**MINUTES OF THE MEETING**

1. Meeting Initiation: Kieyl Ponce
   1. Project Manager - Allan Vincent Nefalar
   2. Minutes Recorder - Ruth Morallos
   3. Meeting Moderator - Kieyl Ponce
   4. Attendees:
      1. Bryan Geneta
      2. Vincent Nacor
      3. Patrick Cortez
2. Agenda:
   1. Business Case
      1. Complete all the missing parts
   2. Stakeholder
      1. Complete all missing parts
   3. Project Charter
      1. Update content
   4. Group questions:
      1. What problem are you solving?
         1. Upon meeting the head of the APC-ITRO, Mr. Castillo himself has stated that it is getting “harder and more inconvenient” for him and his team to continue their work through the same method he has been continually doing, due to their limited workforce and manpower to handle the school’s issues and queries. Even though everyone could reach them through emails, he or his agents could not always afford to get back at them and reply immediately, rendering the requests or questions futile since they would only be left unattended regardless of the urgency or importance of the task at hand.
      2. How are you going to solve this problem?
         1. Objective plus main feature of the ITRO Ticketing
         2. a web-based application that would make use of ticketing method similar to that of Discord and other outsourcing companies—to be used on any browser accessible through a desktop computer or a laptop—that would not only help the students and teachers get an equal chance to be given audience by the ITRO, but also to provide automated answers to frequently-asked-questions through a dedicated Knowledge Base that would be done by asking the ITRO about their clients’ commonly-asked questions before the development phase. This will make self-troubleshooting easier and much more convenient. Furthermore, the ITRO as Admins could set the prioritization for certain emails based on how they see it in terms of urgency. This way, those who need urgent help would not find themselves lost waiting for a reply with their hardware/software issues left unattended. The goal is to have the system run smoothly with all functions intact, during the early development stages, until fully rolling it out after polishing the prototype that would be approved. So that at least two or three people from each classroom could report immediately to the ITRO if they happen to need assistance.
      3. What’s your plan?
         1. Meet with advisor
         2. Meet with Client
         3. Schedule Sprints
         4. Test Cases
         5. Debugging
      4. How will you know when you’re done
         1. Use case modules are completed
         2. Project Manager Approval
         3. Stakeholder Approval
         4. Client Satisfaction
      5. How well did the project go?
         1. Improvement Matrix
         2. Client Response to current system
      6. What project methodology do you plan to use for your project and why?
         1. Scrum-Fall

Diagram

Description automatically generated

* 1. Project Improvement
     1. Retain the Ticketing System/improve the features/database/process
     2. Deployment (Ask Sir Jojo for APC public domain OR use subject advisor’s domain)
     3. create a GitHub repository for the group
  2. Stakeholder Analysis
     1. Complete missing columns
  3. Assign documentation roles
     1. Staholder Analysis – Allan Vincent Nefalar
     2. Editing – Ruth Morallos
     3. Proofreading – Kieyl Ponce