# Stock Portal for Spice Co.

# Diploma in Computer System Design Final Project documentation 22.1P



School of Computing and Engineering
National Institute of Business Management
Asgiriya, Kandy.

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#### **PREFACE**

"I certify that this project does not incorporate without acknowledgement, any material previously submitted for a Diploma in any institution and to the best of my knowledge and belief, it does not contain any material previously published or written by another person or myself except where due reference is made in the text. I also hereby give consent for my project report, if accepted, to be made available for photocopying and for interlibrary loans, and for the title and summary to be made available to outside organizations."

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They have carried this system development project under my advice & guidance.

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**Gantt Chart** 

#### **ACKNOWLEDGMENT**

We extend our heartfelt appreciation to the client who entrusted us with creating this website. Their trust in our abilities motivated us to work diligently. We also want to acknowledge our university lecturers and colleagues who provided guidance and support throughout the project. Their insights helped us avoid pitfalls and achieve success. Special recognition goes to our hardworking team members who collaborated seamlessly. Additionally, we are grateful to our friends who supported us during the project and our parents who stood by us from start to finish. Lastly, we express our sincere thanks to Mrs. Inoka Abhayasinghe, and Mr. Manjuala Kulathunga, our project overseers, for their invaluable guidance.

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#### 1. INTRODUCTION

#### 1.1 Introduction of the organization

Our client organization, **Dilthira** Associates plays a huge role in Sri Lankan spice trading landscape, specializing in premium black pepper and white pepper powder.

In 2010, Dilthira, a pepper powder stock trading company, was established with a vision to provide quality products at affordable prices. Over the years, Dilthira has evolved into a renowned name in the stock trading industry, mainly for the top-tier hotels and restaurants in Kandy.

The company's commitment to delivering high quality pepper powder products, coupled with its affordability, has gained attention of the market, earning it widespread recognition among customers and businesses alike.

### 1.2 Organization Structure

- 2. **Hierarchy:** There is a flat hierarchy, where one person was the sole owner of the business. This is a family business which runs by the management of the owner with the help of his family of three.
- 3. **Departments and Divisions:** Since the company is small and focuses on a solitary product (pepper powder), there may not be distinct departments or divisions. However, it may have functional areas such as production, sales, and administration, all managed by the family.
- 4. **Reporting Relationships:** All employees report directly to the owner.
- 5. **Span of Control:** Sole owner, have a wide span of control, overseeing all aspects of the business, from production to sales and administration.
- 6. **Centralization vs. Decentralization:** Decision-making authority is centralized with the owner, and he is responsible for all aspects of the business.
- 7. **Formalization:** The level of formalization is low, with fewer standardized procedures and more flexibility in operations, given the small size of the company.

#### 1.3 Current Operations in the Organization

Dilthira Associates operates with a straightforward approach under the management of its owner.

At Dilthira Associates, their moral is simple: first come, first served. With a queue-based system managing export orders, there is a commitment to fairness and promptness in every transaction. Whether it is a high-end hotel or a quaint restaurant, each client order is handled with care, ensuring a seamless experience for all.

Behind the scenes, the Owner oversees every facet of the operation, from order processing to final delivery. Communication is key in this operation, with Dilthira Associates priding itself on open and transparent dialogue with clients.

In this streamlined operation, continuous improvement is especially important for the owner. The Owner is constantly seeking ways to enhance efficiency and elevate customer satisfaction, whether through refining inventory management practices or optimizing communication channels. That is why Dilthira association has decided to automate and digitalize their whole business.

Dilthira Associates prioritizes reliability, integrity, and personalized service.

#### 1.4 Users and Responsibilities of the Organization

In culinary industry, Dilthira Associates stands as a trusted purveyor of premium black pepper, esteemed restaurants in Kandy like "Royal Mall," "Devon," and "Delight". It is evident that Dilthira Associates takes its responsibility to provide the finest quality spices to its clients with utmost seriousness.

At Dilthira Associates, the pursuit of excellence is not just a motto – it is a way of life. With a commitment to sourcing only the best black pepper from around the globe, Dilthira ensures that each shipment surpasses expectations.

Dilthira's role goes beyond just providing ingredients – it is about fostering a partnership built on trust, reliability, and mutual respect. With open lines of communication and a dedication to meeting the unique needs of each client, Dilthira Associates ensures that its partners have everything they need to succeed in the competitive world of gastronomy.

It is clear that Dilthira Associates' dedication to quality and service sets it apart in the industry.

#### 1.5 Problem Definition

"Our company currently faces a challenge with order management, as clients exclusively place orders through manual phone calls. This manual process results in inefficiencies and inaccuracies, leading to potential delays, errors, and customer dissatisfaction. Without a structured system for order management, we lack the ability to track orders, monitor inventory levels, and efficiently allocate resources. As a result, we are unable to optimize operations, streamline workflows, and provide the level of service and reliability our clients expect and deserve. The absence of an automated order management system poses a significant obstacle to our company's growth and success in the competitive market. Therefore, there is an urgent need to implement a robust, scalable, and user-friendly order management solution that integrates seamlessly with our existing processes, improves efficiency, enhances accuracy, and elevates the overall customer experience." - Company Owner

# 1.6 Project Objectives

- 1. Create an Automated Order System: Build software that lets clients place orders online easily, replacing manual phone calls.
- 2. **Connect with Inventory:** Ensure the system syncs with inventory data to manage stock levels accurately.
- 3. **Speed Up Order Processing:** Simplify order processing to save time and reduce errors by automating tasks.
- 4. **Ensure Data Accuracy:** Implement checks to ensure order details are accurate, improving overall reliability.
- 5. **Plan for Growth:** Design a system that can grow with the company's needs, allowing for future expansion.
- 6. **Improve User Experience:** Create an easy-to-use interface for clients and staff, focusing on simplicity and efficiency.
- 7. **Ensure Security:** Implement measures to protect customer data and maintain privacy, meeting security standards.

