**Business Case**

**Shrine of the Five Wounds: A web-based Church Request Management System**

**ASIA PACIFIC COLLEGE**

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# Executive Summary

## Issue

The Shrine of the Five Wounds of Our Lord Jesus Christ still relies on manual processes for handling service and document requests, causing delays and inefficiencies. This outdated approach has led to significant delays and inefficiencies, impacting the overall effectiveness of the church's request management operations.

## Anticipated Outcomes

In response to these challenges, the development of a web-based Church Request Management System is proposed. Developing a web-based Church Request Management System is expected to streamline the scheduling process, reduce conflicts, and improve communication with clients and priests. By transitioning to a digital platform, the Shrine anticipates streamlining its administrative processes and improving overall service delivery.

## Recommendation

We recommend proceeding with the development of the web-based Church Request Management System to address the inefficiencies in the current process and improve overall operations.

## Justification

Implementing this system will enhance efficiency, reduce scheduling conflicts, improve client, and priest satisfaction, and align with sustainable development goals related to health and innovation.

Overall, the development of the web-based Church Request Management System represents a strategic investment in the Shrine's future, positioning it to thrive in an increasingly digital world while continuing to uphold its mission of service and devotion to its parish community.

# Business Case Analysis Team

The Business Case Analysis Team comprises key individuals responsible for analyzing the feasibility and potential benefits of the "Shrine of the Five Wounds: A Web-Based Church Request Management System" project. Each member plays a crucial role in ensuring the project's alignment with organizational goals and objectives. Below are the roles and responsibilities of the team members:

1. **Project Sponsor: Princess Malatag (Parish Secretary)**

* As the Project Sponsor, Princess Malatag holds the authority to initiate and oversee the project.
* Responsibilities include providing resources, guidance, and support to the Project Manager and the project team.
* Ensures that the project aligns with the strategic objectives of The Shrine of the Five Wounds Parish.

1. **Project Manager: Bon Gryan Daggao**

* Responsible for leading the project from initiation to completion.
* Develops the project plan, allocates resources, and monitors progress.
* Communicates with stakeholders, manages risks, and ensures the project's success within the defined scope, schedule, and budget.

# Problem Definition

## Problem Statement

The current manual process for scheduling services and managing document requests at The Shrine of the Five Wounds of Our Lord Jesus Christ Parish is inefficient and time-consuming. This manual process leads to delays, scheduling conflicts, and misinformation for both staff and clients.

## Organizational Impact

The implementation of the web-based Church Request Management System will lead to significant modifications in organizational processes, tools, and roles within The Shrine of the Five Wounds of Our Lord Jesus Christ Parish.

## Technology Migration

The migration to the new web-based Church Request Management System involves the following key steps:

**Implementation and Testing:** Developing the system, testing thoroughly, and deploying it for use.

**Data Migration:** Transferring data from existing manual records to the new system's database, ensuring accuracy and completeness.

**Technical Requirements:** Utilizing modern web development technologies, a relational database management system, server infrastructure, and robust security measures.

# Project Overview

The "Shrine of the Five Wounds: A Web-Based Church Request Management System" project aims to address the administrative inefficiencies within The Shrine of Five Wounds of our Lord Jesus Christ Parish by developing and implementing a web-based system. This system will streamline the management of service and document requests from parish clients, enhancing communication and efficiency.

The project will consist of designing, developing, testing, and deploying a user-friendly web-based platform. It will enable parish clients to submit service requests online, such as scheduling appointments and requesting documents which will then be efficiently managed by administrative staff. This project improves request management and communication between parish staff and clients and ensures timely and accurate handling of service requests to better serve the parish community.

## Project Description

The business objectives for this project are to direct support of the team’s corporate strategic plan to reduce time spent scheduling and processing client requests. The Shrine of the Five Wounds: A web-based Church Request Management System is created to help with staff time constraints and scheduling conflicts from back-and-forth interactions between the staff and clients as well as the lack of effective notification system.

## Goals and Objectives

Goals:

* Streamline request processes within The Shrine of Five Wounds Parish.
* Enhance communication between parish staff and clients.
* Ensure timely and accurate handling of service requests.

Objectives:

* Develop a web-based system for managing service and document requests.
* Improve efficiency by reducing the time and resources required for request management.
* Enhance communication channels between administrative staff, priests, and parish clients.
* Ensure the system's capability to handle a variety of service requests effectively.

## Project Performance

Project performance will be evaluated based on the following criteria:

* **Timeliness:** Measure the system's ability to handle requests promptly.
* **Accuracy:** Assess the accuracy of request processing and documentation.
* **User Satisfaction:** Gather feedback from parish clients and staff on the usability and effectiveness of the system.
* **Efficiency:** Monitor the reduction in time and resources required for request management compared to the previous manual processes.

