Guide on P&G System

Our system was developed with two things in mind: ease of use, and workload management. We focused on creating a user interface that was friendly to all users, including customers, so that the experience of creating a service and handling the workflow is straightforward. Employees are able to monitor individual customers throughout the entire process using the customer landing page. This allows for oversight of services where customers information, reports, and their statuses are stored. Our hope was to create a system that moved the client's current outdated paper system to a totally online system, accessible on all devices, and we believe we did that.

How to update and support the system

Unlike software systems that can be purchased online, our system covers the exact needs and requirements that the client approached us with. This ensured that we developed a system customized for our client that fit their business and their workflow.

Since Green Valley does not have an in-house IT team to continue the development of the system, we recommend that the company looks to hire or outsource IT functions to a 3rd-party or an independent developer. Since the system is functional and self-sustaining, hiring a full-time developer may be unnecessary and costly to constantly monitor the system. However, if Green Valley decides to expand business in the future, hiring a developer may be inevitable in order to provide scalability to the system.

Moving forward, it is very likely the system will need maintenance to ensure that operational effectiveness is maximized. In order to solve these issues, we recommend that Green Valley looks into a freelance developer or contractor to familiarize themselves with the system and establish a baseline for configuration management. Costs for independent developers vary, but since our system is relatively small, Green Valley should be able to contract someone for around $60 per hour, but prices can range closer to $100 per hour depending on the skills and past work of the developer. This would allow for routine changes and other small features to be implemented into the system without disrupting the normal course of business. It's also imperative that the system's security be improved along with growing business needs. An independent developer would be able to implement improved security functionality into the system, and since the system is customized and not widely known to attackers, security can be more enhanced than most off-the-shelf software products.

How to use the system

Starting file- LandingPage.aspx

1. Choosing your login - After running the initial starting file you will be given a choice on entering through the employee or customer login. They will use different credentials linked to different tables in the database so one credential can not enter using the other login.

The Employee Side

After successful sign in you will be greeted with the employee home page. Here you will find 3 panels on the main page.

1. Customer Statuses - Lists the last name, service type, order status, and date of service so you can view any orders that are coming up and its corresponding information. Clicking on any of these rows will send you to the individual's customer portal.
2. Search Customer - This is the main gateway into entering a customer portal. Typing in a customer's last name, or the start of their last name, and hitting search will display the records of the customers whose last name starts with what was searched. It displays the last name, phone number, and email. Clicking on the row will send you to the customers portal.
3. Search Records - This feature allows you to search 4 different options that are expressed as important to the client. The dropdown list will give you 4 search options.
    a. Active Customers - Type in a date of a service, and choose the city of the customer from the dropdown list and it will display all customers that correspond to those criteria
    b. New Customers - Type in the date the new customer was created and it will show the customers.
    c. Date of Service - Type in a date of the service and it will pop up any corresponding customers.
    d. Storage - Choose a storage location from the drop list and it will display all inventory stored there.

After clicking a row from the Customer Statuses or Search Customer panel it will send you to the customer portal. Here you can see the name and created account date on the top along with 3 tabs

1. Customer Information - the default tab upon entering. It displays basic customer information and can be edited.
2. Forms - will give you the 4 form options, Orders, Assessments, LookAts, and Appraisals. Clicking any of these will show a list of records that exist pertaining to that customer whose portal you are in. Depending on which form is clicked it will show a row with different columns. Clicking the row will display the form under the list with that specific records information autofilled into the form. Clicking the add form buttons will display a fully functioning blank form where you can input the information and save it to the database.
3. Statuses- Will display current customer order statuses. Here you can change the status pertaining to that customer as well as the status notes for it for additional information. Click on a row to fill the information and click edit to save changes.

Heading Information

1. The Green Valley Auctions Logo on the top left will always be a clickable action that brings the user back to the employee home page.
2. New Customer - Will bring you to the initial contact information page where you can create a new customer. The email and password in the form, after successful submission, can be used by the customer to login through their page.
3. Reports - Displays important data
4. Profile - Will direct you to the employee information page of the user that is signed in.
5. Logout - Will direct you back to the login page.

