



UTM
UNIVERSITI TEKNOLOGI MALAYSIA

SECD2523 DATABASE

PROJECT : PHASE 1 **Project Proposal & Database Requirement**

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1 Introduction

Nowadays, people are facing crucial endeavors when finding the perfect jobs that are suitable for them and which aligns with their professional skills, aspirations and even their preferences. Therefore, the rise of job searching platforms have begun and they keep evolving and growing at a fast pace. Owing to the fact that these job searching platforms act as a golden key for the job finders to get the attention from their desired employers and recruiters. Apart from that, the curriculum vitae (CV) which is a detailed document encapsulates the job seekers' professional and academic history also plays an important role in helping the job seekers to find their dream jobs. Hence, CV will be a very important and powerful tool that advertises us and exposes our potential that leads to a positive impression to the recruiters in this competitive environment of career development and advancement.

In this project, our team has chosen the system from the platform “GetMe Hired” to be the system that we tend to use for enhancement. “GetMe Hired” is a start-up that is currently focused on improving and enhancing job seekers' experience in the way they find their desired jobs. This platform aspires to elevate and upgrade the user or the job seekers by providing the features and tools for professional CV writing, professional CV templates along with coaching and career related services. Not to mention that “GetMe Hired” has a “Secret CV Structure” that has proven format and content that succeed to satisfy the job seekers' desire to be spotted by the employers and recruiters. Furthermore, the CV writing feature in “GetMe Hired” is more towards content rather than design.

However, the current system in “GetMe Hired” is not satisfied by the users and the owner due to several issues that lead to this situation. Therefore, our team will improve and enhance the current system in “GetMe Hired” in order to develop and come out with a better job searching system to fulfill the wishes of the job seekers and develop a better user experience. In this proposal, our team will provide the plans for developing enhancements for the current system in “GetMe Hired” which is not satisfactory from the perspective of users and also the system's owner.

2 Background Study

According to the current situation, “GetMe Hired” has a working flow for two types of users who are the job seeker and the recruiters. The working flow for the job seekers are mainly separated into 3 parts which are request, approval and rate. First and foremost, the job seekers need to subscribe to one of the “GetMe Hired” services which are “CV Templates”, “CV Writing Basic”, “CV Writing Pro” and “Webinar” with each of them costs differently as they contain different amounts of content and services provided. After finishing the registration and login process, the job seekers can access themselves to the member area which contains several tools like ATS CV templates with examples and even full access to the library. The job seekers or the users can edit the templates for themselves by filling in their related information. For example, the job seekers need to provide their basic personal information, educational background and other information that is suitable for job seeking purposes. Consequently, the job seekers can save their current progress regarding their CV templates and submit this requested draft CV to “GetMe Hired” in order for enhancement and improvement. The users or the job seekers will then receive the enhanced CV from “GetMe Hired” through email for approval. However, if the users are not satisfied with the outcome, they can request for amendment again in order to fulfill their satisfaction regarding their CV. In contrast, the users can accept the complete CV if they feel satisfied with it. The job seekers’ information such as their personal information, working status and their corresponding CV will be stored in a database. At the end, the user may give a feedback or review regarding their experience using “GetMe Hired”. Apart from that, the job seekers may also ask for any career advice through customer care or request for add on services if they needed.

In contrast, the recruiters or the employer have a different working flow compared to the job seekers’. Nevertheless, the recruiters or the employers have to subscribe to “GetMe Hired” firstly for them to recruit or employ their desired workers. The recruiters from the companies will then have access to the member area and also the database which stores all the job seekers’ CV. Hence, the employers can find recruitment by filtering all the CVs in the database in order to find the best talent that suits their companies. Besides, the recruiters can even send or make an invitation for an interview session with the job seekers.

However, the users of the current system have given some feedback on it that not only are there some problems or issues that are currently existing in the system but also lacking some features for them to be used. Hence, in order to bring a more satisfied user experience, the system needs to be enhanced by carrying out specific solutions or improvements.

