Comments Matrix

**MSYADD1 – Re-defense/After Finals – G09 Nacor Industries**

**Sir Manuel L. Calimlim Jr.**

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| Comment | Response |
| * On your next subject, prepare the system * Make sure your presentation for final defense on the next subject is a full system with all the feature and capabilities are also present * show report generation in MCSPROJ (next PBL Subject) | **Old Version:** The only available released products were the UI/UX low fidelity, high fidelity, and working prototype  **New Version:** All the features and capability of the proposed app will be addressed on the next PBL Subject (MCSPROJ) |

**MSYADD1 – Finals – G09 Nacor Industries**

**Sir Manuel L. Calimlim Jr.**

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| “Wants” Terminology in the event table should be reviewed | **Old version:** All the events have the word “wants” making it seem that the user can opt not to do the event  **New Version:** All the events in the event table were simplified |
| The Numbering of the process in the events  Table did not match in the numbering processes in the data flow diagram. | **Old version:** The sequence of processes in DFD were misaligned with the sequence of events in the Event Table  **New Version:** The sequence of the processes is parallel between the Event Table and DFD |
| Log in Process also is not mentioned in the event table but is mentioned in the use case diagram | **Old version:** Login is included in the Use Case Diagram but is not included in the event table  **New Version:** Login is removed from the use case diagram as it is not considered as a use case because it is not a user goal level, thus we only included which use cases are the most important. Also, we just considered the view of the system as “the users have already logged in” |
| Use Case Diagram has “search KBL”, hindi tugma sa nasa DFD | **Old Version: T**he event for KBL is different on event table and DFD  **New Version:** The “View KBL” in DFD is changed to “Search KB” for uniformity **7** |
| * “Bakit siya tinawag na KBL content? parang ang layo naman ng terminologies niyo" * "to create a kbl, wala naman tayo problema dun bakit tayo nag ki create ng kbl, parang additional feature niyo na nga lang yan, hindi na nga dapat nag appear yan jan" | **Old version: “**KBL” were used wrongly as terminology for the library of resolutions for common queries.  **New Version:** All “KBL” were changed to “Knowledge Base” or “KB”. We opt to not remove the KB Feature of the app as we see it as an imperative feature that answers our objective. |
| KBL table attributes, title, content, should be reviewed if that is the right attributes. | **Old version:**    **New Version:** |
| * Documentation:Specific Objectives are too long “Ang hirap I measure nito” * Objective part of the Paper is too long, particularly 1,2,3,4 of the specific objective * First objective in the specific objective was rumbled “tatlong objectives ang nasa loob ng isang specific objective” | **Old version:** Objectives were to broad and too long  **New Version:**  **General Objective:**  To create a single software application that receives and automatically sort tickets that would replace the current ITRO email-based reporting system and provide the most efficient workflow experience possible, for them to accommodate and respond to every request.  **Specific Objective:**   1. To eliminate the need for a taxing manual sortation from the ITRO staff, reducing the time it takes from several minutes— depending on the number of tickets — to a mere five to ten seconds upon a single click. 2. To be able to automatically send a uniform and accurate ticket by 1-3 mouse clicks or screen tap and drastically lower the time it takes for the ITRO Client to send a query from five to ten minutes, down to 10 to 90 seconds. 3. To create a knowledge base for the solutions of the most common ITRO Client problems that can be addressed by the client themselves, thus reducing the tickets that the ITRO receive by at least ten percent (10%) 4. To be able to generate ticket reports that can be used in ITRO meetings in 30 to 60 seconds |
| "ano problema dun sa dalawang email, hindi problem ang dalawang email" | **Old version:** SOP were also too broad  **New Version:**  **General Problem:**  The ITRO had a dedicated system solely made for their line of work, making their jobs a bit more tedious as they continue to rely on email services as their base of operations for interacting with a multitude of their clients’ queries and requests.  **Specific Problems:**   1. ITRO’s use of an email-based reporting system has been rendered as a dated and impractical approach, making their jobs more taxing and time-consuming. 2. Emails received by the ITRO vary 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. 3. 30-40% of the queries sent by the ITRO’s clients were often about the same topic that simply needs a single solution; however, they still accompany them all one-by-one, which tends to take up more time. 4. The ITRO exerts an extra effort to manually record each incident, query, 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. |
| All processes and feature should be connected to each other, it should answer the objectives, and the objective should answer the problem | **Old version:** Mostly the event table, DFD, and used case were misaligned  **New Version:**   * Our general objective is answered by the entirety of the System * S. Objective 1 is answered by the View All Tickets plus the feature of filtering by status, priority, and severity * S. Objective 2 is answered by the event Create Ticket which includes all possible field needed for a ticket * S. Objective 3 is answered by our KB Section * S. Objective 4 is answered by the “Generate Dashboard Report” |
| Check ERD table, if the tables are only ticket and ticket history, you might want to add pending ticket, resolved ticket, unresolve ticket tables. Because, if there are too many tickets, it will go to a one table only and that should not be happening. | **Old version:** ERD contains only the User Table, Ticket Table, Ticket\_History Table and KB\_Content Table  **New Version:** All the tables were retained, and no new table were added. Reason is that adding more tables for each ticket status will cause data redundancy. |

**MSYADD1 – Midterms – G09 Nacor Industries**

**Miss Rhea-Luz R. Valbuena**

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| **COMMENTS** | **RESPONSE** |
| 1. Be consistent with the users. Don’t use admin/staff if they are different entities because this will become another entity. | **Before:** The users were regarded as Admin and Client only  **After:** For reference, see Product Backlog/User Stories section in p.18 of the Finals Paper |
| 1. Introduce what is KBL first, not just the acronym | **Before:** KBL is introduced as KBL only  **After:** See Definition of Terms for the complete meaning of KBL used in literal and operational. |
| 1. Spell check (ex. The “hompage”) in use case description | **Before:** The spelling and grammar were not thoroughly checked and proofread.  **After:** All the spellings were checked, acronyms were properly addressed. |
| 1. Be ready for user acceptance test by revising the user stories according to the latest diagrams | **Before:** See Product Backlog/User stories and Use case full description of midterm paper  **After:** See Product Backlog/User Stories and use case full description of Finals paper |
| 1. “There should be an exception scenario for when the ticket cannot be solved in the given time. There should be a way for us to be able to see the update in case the ticket can’t be resolved yet”, so as to create a system that can handle exceptions” | **Before:** The feature only includes giving notice of SLA breaches  **After:** The reply feature was added as an option as exception handling in the use case full description where the ITRO Admin replies why the SLA was breached to make sure the ITRO Clients were informed why their ticket was not yet resolved |
| 1. Associative entity between user and KBL Content | **Before:** See p.35 of Midterm Paper  **After:** See p. 34 of Finals Paper |
| 1. DFD attributes shown in ERD | **Before:** The DFD has a generalized output and input data, thus this did not show what the details are inside the inputs and outputs  **After:** A note was added on the DFD to make sure that the inputs and details were correlated to the details mentioned in the ERD (See 4.2.2 Section in Finals Paper) |
| 1. Be consistent of data stores | **Before:** Some data stores are regarded as “Database”  **After:** Data stores were changed to ITRO Ticketing System Database |
| 1. Only use synchronization joint if there are parallel process. | **Before:** A synchronization joint were used after the “Resolution” but there is no existence of the parallel process, thus it was not supposed to be used  **After:** See Activity Diagram of Finals Paper for the changes |

# 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. |