The Customer Side

After logging in through the customer login you will enter the customer home page. Here there are 4 main options.

1. Contact- This button will send the customer to the contact page, here they can fill out an informational form and hitting send will submit the form and its details to the email that is registered in the backend.
2. Services - The user can see all the services that pertain to them.
3. Profile - The user can edit their name, address, and phone number if necessary.

Object Oriented Programming

Abstraction

Our program demonstrates Abstraction when a customer fills out an initial request and an email automatically gets sent to Green Valley Auctions. All the customers can see is the information they are inputting because the process of automatically emailing Green Valley Auctions when they press submit is not necessary to be seen by the end user.

Encapsulation

Our program demonstrates Encapsulation by using the password hashing method. With this method, the user is only able to see their password, but when the user logs in to the system the password is protected by the hashing method. This is beneficial because the login page is more secure and the likelihood for data to be stolen or compromised is very unlikely.

Inheritance

Our program demonstrates Inheritance by our forms Inheriting the initial contact form. Once the initial contact form is created it is, then, auto filled into the assessment forms. Once an assessment form is created, the service forms use the assessment forms data to complete the service order form for that particular customer.

Section	Requirement	Tests	Executed?	Defects	Defect Description	Defect Status
Initial Conversation & Point of Contact Form	Identify Services the Customer will need	Customer can identify which services are needed	Yes	None		N/A
		Client can correctly record customer requests	Yes	None		N/A
		Information/Notes gathered can be stored	Yes	None		N/A
	Customer Creation	Email Notification once file is uploaded	Yes	None		N/A
		Create Customer Folder upon customer creation	Yes	None		N/A
Status Bar	Customer Status Creation/Update	Customer is correctly added to the form	Yes	None		N/A
		Status can be manually changed to matching customer name when entered	Yes	None		N/A
		Ticket data entered matches with data stored in database	Yes	Yes	Incorrect ticket data displayed after entering in status	Resolved
Design/Functionality Implementation	Employee Side	Landing Page	Yes	None		N/A
		Home Page	Yes	None		N/A
		View Service Page	Yes	None		N/A
		Add Service	Yes	None		N/A
		Add Customer	Yes	None		N/A
	Customer Side	Home Page	Yes	None		N/A
		View Service Page	Yes	None		N/A
		Profile Page	Yes	None		N/A
		Contact Page	Yes	None		N/A
		Edit Profile Page	Yes	Yes	Email not matching username results in error	Resolved
Assessment Forms	Gather pertinent information for pricing quotes	Initial Contact infomation is filled in	Yes	None		N/A
		Information gets stored			Database and C#	

		in database	Yes	Yes	side did not match	Resolved
Auction Look At Form	Gathered information that is needed for auction items	Fill information in database	Yes	None		N/A
Service Order Forms	Reference assessment information	Auto fill assessment information	Yes	None		
	Gather additional information for each form		Yes	None		N/A
	Photo upload for Appraisal		Yes	None		N/A
Client Reports	Display client data in charts	Upcoming services report	Yes	Yes	Could not get reports to show in real time	Unresolved
	Tableau	Customer hear about company	Yes	Yes		
Pop Up Notes	Add notes to customer profile	Open & collasp notes	Yes	None		N/A
Completion Form	Auto fill all service forms		No	None		N/A
AWS	Upload application to a localhost	Ran system through AWS	Yes	None		N/A

