC building. This ticketing system that the team is developing allows the admins to have more control over how it tracks and resolves the ITRO client complaints. The team’s ticketing software has a set of processes that enable the ITRO to efficiently handle incidents and service requests logged or reported by its clients which involves—and is specifically limited to—the following:   * + Infrastructure-Based     - Desktop Support     - Server/Cloud Services Support     - Audio/Video Equipment Support   + Software-Based     - Backend Development Support     - Business Analysis/QA     - Data Analysis     - Software Development Support   The flexible ticketing solution increases IT service delivery and overall client satisfaction by integrating native IT service management modules such as IT problem management and asset management. But this ticketing system will not cover the management of the requests to ITRO that are raised via phone calls. And this project will only be used and be available only to the APC staff, personnel, and students. |
| **Change objectives into a statement that will be more measurable and specific** | **Old version:**  **General Objective:**    To create a ticketing service application for APC-ITRO to use in lieu of their current email-based reporting system, which is a new and fresh environment tailor-made to provide the most efficient workflow experience possible, for them to be able to accommodate and respond to every request—that would be recorded, filtered, and arranged accordingly—eliminating the need for manual reading and inspection, making it more comprehensive and convenient.  **Specific Objectives:**     1. To create a single software application to receive and automatically sort requests and queries that would replace the client’s two former email accounts (that are hard to manage) to eliminate the need for a taxing manual sortation from the ITRO staff. 2. To deliver an application that can be used by the ITRO clientele to automatically send a uniform and accurate query by 1-3 mouse clicks or screen taps so that ITRO can accommodate the request immediately without having to worry about the precision and accuracy of the solution they will give. 3. To create an informative page for the frequent queries so that the office can lower the emails they receive containing common requests by at least ten percent—and would be continuously updated to further reduce the margin of error. 4. To list categorized issues that ITRO handles to prevent their clientele from sending queries that is not part of the ITRO’s scope of expertise. 5. To give an overview of the tasks currently being handled by each of the ITRO staff—along with the total number of incidents, queries, or problems received— for transparency and analytical purposes.   **New Version:**  We’d like to emphasize the following statements as it is our way to measure the effectiveness of the application over the ITRO’s traditional way of handling requests.  Specific Objective 1: Create a **single (1)** software  Specific Objective 2: Automatically send a uniform and accurate query by **1-3** mouse clicks or screen taps  Specific Objective 3: lower the emails they receive containing common requests by at least **ten percent (10%)**  Specific Objective 4: To list and categorize **all** of the issues that ITRO handles which encompass both infrastructure and software development, along with its six subcategories  Specific Objective 5: To give an **overview** of the tasks - **total number of incidents, queries, or problems received** – for analytical purposes. |

# MNTSDEV – Midterm – G09 Nacor Industries

**Sir Manuel L. Calimlim Jr.**

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| Comment | Response |
| Be very specific with the problem statement | **Old Version:** How could ITRO improve their workflow in terms of: (1) Time management, (2) Workforce allocation, (3) Swift response to various concerns  **New Version:**  **General Problem:**   APC-ITRO's use of an email-based reporting system has been rendered as a dated and impractical approach that leads to their inability to respond and accommodate every request in a timely manner or not being able to inspect the issue at all. An issue which the ITRO Head himself openly disclosed, saying that it is hard to allocate their time to record and sift through each request they receive through their email accounts — making their workflow inefficient and time-consuming since they still must read them personally, one-by-one, regardless of how long or how misleading the email could be.  **Specific Problems:**   1. ITRO assigns personnel to check upon or view two email accounts where students and teachers send in their requests and queries, namely the (1) itro@apc.edu.ph and (2) itsupport@apc.edu.ph. Since there are two separate accounts for the same random queries, it makes checking, reading, and replying to each request more taxing and time-consuming. 2. Emails from teachers and students received by the ITRO varies greatly in terms of form and composition style making it more difficult for the ITRO personnel to read through most of it sometimes or assess the problem immediately, due to the lack of uniformity that their clientele has when it comes to raising their concerns. 3. Of all the said emails that have been read and examined, no matter how different they are in composition, 30-40% of them — as stated through their data and analytics report — were often about the same topic/concern that simply needs a single solution. However, they still need to accompany them all one-by-one, which tends to use up more time and energy than they could have used to attend to other important matters. 4. Furthermore, ITRO frequently receives queries that are not aligned with the issues they are handling such as regarding the extension cords and cables, thus, irrelevant requests are piled up together with their workload rendering some important matters left to be pending. 5. Lastly, the ITRO also exerts an extra effort to manually record each query, incident, or problem that they are being sent through their emails and manually assigns or asks if who among them are already taking care of a specific problem and how many are they dealing with. |
| Interview the client know more about their workflow.   * Specifications of persons involved (personnel for lab, id, other concerns) * Ask the client how many staff there are in their office. | **Old version:** Current System only includes the technical background [MS Outlook and Internet Connection] and the specified uncomplete processes  **New Version:** ITRO organizational chart was provided by the ITRO Head |
| * Next time to present, put the info from the documentation to the PowerPoint. | **Old Version:** Presentation slides are very general [For example – the slide for SOP only includes the Time Management, Workforce Allocation and Swift Response to various concerns]  **New Version:** PowerPoint slides will be updated and be more specific with a profound explanation of the sections. |
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**Sir Jayvee M. Cabardo**