3 Problem Statement

3.1 Inefficiency of customer support

During the interview session with one of the workers of “GetMe Hired”, he stated that the customer support is inefficient. According to him, when a particular customer requests customer support, there is a worker who is responsible for customer service. However, this interaction between that customer and that worker is always bound together or in a one-to-one relationship. Hence, if that particular worker is unavailable, the other workers that will replace on his duty will not know any details regarding the customer’s questions or requests. Therefore, it will lead to another consequence that the customer needs to explain his needs again and causes bad user experience.

3.2 Inefficiency in distinguishing and filtering different talents

Since the companies can subscribe to “GetMe Hired”, they will have access to the database which stores all the information of the job seekers regarding job searching purposes. Hence, the companies wish to select the talents from the list for employment based on what their needs are. Nevertheless, there is no built-in feature for them to quickly distinguish all the talents included in the database.

3.3 Unavailable platform for effectiveness and efficiency checking of workers and customers

Apart from the first problem, the worker from “GetMe Hired” also stated that there is no platform for them to check the effectiveness and efficiency of the workers. Hence, all the workers not only are clueless about how efficient the system works for the customers but also their effectiveness in helping or satisfying the customers. Therefore, it is confirmed that the evaluation and assessment regarding their system will be hardly conducted.

4 Proposed Solutions

4.1 Solutions

The solution we discussed and decided is to implement a knowledge database that is accessible to customer support. By developing a comprehensive database system, it will help the worker to store the customers' information. Therefore, if the representative worker is unavailable, the substitute worker can provide assistance without requiring the customer to repeat his needs again by checking the customer's history and information using the database system. By implementing the database, it will indirectly make the user who is the customer have a good experience.

The next solution we suggested is to design an advanced search or filter function. The features will include filters based on skills, experience, education and other criteria. These features will help the recruiters to easily sort and identify potential job seekers based on their needs.

For the platform of checking workers and customers, we decided to develop a manager checking system. The system will assist the manager to check whether what jobs have been done by his workers and help the manager to analyze the workers' efficiency. Besides, we also suggested to implement a feedback system for customers giving feedback about the company so the company can know what are their weak points and what they can improve. The customers also can give feedback about their satisfaction about the worker in charge so that the manager can know the effectiveness of the assigned worker.

4.2 Feasibility Study

4.2.1 Technical Feasibility

For technical aspects, we have to evaluate whether each of the suggested solutions is compatible with the company's present IT infrastructure or not. We need to ensure that the enhancements can be integrated into the company's current system without causing disruption to the current system or any other leaks that will cause loss to the company. Therefore, we need to make sure that all the enhancements are able to work well with the company's current existing IT systems. Besides, in terms of technology, we need to evaluate the technology stack required for the proposed features. We need to confirm that the chosen technologies used are scalable and secure to ensure the enhanced system does not collapse.

4.2.2 Economic Feasibility

For economic aspects, we need to evaluate the financial impacts of enhancing these proposed solutions with GetMe Hired company. The evaluation will conduct cost benefit analysis (CBA) to determine the economic viability of the proposed enhancements. It is considering the costs associated with technology upgrades, software development, system implementation and ongoing maintenance against the potential benefits such as making customers have a good experience. The results of this evaluation will influence financial planning and decision-making for the whole project.

4.2.3 Operational Feasibility

For operational aspects, based on the human resources available, we are analyzing and doing the research after some time to evaluate how well the feasibility study of the proposed system solves the stakeholder's problems and how much the satisfaction had brought to the user and satisfies the requirements of the stakeholder. We need to ensure the stakeholders are satisfied when trying to use this system, which can bring convenience for them about the enhancement that we will carry on later. Lastly, although the enhancement system that we suggested offers lots of features and functions for the users, we still need to maintain the original features of the system which are helping customers to find a job by helping them build CV and recommend to the suitable companies.