These objectives aim to build a user-friendly, efficient system that improves order management and supports the company's growth.

## 1.7 Proposed Solution

- 1. Create an Automated Order System: Build web application that lets clients place orders online easily, replacing manual phone calls.
- 2. **Connect with Inventory:** Ensure the system syncs with inventory data to manage stock levels accurately.
- 3. **Ensure Data Accuracy:** Implement checks to ensure order details are accurate, improving overall reliability.
- 4. **Plan for Growth:** Design a system that can grow with the company's needs, allowing for future expansion.
- 5. **Improve User Experience:** Create an easy-to-use interface for clients and staff, focusing on simplicity and efficiency.
- 6. **Ensure Security:** Implement measures to protect customer data and maintain privacy, meeting security standards.

# 1.8 Chapter Summery

In this chapter, we explore Dilthira Associates' journey towards improving order management and client experience.

We begin by highlighting the company's commitment to excellence in the spice trade, serving top restaurants with premium black pepper powder.

Next, we delve into the challenges faced by the organization, particularly with manual order processing, and the urgent need for an automated solution as the association is struggling to keep up with the number of orders coming to the owner.

Proposed objectives and solutions are presented, focusing on developing a user-friendly website for online order placement.

By aligning these objectives with the company's goals, the proposed solution aims to streamline order management and enhance client satisfaction at Dilthira Associates.

# 2. METHODOLOGY

#### 2.1 Introduction

Under this chapter, we explain the methodologies that we have used to for solving the customer's issue. We detail the steps that involved in data collection, software development, testing, and project planning to ensure a systematic approach and to give a brief explanation of our pathway towards achieving our objectives.

#### 2.2 Data Collection Method(s)

#### **Interviewing the Owner:**

We engaged directly with the owner to gain valuable insights into their management history and how orders have been handled over time.

This firsthand information was crucial for understanding the business's evolution and identifying its current needs and pain points.

#### **Reviewing Company Management History:**

We delved into the owner's management history to uncover valuable insights into how orders have been managed from the inception of the business to the present day.

This historical perspective helped us identify patterns, challenges, and areas for improvement within the order management process.

#### **Analysing Provided Documents:**

Furthermore, we thoroughly analysed documents provided by the owner to enrich our understanding of the business's inner workings.

These documents include sales reports, inventory records, customer feedback, and other relevant materials which were all manually recorded in books and other physical written documentations.

#### 2.3 Software Process Model

For the development of the system, we are planning to use the waterfall model because we gathered the user's requirements at the beginning and after implementation, we are planning to use incremental model to increment upgrades as the client comes with more requirements while using the system.

#### **Initial Development with Waterfall Model:**

We have chosen to utilize the waterfall model for the initial development phase of the system.

This decision stems from our approach of gathering the user's requirements comprehensively at the beginning of the project.

With the waterfall model, we will follow a sequential process, moving from one phase to the next, including requirement analysis, system design, implementation, testing, and deployment.

#### **Subsequent Upgrades with Incremental Model:**

After the initial implementation, we plan to transition to the incremental model for subsequent upgrades and enhancements.

This approach allows us to incrementally add new features and functionalities as the client provides additional requirements or as new needs emerge during system usage.

By adopting the incremental model, we can efficiently address evolving client needs while maintaining the stability and integrity of the system.

By combining the waterfall model for initial development with the incremental model for subsequent upgrades, we aim to deliver a robust and adaptable system that meets the client's evolving requirements and supports their business objectives effectively.

# 2.4 Software Development Tools

# **Development Tools: -**

- Visual Studio Code IDE
- PhpMyAdmin database management tool
- GIT version controlling tool

# Languages & frameworks: -

- HTML
- CSS
- JAVASCRIPT
- PHP
- Bootstrap
- jQuery

#### 2.5 Testing Strategies

**Unit Testing:** we run tests for individual components of the website, including database queries, user authentication functions, and any other backend logic. These tests ensure that each component functions correctly in isolation.

**Integration Testing:** Test the interaction between different components of the website, such as how the frontend communicates with the backend and how the database interacts with the application. This ensures that all parts of the system work together as we established.

**Database Testing:** Verify that the database schema is correctly implemented, and data is stored and retrieved accurately. Tests will cover CRUD (Create, Read, Update, Delete) operations and data integrity constraints.

**User Interface Testing:** Ensure that the user interface is intuitive and works across different browsers and devices. Test UI elements, navigation, form submissions, error messages, and visual layout.

Authentication and Authorization Testing: Verify that user authentication mechanisms, such as login, registration, and session management, work correctly. Also, test different user roles and permissions to ensure proper access control.