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| Comment | Response |
| Fill the gap between the problem | **Old Version:** How could ITRO improve their workflow in terms of: (1) Time management, (2) Workforce allocation, (3) Swift response to various concerns  **New Version:**  **General Problem:**   APC-ITRO's use of an email-based reporting system has been rendered as a dated and impractical approach that leads to their inability to respond and accommodate every request in a timely manner or not being able to inspect the issue at all. An issue which the ITRO Head himself openly disclosed, saying that it is hard to allocate their time to record and sift through each request they receive through their email accounts — making their workflow inefficient and time-consuming since they still must read them personally, one-by-one, regardless of how long or how misleading the email could be.  **Specific Problems:**   1. ITRO assigns personnel to check upon or view two email accounts where students and teachers send in their requests and queries, namely the (1) itro@apc.edu.ph and (2) itsupport@apc.edu.ph. Since there are two separate accounts for the same random queries, it makes checking, reading, and replying to each request more taxing and time-consuming. 2. Emails from teachers and students received by the ITRO varies greatly in terms of form and composition style making it more difficult for the ITRO personnel to read through most of it sometimes or assess the problem immediately, due to the lack of uniformity that their clientele has when it comes to raising their concerns. 3. Of all the said emails that have been read and examined, no matter how different they are in composition, 30-40% of them — as stated through their data and analytics report — were often about the same topic/concern that simply needs a single solution. However, they still need to accompany them all one-by-one, which tends to use up more time and energy than they could have used to attend to other important matters. 4. Furthermore, ITRO frequently receives queries that are not aligned with the issues they are handling such as regarding the extension cords and cables, thus, irrelevant requests are piled up together with their workload rendering some important matters left to be pending. 5. Lastly, the ITRO also exerts an extra effort to manually record each query, incident or problem that they are being sent through their emails and manually assigns or asks if who among them are already taking care of a specific problem and how many are they dealing with. |
| Address office not the group (ref. to ITRG and ITRO) | **Old Version:** The ITRO is addressed as APC-ITRO, ITRG and client interchangeably  **New Version:**  All sentences and paragraphs that contains different terms are all changed to addressing as “ITRO”  [ITRG is the group of people while ITRO is considered as a whole – the people and the process combined] |
| Change the focus of objective | **Old version:** “RAMS Corner” Ticketing Service app aims to help the students and teachers raise their concerns without having to meet the ITRO Personnel face-to-face and vice versa through-but not limited to-the following set of features in response to the needs of the clients to be able to help them solve the problems they are having with their current system by replacing it with a new, and tailor-made application in the form of a ticketing service solution.”  [This objective focuses more on the customers of the client than the client itself]  **New Version:**  **General Objective:**    To create a ticketing service application for APC-ITRO to use in lieu of their current email-based reporting system, which is a new and fresh environment tailor-made to provide the most efficient workflow experience possible, for them to be able to accommodate and respond to every request—that would be recorded, filtered, and arranged accordingly—eliminating the need for manual reading and inspection, making it more comprehensive and convenient.  **Specific Objectives:**     1. To create a single software application to receive and automatically sort requests and queries that would replace the client’s two former email accounts (that are hard to manage) to eliminate the need for a taxing manual sortation from the ITRO staff. 2. To deliver an application that can be used by the ITRO clientele to automatically send a uniform and accurate query by 1-3 mouse clicks or screen taps so that ITRO can accommodate the request immediately without having to worry about the precision and accuracy of the solution they will give. 3. To create an informative page for the frequent queries so that the office can lower the emails they receive containing common requests by at least ten percent—and would be continuously updated to further reduce the margin of error. 4. To list categorized issues that ITRO handles to prevent their clientele from sending queries that is not part of the ITRO’s scope of expertise. 5. To give an overview of the tasks currently being handled by each of the ITRO staff—along with the total number of incidents, queries, or problems received— for transparency and analytical purposes. |
| Input problem that can be solved by the objective | **Old Version:** SOP revolves around time management, workforce allocation, and swift response to various concerns, whereas the first two of them are mainly a human error which cannot be solved by the proposed system.  **New Version:**  **General Problem:**   APC-ITRO's use of an email-based reporting system has been rendered as a dated and impractical approach that leads to their inability to respond and accommodate every request in a timely manner or not being able to inspect the issue at all. An issue which the ITRO Head himself openly disclosed, saying that it is hard to allocate their time to record and sift through each request they receive through their email accounts — making their workflow inefficient and time-consuming since they still must read them personally, one-by-one, regardless of how long or how misleading the email could be.  **Specific Problems:**   1. ITRO assigns personnel to check upon or view two email accounts where students and teachers send in their requests and queries, namely the (1) itro@apc.edu.ph and (2) itsupport@apc.edu.ph. Since there are two separate accounts for the same random queries, it makes checking, reading, and replying to each request more taxing and time-consuming. 2. Emails from teachers and students received by the ITRO varies greatly in terms of form and composition style making it more difficult for the ITRO personnel to read through most of it sometimes or assess the problem immediately, due to the lack of uniformity that their clientele has when it comes to raising their concerns. 3. Of all the said emails that have been read and examined, no matter how different they are in composition, 30-40% of them — as stated through their data and analytics report — were often about the same topic/concern that simply needs a single solution. However, they still need to accompany them all one-by-one, which tends to use up more time and energy than they could have used to attend to other important matters. 4. Furthermore, ITRO frequently receives queries that are not aligned with the issues they are handling such as regarding the extension cords and cables, thus, irrelevant requests are piled up together with their workload rendering some important matters left to be pending. 5. Lastly, the ITRO also exerts an extra effort to manually record each query, incident, or problem that they are being sent through their emails and manually assigns or asks if who among them are already taking care of a specific problem and how many are they dealing with. |