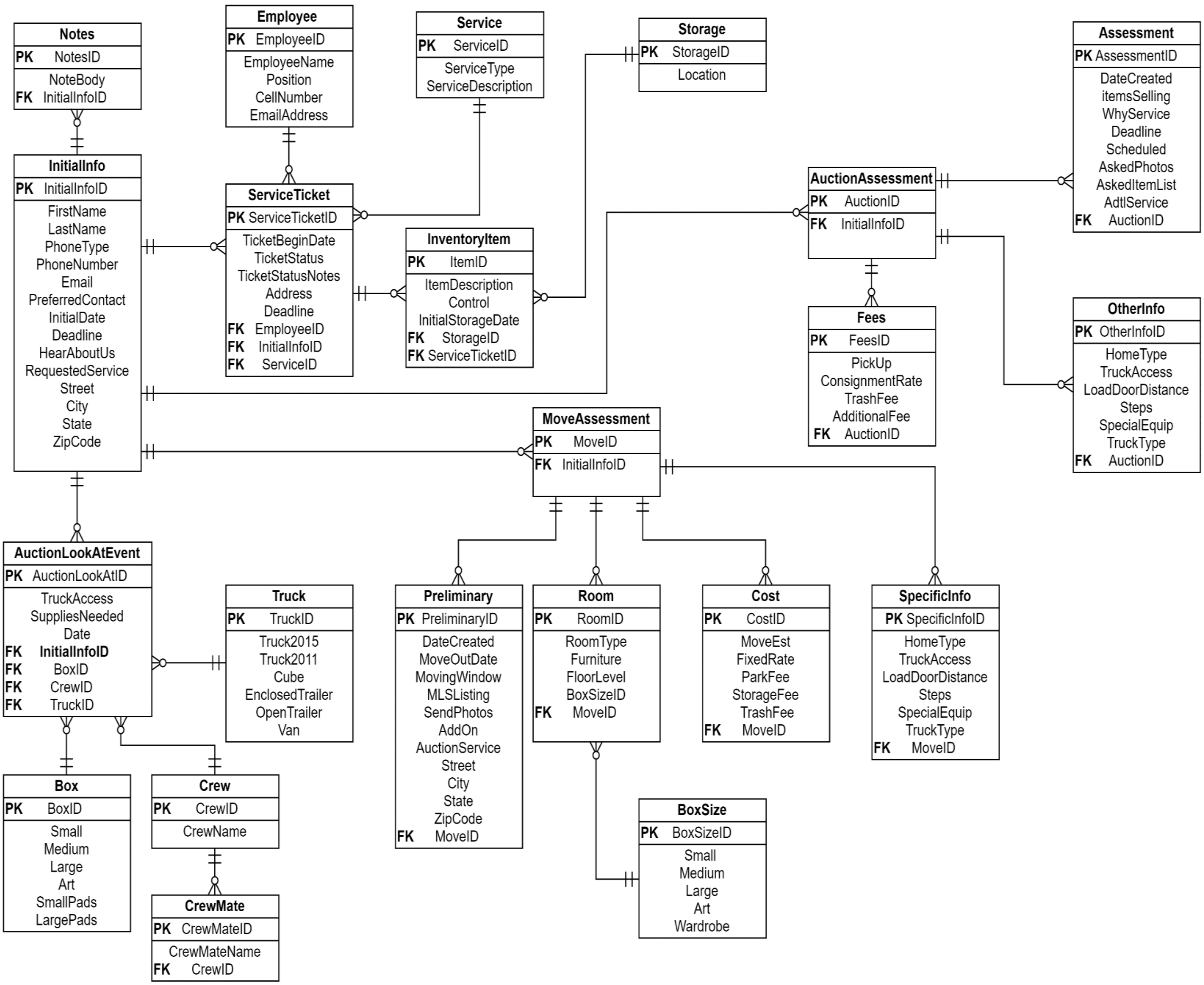
Capstone

Read-only view, generated on 20 Apr 2021

Instagantt

	ACTIVITIES	ASSIGNEE	EH	START	DUE	%
	Sprint 1:		44.5h	01/Mar	17/Mar	100%
1	Sprint1	All	-	01/Mar	16/Mar	100%
2	Turn in IP agreement	All	0.5h	01/Mar	02/Mar	100%
3	Initial Client Meeting	All	1h	06/Mar	06/Mar	100%
4	Sign up for Github	Alec Thoman	1h	08/Mar	09/Mar	100%
5	Create push notification throug...	Alec Thoman	2h	09/Mar	11/Mar	100%
6	Meet with SMAD Team	All	1h	09/Mar	09/Mar	100%
7	Add photos to customer portal	Alec Thoman	2h	10/Mar	12/Mar	100%
8	Combine HTML/CSS with VS	All	-	10/Mar	14/Mar	100%
9	Create ERD	Jacob Biskaduros	2h	11/Mar	15/Mar	100%
10	Team Meeting	All	1h	11/Mar	11/Mar	100%
11	ASPX for Initial Customer Conta...	Briana Munson	2h	11/Mar	12/Mar	100%
12	Status Bar	JB, YL	2h	11/Mar	14/Mar	100%
13	Create Use Case	Briana Munson	2h	12/Mar	15/Mar	100%
14	Review Client Workflow	All	2h	12/Mar	16/Mar	100%
15	Database for initial Client Cont...	JB, YL	4h	12/Mar	14/Mar	100%
16	Create New Service Page	Brian Shrestha	2h	12/Mar	13/Mar	100%
17	Team Meeting	All	1h	13/Mar	13/Mar	100%
18	C# for Contact Info	Yuhui Li	2h	13/Mar	14/Mar	100%
19	Edit Workflow page to add notes	Brian Shrestha	2h	13/Mar	14/Mar	100%
20	Update System Imports	Brian Shrestha	1h	13/Mar	13/Mar	100%
21	Storage Services - Inventory Item	Alec Thoman	1h	13/Mar	14/Mar	100%
22	Meet to Create Presentation an...	All	3h	14/Mar	14/Mar	100%
23	UI for Storage Info	Alec Thoman	1h	14/Mar	14/Mar	100%
24	Create Traceability Matrix	Jacob Biskaduros	1h	14/Mar	15/Mar	100%
25	Event History for Storage	Yuhui Li	1h	14/Mar	14/Mar	100%
26	Monday Check-In	All	0.5h	15/Mar	15/Mar	100%
27	Design Meeting	All	0.5h	15/Mar	15/Mar	100%
28	Presentation Preparation	All	1h	15/Mar	15/Mar	100%
29	CIS Presentation Preparation	All	3h	15/Mar	15/Mar	100%
30	Sprint Presentation	All	1h	16/Mar	16/Mar	100%
31	Post-Sprint Report	Briana Munson	1h	16/Mar	17/Mar	100%
	Sprint 2:		51h	17/Mar	31/Mar	92%
33	Sprint2	All	-	17/Mar	31/Mar	100%
34	Review Trello Tasks	Brian Shrestha	1h	21/Mar	21/Mar	100%
35	Meeting	All	1h	21/Mar	21/Mar	100%
36	Meeting with Client	All	1h	22/Mar	22/Mar	100%