**Security Testing:** Perform security assessments to identify and address potential vulnerabilities, Captcha testing can help to strengthen the website's defences.

**Performance Testing:** Assess the website's performance under different load conditions to ensure it can handle concurrent user sessions and database queries efficiently. We will be using Apache JMeter to simulate various user scenarios to measure response times and identify bottlenecks.

Compatibility Testing: Test the website on different operating systems, browsers, and devices to ensure compatibility and responsiveness. Pay attention to how the website behaves on mobile devices with varying screen sizes and resolutions.

**Regression Testing:** After making changes or fixing issues, rerun relevant tests to ensure that existing functionality has not been affected. Automated testing frameworks can streamline this process by automatically running tests whenever code changes are made.

#### 2.6 Implementation Plan

The implementation plan outlines the detailed steps required to develop and deploy the automated order management system.

#### • Initial Setup:

- Set up the development environment using Visual Studio Code and PhpMyAdmin.
- o Configure version control with GIT.

#### • Requirement Gathering and Analysis:

- Conduct thorough interviews with the owner to understand the current order management process.
- o Review historical management documents for insights.

#### • System Design:

- Create detailed UML diagrams including use case, class, sequence, and data flow diagrams.
- o Design database schema to manage users and orders.
- Develop interface designs for all user interactions (Home Page, Login, Sign Up, etc.).

#### • Development:

- o Develop the backend using PHP.
- Create the frontend using HTML, CSS, JavaScript, Bootstrap, and jQuery.
- o Integrate frontend with backend, ensuring seamless data flow.

#### • Testing:

- o Perform unit testing on individual components.
- o Conduct integration testing to ensure all components work together.
- o Test the user interface for usability and responsiveness across devices.

#### • Deployment:

- o Deploy the system on a production server.
- o Provide comprehensive user documentation and support.

# 2.7 Chapter Summery

In this chapter, we discuss our approach to creating an efficient order management system for Dilthira Associates.

We started by gathering user requirements through interviews and document reviews. For development, we followed the Waterfall Model initially, ensuring thorough requirement analysis, system design, implementation, testing, and deployment.

Post-deployment, we adopted the Incremental Model for continuous enhancements based on client feedback. The system design included detailed UML diagrams, data flow diagrams, and a backend developed using PHP, with the frontend using HTML, CSS, JavaScript, Bootstrap, and jQuery. Rigorous testing ensured system reliability and functionality.

#### 3. ANALYSIS

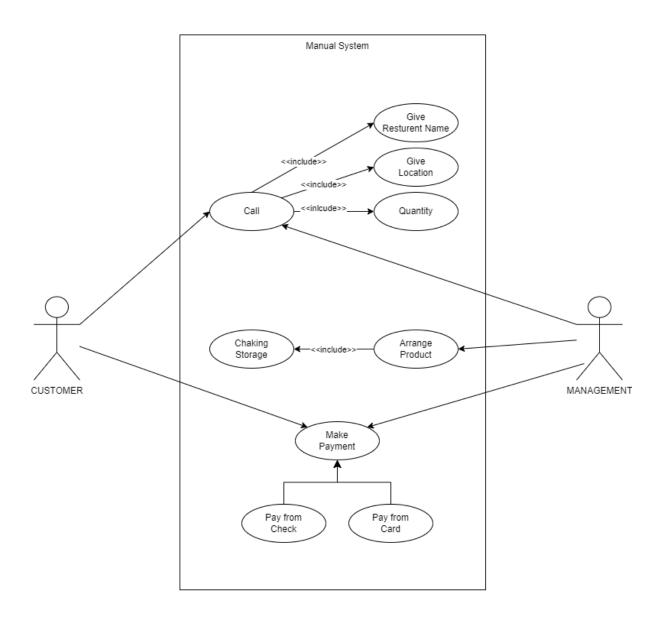
#### 3.1 Introduction

In this phase, we dive into the detailed analysis of both the existing system and our proposed system. Our goal is to provide a comprehensive overview, allowing stakeholders to grasp the key functionalities and design aspects. To achieve this, we employ various types of diagrams commonly used in system analysis and design. These diagrams serve as visual aids, illustrating the flow, interactions, and components of our proposed system. By presenting this information succinctly, we ensure clarity and facilitate informed decision-making.

### 3.2 UML Diagram

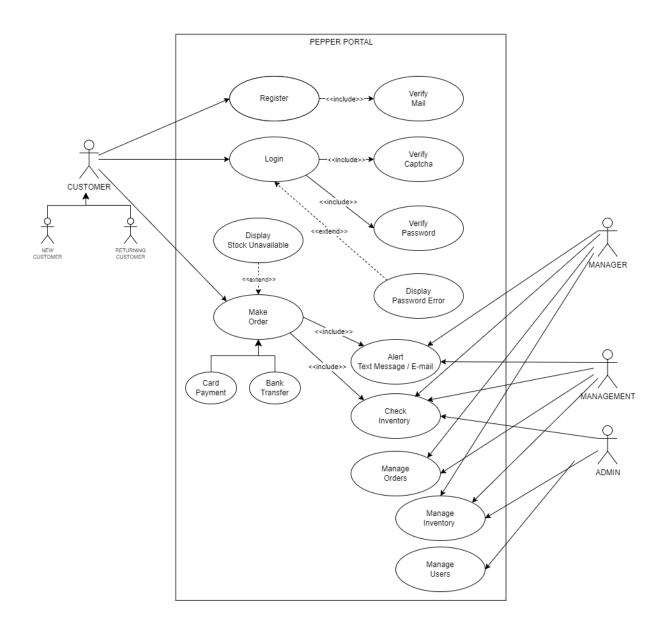
# a. Use Case Diagram of Current System

As the following use case diagram, the manager is the only person who interacts with the customer and manages the process of supplying the goods. In this case, manager had to keep everything written, also the manager had to pay attention for customer phone calls. As he says and as we noticed, the risk of an error occurrence is high.