5 Objectives

The main objective of this project is to improve the user experience, features, efficiency and performance of the “getmehired.io” website. The enhancements target to accomplish the following objectives:

- Improve the website's loading speed and performance to ensure user get a good experience
- Add more relevant features for more efficiency using
- Improving the website's security protocol to protect user data and information
- Enhance a feedback feature at user interface for customer giving feedback for GetMe Hired company knowing which part need to improve
- Include more relevant features by providing a filter function for companies be easier to distinguish the talents from the list for employment based on what they need
- Create a database for storing user information to ensure other worker can take over the job of particular worker if he/she is unavailable
- Enhancing a checking system for the manager to check the effectiveness and efficiency of the workers

6 Scope

6.1 Project Scope

6.1.1 Scope

The scope of this project are included the below aspects:

1. Performance Enhancement

- Enhance the loading speed of the "getmehired.io" website to provide user a good experience

2. Security Improvements

- Strengthen the website's security protocols for protecting users' data and information to ensure their privacy

3. Feature Expansion

- Introduce a filter function for recruiters, allowing them to efficiently search and distinguish suitable job applicant from the database
- Distribute user module to two types:
 - a. Job seekers module - cover all features that already obtain such as CV creation, submission, and feedback.
 - b. Recruiter module - a new adding module that got the new functionalities such as access to new filter function and interview invitations

4. Database Implementation

- Build a database system to store customer information, facilitating seamless transitions in case of worker unavailability and need to switch another worker to in charge

5. Manager Checking System

- Develop a system for managers to assess the effectiveness and efficiency of workers to ensure accountability and quality control

6. User Interface (UI) and User Experience (UX) Enhancement

- Improve the overall design, layout, and accessibility of the website to provide a good experience for both job seekers and recruiters

7. Feedback Feature

- Implement a structured feedback feature to gather user reviews and insights for helping continuous improvement

6.1.2 Feasibility Study

Technical

- Use database system to store information
- Use feedback mechanism to know which part needs to improve
- Use security protocol for data and information safety purpose
- Use manager checking system to check effectiveness of worker
- Use filter function to find the talent job seekers whom the recruiters need

Economic

- Software cost
- Time used to design website
- Time used to build website
- Testing cost
- Maintenance cost
- Consultant cost

Operational

- Maintenance
- Efficiency
- Human resources

6.2 User Views

The enhanced system has four types of users which are the job seeker, the recruiter, the staff which is the worker of the company and the company manager. Each type of the users have different types of function and view.

For job seekers:

The job seekers can register or login to the “getmehired.io” website. They can choose the CV package they want with a different price. After making payment, the worker in charge will send a CV template to the job seekers. The job seekers need to fill in the CV template and submit it back to the worker in charge. If the CV does not have any problem, the worker will help the job seekers to recommend the CV to the suitable recruiter company. The job seekers can also give feedback to the GetMe Hired company about satisfaction on the worker in charge or other relevant things about the company through the feedback system. All the information of job seekers will be stored in a database.

For recruiters:

The recruiter can register or login to the “getmehired.io” website. They can use the filter function to distinguish and identify the job seekers based on their needs. The filters are based on skills, experience, education and other relevant criteria. They can invite the job seekers that they want to recruit for an interview.

For workers:

The worker can provide a CV template to the job seekers. After job seekers complete the CV template, the workers can review the CV and give suggestions to the job seekers. If not any problem, the worker will help the job seekers to recommend it to the suitable recruiter company. All the workers can access the database to know the information of job seekers in case their colleagues are not available and need to switch to another worker in charge.

For manager:

The manager can use the manager checking system to check the efficiency of the worker. The manager can access the feedback system to see the feedback from the customers. By the system, they can know what they can improve and can check the effectiveness of his workers.