37	Review Back end functionalities	All	2h	22/Mar	22/Mar	100%
38	Review outlook integration		2h	23/Mar	25/Mar	100%
39	Edit New service Page	Brian Shrestha	2h	23/Mar	25/Mar	100%
40	Continuation of Implementing F...	AT, BS	6h	24/Mar	29/Mar	100%
41	Integrate Calendar function w/ ...	Alec Thoman	2h	24/Mar	30/Mar	0%
42	Status Bar	JB, YL	4h	24/Mar	30/Mar	100%
43	Update Traceability Matrix	All	2h	25/Mar	31/Mar	100%
44	Create New Inventory Database	Brian Shrestha	1h	26/Mar	30/Mar	100%
45	Integrate Customer Homepage...	Alec Thoman	2h	26/Mar	27/Mar	100%
46	Headshot/Name PDF	All	0.5h	27/Mar	29/Mar	100%
47	C# for Services Page	Alec Thoman	1h	27/Mar	28/Mar	100%
48	Employee Side Implementation	Brian Shrestha	2h	27/Mar	28/Mar	100%
49	Review Received Forms	All	2h	28/Mar	28/Mar	100%
50	Customer Side Implementation	Alec Thoman	2h	28/Mar	29/Mar	100%
51	Meeting to discuss implementa...	All	2h	29/Mar	29/Mar	100%
52	Integrate Initial Contact Form	Briana Munson	3h	29/Mar	31/Mar	100%
53	Integrate Move Service Order F...	Jacob Biskaduros	3h	29/Mar	31/Mar	100%
54	Integrate Move Assessment Forn	Jacob Biskaduros	3h	29/Mar	31/Mar	100%
55	Submit Update Screenshots of ...	All	1h	29/Mar	29/Mar	100%
56	Review Status Bar Functionality	All	1h	29/Mar	30/Mar	90%
57	Prepare Sprint 2 Slides/Present...	All	2h	30/Mar	30/Mar	100%
58	Sprint 2 Presentation	All	0.5h	31/Mar	31/Mar	100%
59	Combined Meeting	All	2h	31/Mar	31/Mar	100%
	Sprint 3::		165.5h	31/Mar	24/Apr	99%
61	Sprint3	All	-	31/Mar	24/Apr	100%
62	Connect to Amazon Instance	Alec Thoman	2h	31/Mar	07/Apr	100%
63	Team Meeting	All	1h	01/Apr	01/Apr	100%
64	Review/Update Status Bar	Yuhui Li	2h	01/Apr	04/Apr	100%
65	Move Assessment	JB, YL	5h	04/Apr	09/Apr	100%
66	Meeting with Client	All	1h	05/Apr	05/Apr	100%
67	Team Meeting	All	1h	05/Apr	05/Apr	100%
68	Auction Look At Form	Alec Thoman	5h	05/Apr	07/Apr	100%
69	Update Traceability Matrix	All	4h	05/Apr	19/Apr	100%
70	Initial Contact Database	Briana Munson	2h	06/Apr	06/Apr	100%
71	Review Move Assessment For...	YL, JB	6h	07/Apr	11/Apr	100%
72	Team Meeting	All	1h	09/Apr	09/Apr	100%
73	Auction Assessment Form	JB, YL	4h	09/Apr	11/Apr	100%
74	Team Meeting	All	1h	10/Apr	10/Apr	100%