# b. Use Case Diagram of Proposed System

In the following is the advanced modified system that we proposed. As the use case diagram, customer can register to the online system before placing an order. Once the customer places an order, an SMS or an email will be sent to the manager and management. As the manager gets notified, he can accept the order and make things ready for delivery.



#### c. Class diagram for Proposed System

The class diagram will emphasize the main user roles and functionalities of the system. As follows, there are main user roles in this system which are **customer**, **admin & manager**. For each user they have their own functionalities and features. Such as,

#### Customers can

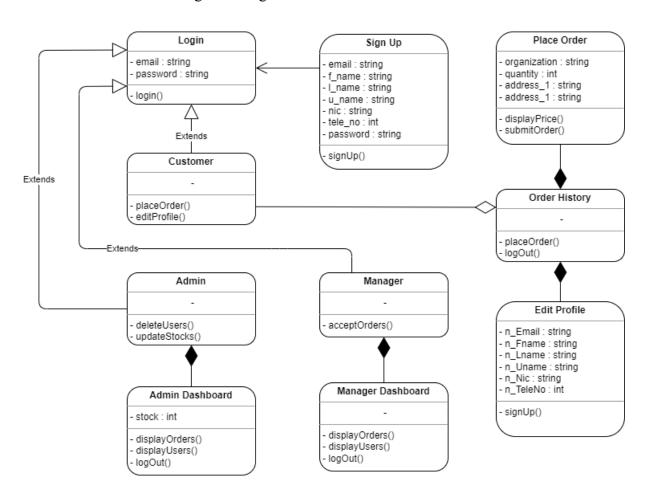
- edit their profile,
- place order,
- navigate order history.

#### Manager can

- accept orders,
- request reports,
- navigate through all orders and users.

#### • Admin can

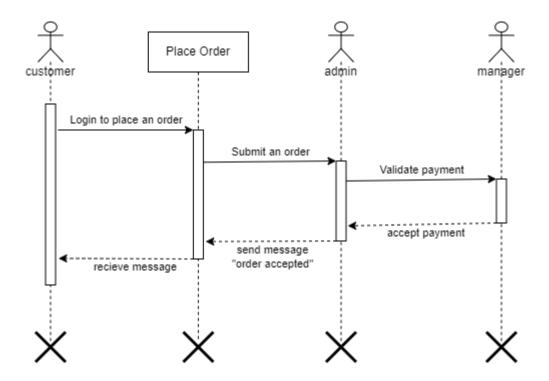
- update stocks,
- delete users,
- navigate through all orders and users.

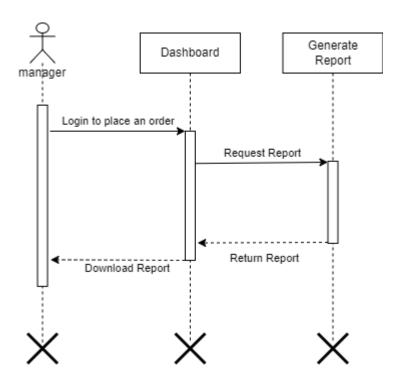


# d. Sequence Diagrams for Proposed System

# Sequence Diagram: Place Order

This indicates process of placing an order. In this system, when a customer places an order admin and manager can see the order that was submitted. The admin can verify the submitted recite and manager can accept the order. After that the customer will receive an SMS message that the order was accepted.

