**Chapter 1: STATEMENT OF WORK**

* 1. **Purpose Objective**

Feasibility study will provide fundamental investigations into the potential benefits associated with this project. The main purpose of the feasibility study is to cover all issues associated with the project, and determine if the investment of time and other resources will lead to a desirable result. One of the most important aspects of the study is to ensure that the total investment needed to successfully bring the project to completion is considered. Often, this will include addressing components such cash reserves, labor, construction, production facilities, outsourcing, and the cost of raw materials. Only when the feasibility study has addressed the total cost of completing the project can the study progress to the next level. As a second major component, the feasibility study will also address costs and other factors that are indirectly associated with the project. The utilization of a feasibility study has often assisted companies in understanding which projects to develop and which ones to abandon before investing resources in something that ultimately shows no promise of generating revenue. Taking the time to engage in a pilot or feasibility study does involve some usage of available resources, but these costs are much more readily absorbed than the larger amount that would be expended on a project that ultimately proved to be worthless.

* 1. **Scope**

The scope of our project “EKSHEBA HELP DESK” is to provide users to post about their problems and to get immediate solution for keeping the support system active 24 hours for the users (entrepreneur).

Users (entrepreneur) can do their registration and after registration they can post about their problems . They can also select the person to whom they want to write about the problem. From the admin dashboard admin can view the problems and can give proper solutions to the problem.

* 1. **Proposed System**

Our proposed system is intended for implementing a website which allows for online support system for entrepreneurs. By writing about their problems they can get immediate solution from the admin. In the system there will be a tracking system of number of problem submitted and solution done which will also work as monitoring system for the work of support system. It will make service easier for the entrepreneurs.

* 1. **Acronyms and Abbreviations**

ER Diagram-> Entity Relationship Diagram

SQL->Structured Query Language

SRS->Software Requirement Specification

**1.5 System Features**

**User (**entrepreneurs**)**

* Do registration
* Can Login
* Post their problems and select focal
* View problems and solutions
* Edit Details

Admin