75	Move Assessment Database	Briana Munson	2h	10/Apr	11/Apr	100%
76	View and Searchable Tables	Brian Shrestha	3h	10/Apr	11/Apr	100%
77	Team Meeting	All	4h	11/Apr	11/Apr	100%
78	Auction Assessment Database	Jacob Biskaduros	2h	11/Apr	12/Apr	100%
79	Review Auction Form Code	Yuhui Li	3h	11/Apr	13/Apr	100%
80	Edit Customer Contact Page	Alec Thoman	2h	11/Apr	12/Apr	100%
81	Client Meeting	All	1h	12/Apr	12/Apr	100%
82	Tableau Visualization	AT, JB	6h	12/Apr	16/Apr	100%
83	Auction Service Order Form	AT, JB	10h	12/Apr	12/Apr	100%
84	Integrate Customer Landing Pa...	Brian Shrestha	3h	12/Apr	14/Apr	100%
85	SQL Inj / Cross Site Script	All	5h	12/Apr	18/Apr	100%
86	Add Forms to Customer Landin...	Brian Shrestha	3h	12/Apr	14/Apr	100%
87	Team Meeting	All	2h	13/Apr	13/Apr	100%
88	Add Statuses to Customer Land...	Brian Shrestha	3h	13/Apr	16/Apr	100%
89	Update ERD	Briana Munson	2h	14/Apr	20/Apr	100%
90	Updated Storage Table SQL	Brian Shrestha	2h	14/Apr	20/Apr	100%
91	Integrate Notes Pop-up	Brian Shrestha	3h	14/Apr	16/Apr	100%
92	Update Customer Search Bar o...	Brian Shrestha	4h	14/Apr	15/Apr	100%
93	Team Meeting w/ Mentor	All	1.5h	15/Apr	15/Apr	100%
94	Team Meeting	All	2h	15/Apr	15/Apr	100%
95	Completion Form Front End	Jacob Biskaduros	2h	15/Apr	16/Apr	100%
96	Move Order Form	BS, JB	6h	15/Apr	18/Apr	100%
97	Appraisal Form	Alec Thoman	5h	15/Apr	17/Apr	100%
98	Create Upcoming Jobs Report	AT, JB	3h	15/Apr	16/Apr	100%
99	Update Employee Landing Page	BS, AT	6h	15/Apr	18/Apr	100%
100	Office Hours	All	0.5h	16/Apr	16/Apr	100%
101	Team Meeting	All	6h	16/Apr	16/Apr	100%
102	Create Reports Tab	Alec Thoman	4h	16/Apr	17/Apr	100%
103	Store Notes in database	All	5h	16/Apr	18/Apr	80%
104	Team Meeting	All	7h	17/Apr	17/Apr	100%
105	Finalize Presentation Statictics ...	All	2h	18/Apr	19/Apr	100%
106	Team Meeting	All	7h	18/Apr	18/Apr	100%
107	Add Tableau Visual under Repo...	Alec Thoman	2h	18/Apr	18/Apr	100%
108	Add Autopopulate to all forms	All	6h	18/Apr	19/Apr	50%
109	Create Sprint3 Presentation Sli...	BM, JB	2h	19/Apr	19/Apr	100%
110	Sprint3 Presentation	All	0.5h	20/Apr	20/Apr	100%
111	Review Final Documents for su...	All	3h	20/Apr	20/Apr	100%