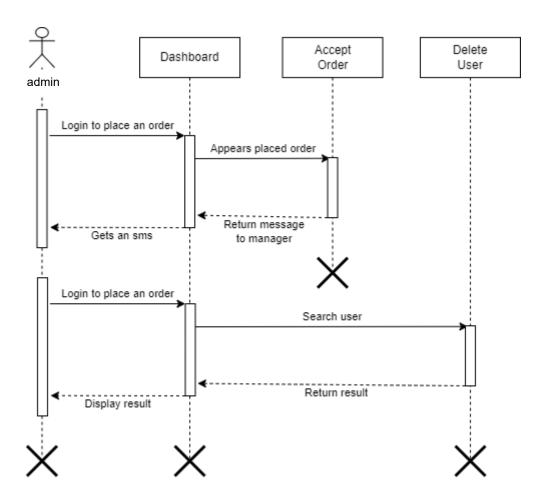




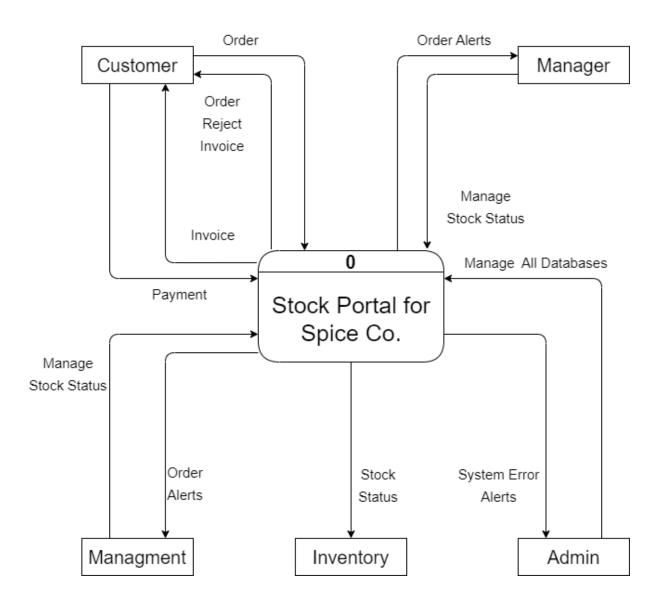
#### Sequence Diagram: Order Acceptance & User Deletion

This sequence expresses how does the order accepting and user deleting processes work. As the following, there is the order acceptance function at the beginning. At first when admin loges in, the newly added order will appear to the admin & he will verify the payment recite. After verification, a message will go to the admin to approve the order. After approval, admin and customer both will receive a message.

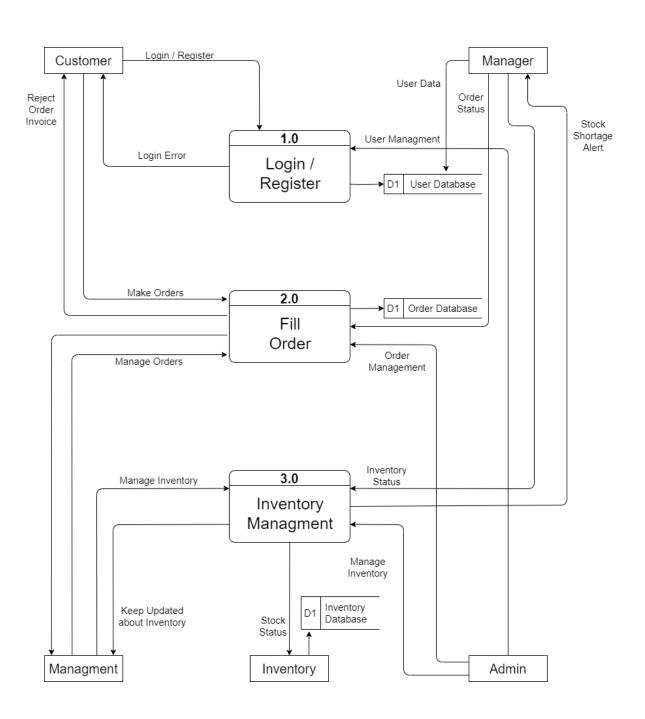
And at next there's the user deletion function which admin can search the certain user and delete his data. (Note: This was added as a request of our client.)



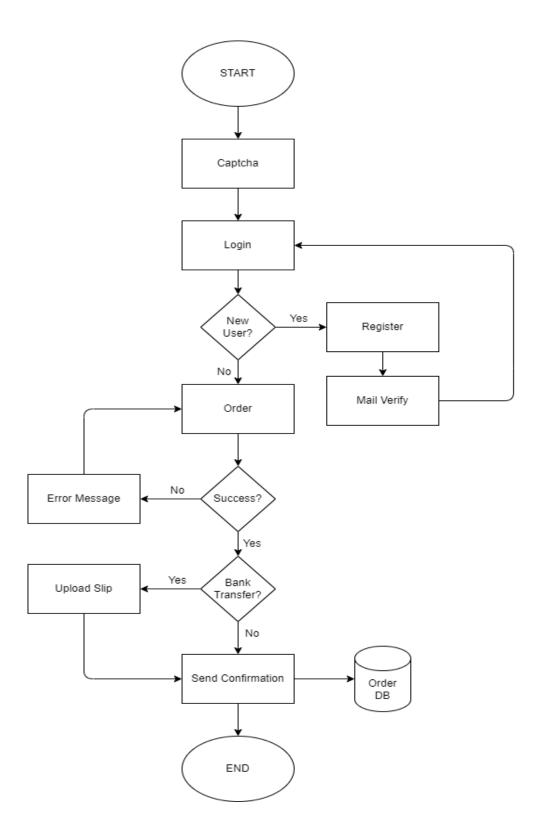
# 3.3 Data Flow Diagram of Proposed System (Context)



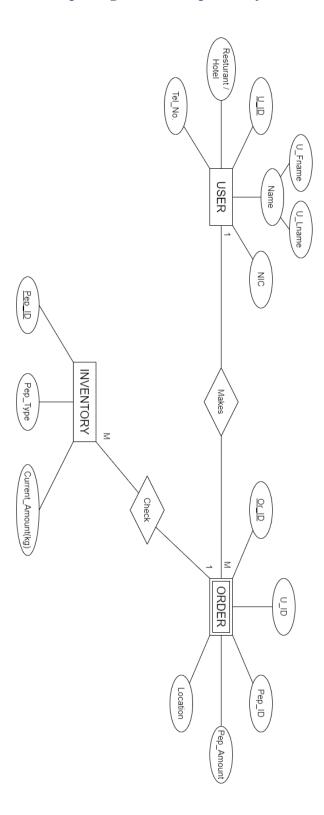
# 3.4 Data Flow Diagram of Proposed System (Level 0)