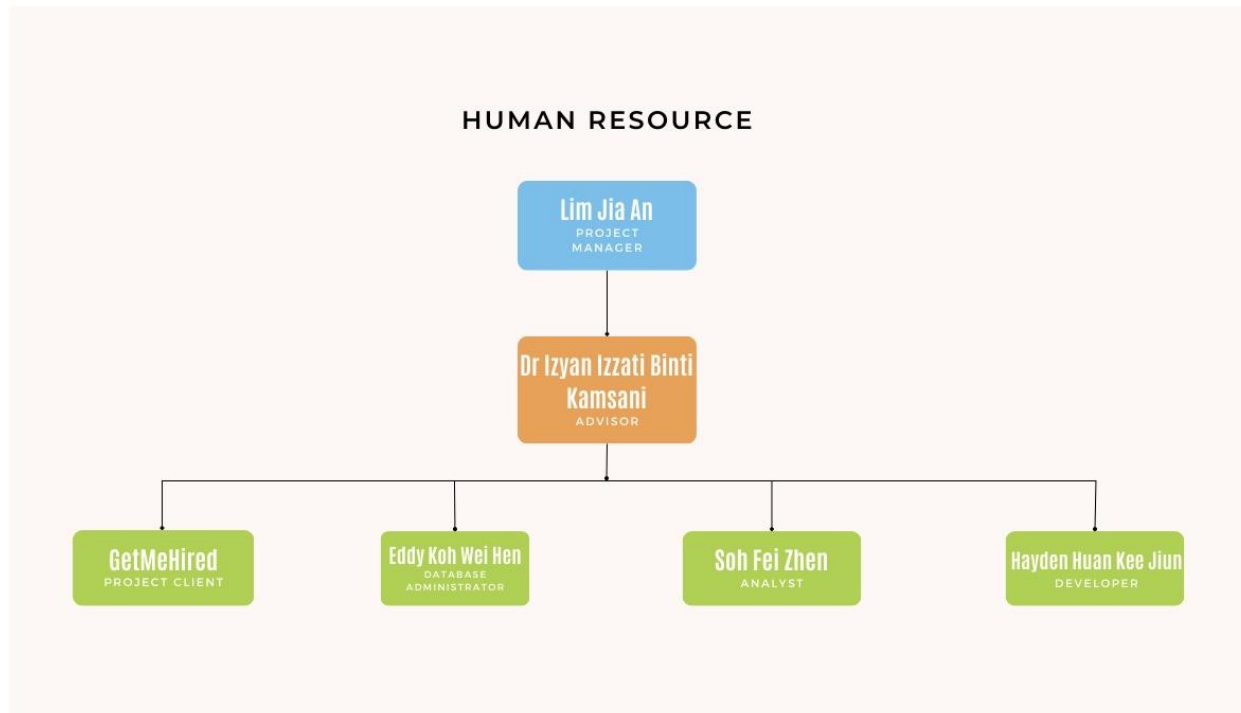
6.3 System Boundaries

The system will include distributing user modules into two types which are job seeker module and recruiter module. There are also security features and filter functionality that will be added into this enhanced system. This system will provide loading speed improvements to enhance the overall user experience. Besides, this system will implement a database system and manager checking system. A feedback mechanism will also be provided for continuous improvement.

The system will not include hardware upgrades. The physical hardware that supports the current system will not be upgraded or changed. Besides, this enhanced project will also not provide new services. For example, this project will not add any new services besides help to build CV and recommend to the suitable companies.

