

# **Computer and Laptop Service Management System**

**Project Guide:**  
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# **Requirement Gathering**

## 1. User Management:

- User registration and authentication (admin, technician, customer).
- User roles and permissions (admin, technician, customer).
- Password recovery and security features.

## 2. Customer Management:

- Customer registration and profile management.
- Customer contact information storage.
- Customer communication tools (email).

## 3. Laptop Intake:

- Logging and tracking of laptops brought in for repair.
- Capture customer and laptop details (make, model, serial number).
- Assignment of a unique repair ticket or reference number.

## 4. Repair Request Handling:

- Recording customer complaints or issues.
- Prioritization of repair requests (e.g., urgent, standard, low priority).
- Attachments for photos, invoices, or documents.

## 6. Technician Management:

- Technician profiles and skills.
- Assignment of repair tasks to technicians.
- Workload distribution and tracking.

## 7. Repair Progress Tracking:

- Real-time status updates for customers.
- Alerts or notifications at key repair stages (diagnosis, parts replacement, testing).
- Estimated completion times.

## 8. Billing and Invoicing:

- Generation of repair estimates and invoices.
- Integration with payment gateways.
- Record keeping of all transactions.

## 9. Security and Privacy:

- Data encryption and protection.
- User access control and authentication.
- Compliance with data protection regulations .

## 10. Maintenance and Support:

- System updates and bug fixes.
- Helpdesk or customer support features.

# **Feasibility Study Report:**

## **Introduction**

The “Online Computer/laptop service website” is a web-based platform designed to provide comprehensive computer/laptop device repair and servicing solutions to users. The platform aims to bridge the gap between computer/laptop device owners and professional technicians offering a convenient and efficient way to address various computer/laptop device issues.

## **Objectives**

1. Evaluate the technical feasibility of developing an online laptop/computer management system.
2. Assess the operational feasibility of implementing the system within the existing laptop/computer system.
3. Analyze the economic feasibility, including cost estimates and potential revenue streams.
4. Determine the scheduling feasibility and project timeline.

## **1. Technical Feasibility**

- Hardware and Software Requirements: Identifying the necessary hardware and software components for system development.
- Technical Expertise: Evaluating the availability of skilled developers and technical resources.
- Security and Privacy: Ensuring compliance with data security and privacy regulations.
- Integration Capabilities: Assessing the system's ability to integrate with existing laptop/computer system and technologies.

## **2. Operational Feasibility**

- User Acceptance: Gathering feedback from potential users to ensure they embrace the system.

- Business Processes: Analyzing how the system will affect existing laptop repairing work flows and identifying potential improvements.

Change Management: Developing strategies for smooth repairing and addressing resistance to change.

## **3. Economic Feasibility**

1. Cost Estimation: Estimating the development, implementation, and maintenance costs of the system.

2. Revenue Projections: Identifying potential revenue streams, such as subscription fees, advertising, or partnerships.

3. Return on Investment (ROI): Calculating the expected ROI and payback period.

## **4. Scheduling Feasibility**

Scheduling feasibility involves planning the project timeline:

- Project Phases: Dividing the project into manageable phases with specific milestones.

- Resource Allocation: Allocating human and financial resources to each phase.

- Risk Assessment: Identifying potential project risks and mitigation strategies.

## **5. Behavioral Feasibility**

The presented system encompasses the subsequent inquiries:

- Is there sufficient support for the users

- YES

- Will the proposed system cause harm?

- No

## Feasibility Study Questionnaire

1. What is the primary purpose of your laptop repair website?

The primary purpose of the website is to offer convenient and reliable laptop repair services to customers through an online platform.

2. Does the system provide a robust mechanism for safeguarding user information, thereby ensuring optimal security?
  - ✓ The system guarantees a high level of security in the storage of user information.
3. What sets your laptop repair website apart from competitors?
  - ✓ Our website distinguishes itself by providing transparent pricing, a user-friendly interface, and a team of skilled technicians to ensure high-quality repairs.
4. What features will your website have to facilitate laptop repair requests?
  - ✓ The website will feature an easy-to-use repair request form, real-time repair status tracking, secure payment options, and a knowledge base with DIY repair tips
5. Can users book technicians for repairing?
  - ✓ Yes, users can book technicians for repairing.
6. Are online transactions available for payments?
  - ✓ Yes, online transactions are available for payments.
7. Does the system ensure high security for storing user information?
  - ✓ Yes, the system ensures high security for storing user information.
8. Is it possible for users to communicate with technicians via a chat box?
  - ✓ It is possible for users to engage in communication with technicians via a chat box