# 3.5 Flow Chart of Proposed System



# 3.6 Entity Relationship Diagram of Proposed System



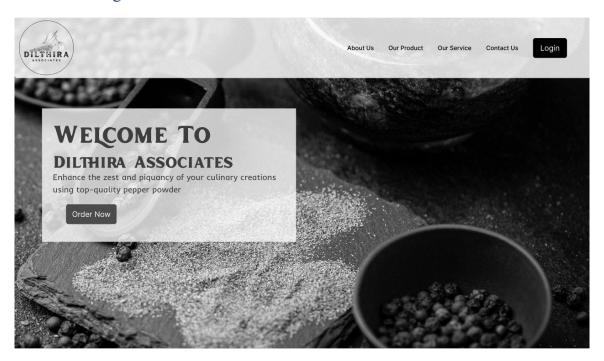
#### 4. SOLUTION DESIGN

#### 4.1 Introduction

This web-based system provides an exceptional platform for purchasing premium quality paper stocks, showcased in a user-friendly, intuitive, and visually appealing manner. The website guarantees a seamless experience for both buyers and the owner, facilitating easy navigation, registration, site interaction, and efficient tracking. Our interface is meticulously designed with a strong emphasis on data and privacy protection. By optimizing the trading process, our client can connect with customers efficiently, enhancing the overall user experience. The clear and attractive design of the website enables users to effortlessly evaluate their satisfaction with the services. This streamlined and effective process creates a valuable marketplace, offering a wide variety of paper stock options and supporting business expansion.

# 4.2 Interface Design

# • Home Page



#### **START**

IF click About Us

Scroll to About Us section

END IF

IF click Our Products

Scroll to Our Products section

END IF

IF click Our Service

Scroll to Our Service section

END IF

IF click Contact Us

Scroll to Contact Us section

END IF

IF click Login

Open Login page

END IF

IF click Order Now

Open Login page

END IF

**END** 

#### • Contact Us



# START

IF click email address Open Gmail draft

END IF

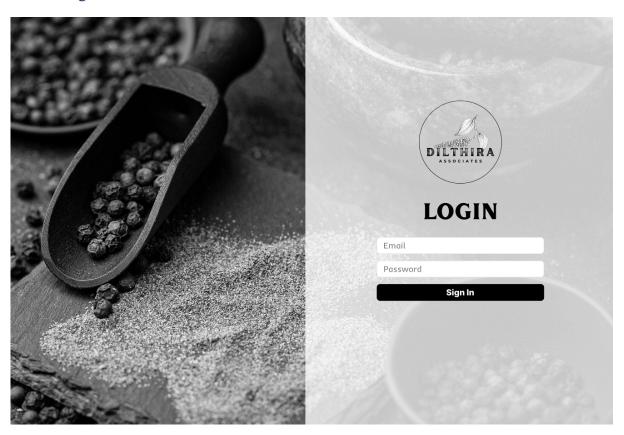
IF click Facebook

Open Facebook page

END IF

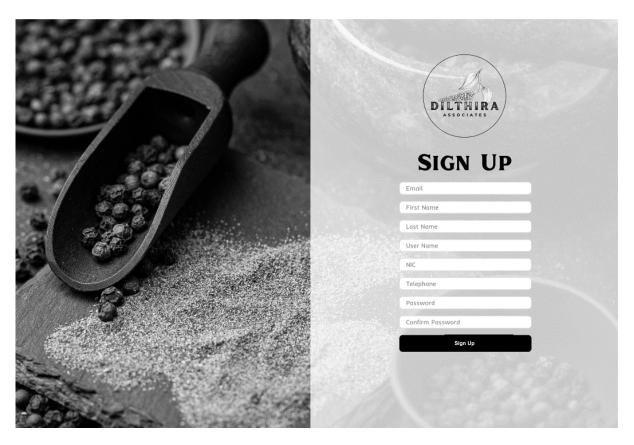
END

# • Login



```
START
      IF Email & Password empty
             Display "Please Enter Email / Password!"
      ELSE
             IF Customer Email & Password correct
                   Open Customer Dashboard
             ELSE
                   IF Manager Email & Password correct
                          Open Manager Dashboard
                   ELSE
                          IF Administrator Email & Password correct
                                 Open Administrator Dashboard
                          ELSE
                                 Display "Invalid Email or Password"
                          END IF
                   END IF
             END IF
      END IF
END
```

# • Sign Up



```
START
Open user_table
      IF click Sign Up button
             IF Email or Username or NIC or Telephone or Password or Confirm
             Password empty
                    Display "Fill the Fields!"
             ELSE
                    IF Password != Confirm Password
                           Display "Please re type the password."
                    ELSE
                           Get values from Fields
                           Insert values to table
                           Display "Register Success!"
                           Open Login page
                    END IF
             END IF
      END IF
END
```