## 

## Project Assumptions

Preliminary assumptions for the project include:

* Sufficient resources will be allocated by the Project Sponsor for the development and implementation of the web-based system.
* Stakeholders will actively participate in providing requirements and feedback throughout the project lifecycle.
* The technical infrastructure required for hosting and maintaining the web-based system will be available and adequately supported.
* Training will be provided to administrative staff and parish clients for effective utilization of the new system.
* Regulatory compliance requirements related to data privacy and security will be addressed during system development and implementation.

## Project Constraints

Preliminary constraints for the "Shrine of the Five Wounds: A Web-Based Church Request Management System" project include:

* **Budgetary Constraints:** The project budget may impose limitations on the scope of development, resource allocation, and procurement of necessary tools and services.
* **Time Constraints:** There may be time limitations for the completion of the project, which could impact the development, testing, and deployment phases.
* **Resource Constraints**: Availability of skilled personnel, technical expertise, and infrastructure may pose constraints on project execution.
* **Technical Constraints:** Compatibility issues with existing systems, integration challenges, or limitations of the chosen technology stack could constrain project development.
* **Regulatory Constraints:** Compliance with legal and regulatory requirements, particularly concerning data privacy and security, may impose constraints on system design and implementation.

## Major Project Milestones

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| --- | --- |
| **Summary Milestone Schedule** | |
| **Project Milestone** | **Target Date** |
| 1. Project Proposal Approval | June 2023 |
| * Project Initiation | July 2023 |
| 1. Project Design | August 2023 |
| 1. Project Building | December 2023 |
| 1. Project Defense | February 2024 |
| 1. Project Implementation | March 2024 |

# Strategic Alignment

All projects should support the organization’s strategy and strategic plans to add value and maintain executive and organizational support. This section gives an overview of the organizational strategic plans related to the project. This includes the strategic plan, what the plan calls for, and how the project supports the strategic plan.

The "Shrine of the Five Wounds: A Web-Based Church Request Management System" project aligns with the strategic objectives outlined in The Shrine of Five Wounds of our Lord Jesus Christ Parish's organizational strategic plan. The strategic plan emphasizes the request management improvement of client services, and enhancement of communication channels within the parish community. The project supports these strategic objectives in the following ways:

1. Modernization of Administrative Processes:

* The project aims to streamline administrative processes within the parish by replacing manual request management methods with a modern, web-based system.
* By automating request submission, tracking, and processing, the project facilitates efficiency gains and reduces the time and resources required for administrative tasks.

1. Improvement of Client Services:

* Enhanced communication features within the system enable better interaction between administrative staff and parish clients, improving service delivery and responsiveness.
* The project incorporates features to facilitate notification between administrative staff, priests, and parish clients.
* Through real-time updates, notifications, and messaging capabilities, the system promotes seamless communication and collaboration within the parish community.

1. Strategic Objective Support:

* By addressing the demand for improved request processes and enhanced client service delivery, the project directly supports the strategic objective of enhancing organizational effectiveness and efficiency.
* The project aligns with the organizational goal of leveraging technology to improve operations and enhance the overall experience of parish clients.

# Cost Benefit Analysis

For the project involving the development of a church request management system, it's essential to conduct a cost analysis to ensure comprehensive planning and budgeting. The costs associated with this project include the initial investment for domain registration, procurement of additional features to enhance system functionality, ongoing maintenance to ensure smooth operation, hosting fees for server space, subscription costs for cloud-based services, and expenses related to implementing analytical tools for data tracking and insights generation.

# Alternatives Analysis

Do Nothing:

* This alternative involves maintaining the current manual process of managing church requests, which typically involves paper forms, phone calls, and emails.
* Reasons for not selecting this alternative:

1. **Inefficient and prone to errors:** Manual processes are time-consuming and error-prone, leading to scheduling conflicts, missed appointments, and dissatisfaction among parishioners.
2. **Limited scalability:** As the church grows and the volume of requests increases, manual processes become increasingly burdensome and difficult to manage.
3. **Missed opportunities for improvement:** Sticking to the status quo inhibits the adoption of technological advancements that could enhance efficiency, improve service delivery, and align with the church's goals of innovation and sustainability.

# Approvals

The business case for the church request management system for the Shrine of the Five Wounds of Our Lord Jesus Christ will be reviewed and approved by the parish executive board/Parish Secretary Ms. Princess Malatag serving as a key member of this board.