Use Case for Green Valley Auctions Online Data System
Login
<<include>>
Create New Account
Submit Service Request
Upload documents
Add Customer
Search Customer
View Customer Portal
<<include>>
Add Notes
Edit Service Ticket
Edit Forms
View Reports
Make Appraisals
View Status Bar
Customer
Employee



Notes
PK NotesID
NoteBody
FK InitialInfoID
Employee
PK EmployeeID
EmployeeName
Position
CellNumber
EmailAddress
Service
PK ServiceID
ServiceType
ServiceDescription
Storage
PK StorageID
Location
Assessment
PK AssessmentID
DateCreated
itemsSelling
WhyService
Deadline
Scheduled
AskedPhotos
AskedItemList
AdtlService
FK AuctionID
InitialInfo
PK InitialInfoID
FirstName
LastName
PhoneType
PhoneNumber
Email
PreferredContact
InitialDate
Deadline
HearAboutUs
RequestedService
Street
City
State
ZipCode
ServiceTicket
PK ServiceTicketID
TicketBeginDate
TicketStatus
TicketStatusNotes
Address
Deadline
FK EmployeeID
FK InitialInfoID
FK ServiceID
InventoryItem
PK ItemID
ItemDescription
Control
InitialStorageDate
FK StorageID
FK ServiceTicketID
AuctionAssessment
PK AuctionID
FK InitialInfoID
Fees
PK FeesID
PickUp
ConsignmentRate
TrashFee
AdditionalFee
FK AuctionID
OtherInfo
PK OtherInfoID
HomeType
TruckAccess
LoadDoorDistance
Steps
SpecialEquip
TruckType
FK AuctionID
MoveAssessment
PK MoveID
FK InitialInfoID
AuctionLookAtEvent
PK AuctionLookAtID
TruckAccess
SuppliesNeeded
Date
FK InitialInfoID
FK BoxID
FK CrewID
FK TruckID
Truck
PK TruckID
Truck2015
Truck2011
Cube
EnclosedTrailer
OpenTrailer
Van
Preliminary
PK PreliminaryID
DateCreated
MoveOutDate
MovingWindow
MLSListing
SendPhotos
AddOn
AuctionService
Street
City
State
ZipCode
FK MoveID
Room
PK RoomID
RoomType
Furniture
FloorLevel
BoxSizeID
FK MoveID
Cost
PK CostID
MoveEst
FixedRate
ParkFee
StorageFee
TrashFee
FK MoveID
SpecificInfo
PK SpecificInfoID
HomeType
TruckAccess
LoadDoorDistance
Steps
SpecialEquip
TruckType
FK MoveID
Box
PK BoxID
Small
Medium
Large
Art
SmallPads
LargePads
Crew
PK CrewID
CrewName
CrewMate
PK CrewMateID
CrewMateName
FK CrewID
BoxSize
PK BoxSizeID
Small
Medium
Large
Art
Wardrobe