# • Place Order



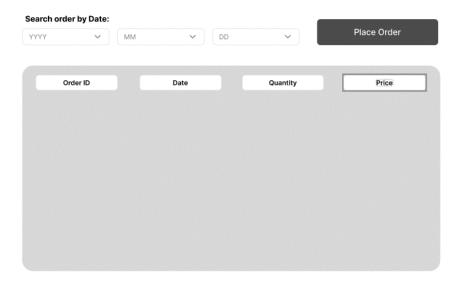
Organization	Quantity (kg)	
Address Line 1		
Address Line 2		
		Price (Rs.):
	Submit	1kg =



```
START
Open order_table
       IF click Submit button
              IF Organization or Quantity or Address Line 1 or Address Line 2
              empty
                     Display "Fill the Fields"
              ELSE
                     Ask for photo of the recite
                     Get values from Fields & recite
                     Insert values to table along with the recite
                     Display "Submission Success!"
              END IF
       END IF
       IF click Edit Account button
              Open Edit Account page
       END IF
      IF click Log Out button
              Open Login page
       END IF
END
```

### • Customer Dashboard







### START

Open order\_table

IF YYYY & MM & DD is Fill

Select Order row/s at the same date Display selected Order Details in table

**END IF** 

IF click Place Order button

Open Place Order page

END IF

IF click Edit Account button

Open Edit Account page

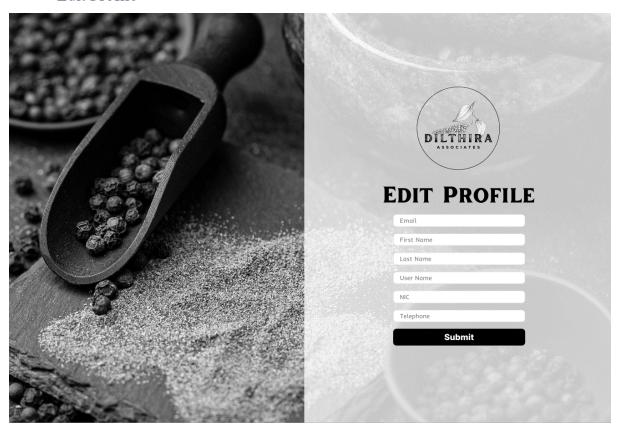
END IF

IF click Log Out button Open Login page

END IF

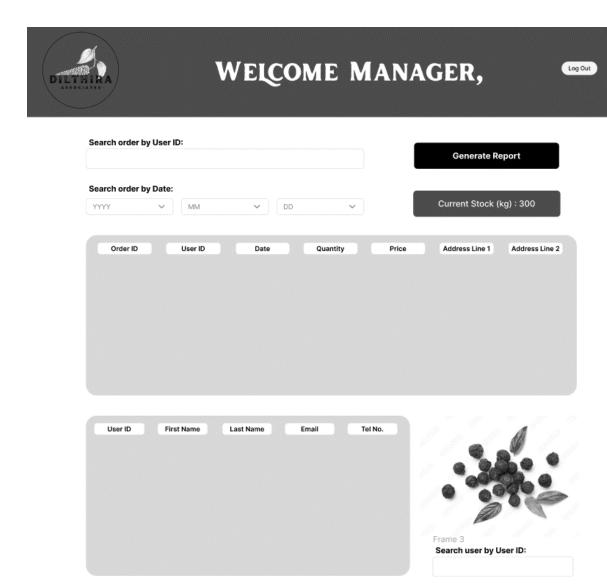
**END** 

### • Edit Profile



START
Open user\_table
 IF click Submit button
 Get values from text fields
 Update row of table
 END IF
END

