



Sri Lanka Institute of Information Technology

Information Technology Project

Year2, Semester 2 - 2024

Project Charter

Title of the Project :	Security Service Management System for RALL	
Campus & Batch :	Malabe -Weekend - Batch 1 – 1.3	Group No: ITP24R_B1_W22
Development Technology:	MERN Stack – MongoDB, ExpressJS, ReactJS, NodeJS	

Description of the Project:

Rakna Arakshaka Lanka Ltd (RALL) is a leading security service provider in Sri Lanka, offering on-site security officers, mobile patrols, and specialized security services

Objectives:

- **System Design:** Develop a Security Service Management System (SSMS) for RALL.
- **Problems Addressed:**
 - Managing security officers and ensuring timely presence at service locations.
 - Improving control over client interactions and service requests.
- **Reason for the Project:** Current systems are inadequate; a centralized system is needed for efficiency.
- **Importance to RALL:** Enhances operational efficiency, reduces administrative overhead, and improves client satisfaction.

Details of the Group Members: *(Provide the details of the group leader in the first row)*

	Name with Initials (Surname first)	Registration Number	Contact Phone Number	Email
1.	Fernando K. K. C	IT22325228	0715651661	it22325228@my.sliit.lk
2.	Sadisha R. M. M	IT22907998	0722679920	it22907998@my.sliit.lk
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4.	Randiw E. Y	IT22257086	0701504230	it22257086@my.sliit.lk
5.	Jayodhya J. D. H	IT22293480	0705196519	it22293480@my.sliit.lk
6.	Medawatte W. W. M. T. N. B	IT22127082	0771406977	it22127082@my.sliit.lk
7.	Kusumsiri P. A. S. S	IT22132628	0764087950	it22132628@my.sliit.lk
8.	Ranasinghe R. A. R. V. C	IT22197146	0719948886	it22197146@my.sliit.lk



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List of Functions Developed by the Group Members:

	Name with Initials	Description of the Function
1.	Fernando K. K. C	Employee Management – Manage Security officer & Training instructors requirement process Components: <ul style="list-style-type: none">• Manage Security Officer & Training Instructor Recruitment Process• User Account Management• Role and Permission Management• Manage Employee Database• Add Employee Notifications• Leave Management
2.	Sadisha R. M. M	Training Management – Handle Courses and Training instructors Components: <ul style="list-style-type: none">• Create Courses for Security Officers• Handle Training Instructors• Create Cart• Add the credits to Cart according security officers followed courses
3.	Dissanayaka D. M. S. M	Client Management – Manage Interaction with the Clients including Service request and Feedback. Components: <ul style="list-style-type: none">• Manage Client Registration Process• Manage Client Service Request (Requirement gathering form)• Manage Client Database• Add Client Notifications• Create Client Satisfaction Survey
4.	Randiw E. Y	Booking Management – Facilitates Booking of Security services by Clients. Components: <ul style="list-style-type: none">• Manage Booking Request• Service Availability Management• Manage Scheduling and Allocation



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5.	Jayodhya J. D. H	Payment Management – Manage Financial Transactions. Components: <ul style="list-style-type: none">• Invoice Generation• Track the Payments• Generate Financial Report
6.	Medawatte W. W. M. T. N. B	Operation Management – Manage Daily Operations and Deployment of Security officers. Components: <ul style="list-style-type: none">• Manage Shift Schedule• Incident Reporting• Add Communication Tool• Manage Tasks
7.	Kusumsiri P. A. S. S	Inventory Management - Manages the Inventory of equipment used by Security officers. Components: <ul style="list-style-type: none">• Manage Inventory Database• Stock Level Monitoring• Equipment Issuance and Returns• Generate Inventory Report (Daily/Monthly)
8.	Ranasinghe R. A. R. V. C	Supplier Management - Handles relationships with suppliers Components: <ul style="list-style-type: none">• Manage Supplier Database• Check Inventory Report and Purchase Order• Manage Contracts• Delivery Tracking• Generate Report