## Manager Dashboard





#### **START**

Open order\_table

Open user\_table

IF User ID1 is Fill

Select Order row/s with the same User ID Display selected Order Details in table

**END IF** 

IF YYYY & MM & DD is Fill

Select Order row/s at the same date Display selected Order Details in table

**END IF** 

IF click Generate Report button

Generate Report

Open Preview

END IF

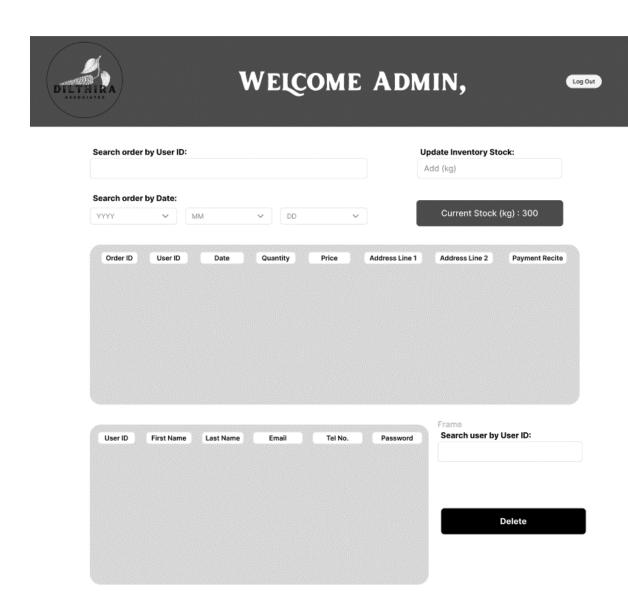
IF User ID2 is Fill

Select User row/s with the same User ID Display selected User Details in table

END IF

**END** 

#### • Admin Dashboard



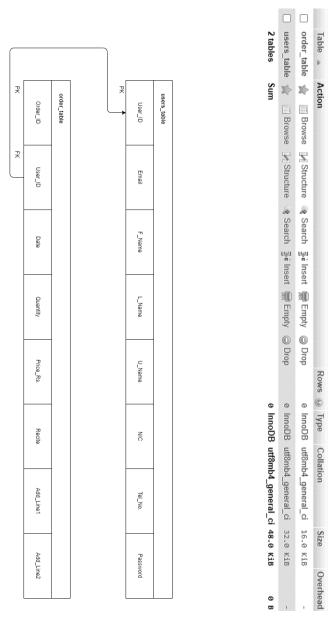


```
START
Open order_table
Open user table
       IF User ID1 is Fill
              Select Order row/s with the same User ID
              Display selected Order Details in table
       END IF
       IF YYYY & MM & DD is Fill
              Select Order row/s at the same date
              Display selected Order Details in table
       END IF
       IF Update Inventory is Fill & Pressed Enter Key
              Add value in Update Inventory to Current Stock
              Display updated available stock
       END IF
       IF User ID2 is Fill
              Select User row/s with the same User ID
              Display selected User Details in table
       END IF
       IF Use ID2 is Fill & click Delete button
              Select User row/s with the same User ID
              Display Confirmation Alert
              IF Confirm
                     Delete selected row from table
                     Display "Successfully Deleted."
              ELSE
                     Cancel Process
              END IF
```

**END IF** 

**END** 

## 4.3 Database Design



# • User\_table

KG2000E	#	Name	Туре	Collation	Attributes	Null	Default	Comments	Extra		Action		
	1	User_ID 🔊	int(11)			No	None		AUTO	INCREMENT	Change	Drop	More
	2	Email 🔊	varchar(50)	utf8mb4_general_ci		No	None				Change	Drop	More
	3	F_Name	varchar(50)	utf8mb4_general_ci		No	None				Change	Drop	More
	4	L_Name	varchar(50)	utf8mb4_general_ci		No	None				Change	Drop	More
	5	U_Name	varchar(50)	utf8mb4_general_ci		No	None				Change	Drop	More
	6	NIC	varchar(50)	utf8mb4_general_ci		No	None				Change	Drop	More
	7	Tel_No.	varchar(50)	utf8mb4_general_ci		No	None				Change	Drop	More
	8	Password	varchar(50)	utf8mb4_general_ci		No	None				Change	Drop	More

## • Order\_table

 #	Name	Туре	Collation	Attributes	Null	Default	Comments	Extra		Action		
1	Order_ID 🔊	int(11)			No	None		AUTO	_INCREMENT	Change	Drop	More
2	User_ID	int(10)			No	None				@ Change	Drop	More
3	Date	date			No	None				Change	Drop	More
4	Quantity	int(50)			No	None				Change	Drop	More
5	Price_Rs.	int(50)			No	None				Change	Drop	More
6	Recite	blob			No	None				@ Change	Drop	More
7	Add_Line1	varchar(50)	utf8mb4_general_ci		No	None				Change	Drop	More
8	Add_Line2	varchar(50)	utf8mb4_general_ci		No	None				@ Change	Drop	More

#### **CONCLUSION**

In conclusion, Dilthira Associates, a prominent business in the Sri Lankan spice trading field, has built a powerful reputation for delivering premium black pepper for top-tier hotels and restaurants in Kandy. With a commitment to quality, affordability, and personalized service, the company has earned widespread recognition and trust among its clients.

However, the manual order management process currently in place poses challenges, including inefficiencies, inaccuracies, and potential delays. Recognizing the need for improvement, Dilthira Associates has embarked on a project to implement an automated order management system. This system aims to streamline order processing, improve accuracy, enhance efficiency, and elevate the overall customer experience.

The proposed solution involves creating a user-friendly web application that allows clients to place orders online seamlessly. By integrating with inventory data, ensuring data accuracy, planning for future growth, prioritizing user experience, and implementing robust security measures, the automated order system will empower Dilthira Associates to optimize operations, meet client expectations, and position the company for continued success in the competitive market.

This project proposal outlines a strategic initiative that aligns with Dilthira Associates' commitment to excellence and innovation, setting the stage for enhanced productivity, profitability, and customer satisfaction in the year.

### REFFERENCES

- ➤ Geek for Geeks
- > Stack Overflow
- ➤ YouTube
- > NIBM LMS
- ➤ W3Schools

## **APPANDACIES**

# **Project Schedule**

End		Dep	oloyn Phas	nent e		estin Phas		m	elop ent ase	[	Desig Phas	n e		anni Phas			
Feedback	Documentation	Deployment	Fin al Project VIVA	Prepare for Deployment	Regression Testing	UserAcceptanceTesting	ExecuteTesting	Feedback Based Development	Develop System	Solution VIVA	Database Schema	Prototypes	Proposal	Analysis	Interview		
																Week 1	
																Week 2	
																Week 3	Final
																Week 4	Final Project DCSD 22.1P - G01 (2024 March - June)
																Week 5	D 22.1P - G
																Week 6	01 (2024 Ma
																Week 7	arch - June)
																Week 8	
																Week 9	
																Week 10	
																Week 11	
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