7 Project Planning

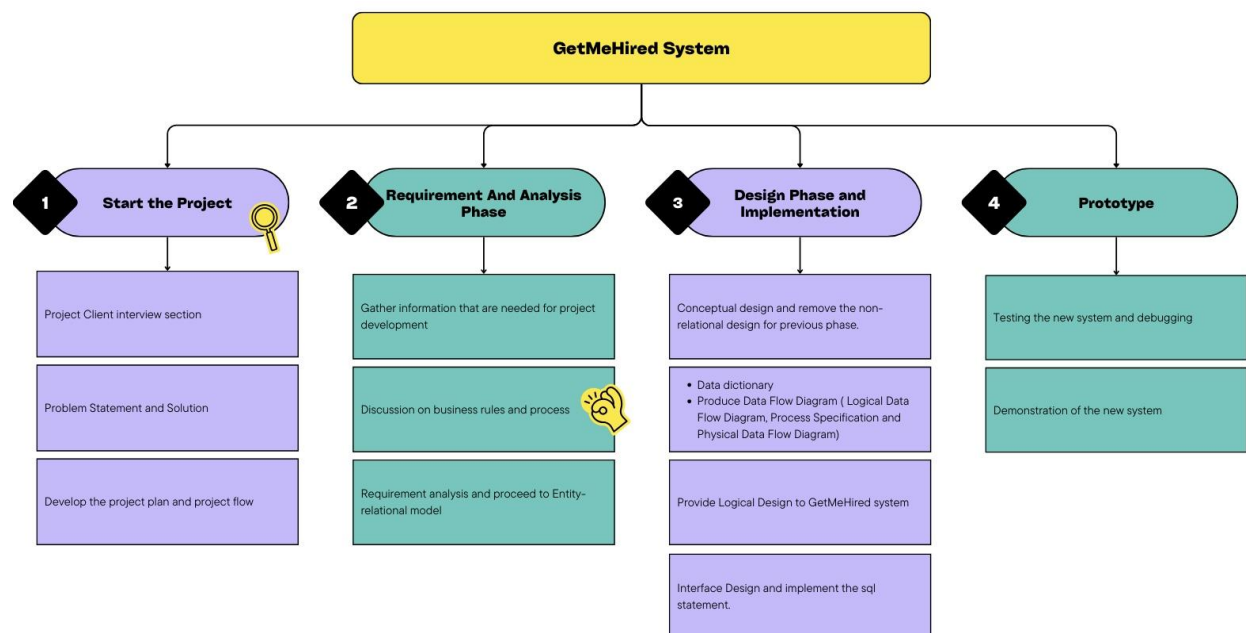
7.1 Human Resource



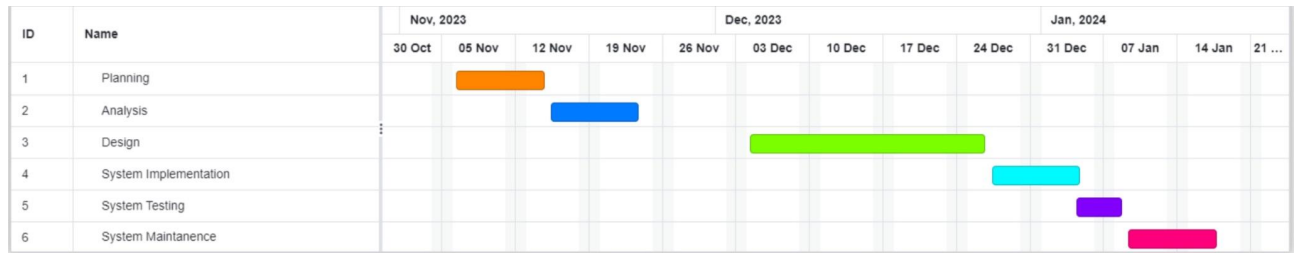
Role	Person in Charge	Responsibility
Project Manager	Lim Jia An	<ul style="list-style-type: none">Develop project planLead the projectManage project timelineAllocate the task to every member.
Advisor	Dr Izyan Izzati Binti Kamsani	<ul style="list-style-type: none">Track the progression of the projectGive advices on what can be improved
Project Client	GetMeHired	<ul style="list-style-type: none">Provide information about systemSponsor the projectCollaborate with team to modify the product

Database Administrator	Eddy Koh Wei Hen	<ul style="list-style-type: none"> Responsible for designing, implementing, and maintaining the database. Troubleshoot the database issue Optimize the database performance
Analyst	Soh Fei Zhen	<ul style="list-style-type: none"> Analyze the project Provide feedback on the project Data management
Developer	Hayden Huan Kee Jiun	<ul style="list-style-type: none"> Develop data Data Testing Write code to perform create, read, update and delete operation.

7.2 Work Breakdown Structure (WBS)



7.3 Gantt Chart



Planning Phase

The duration of the planning phase is from 6 November 2023 until 14 November 2023. In this phase, we will focus on completing the project planning by assembling the team and outlining the scope for our project.

Analysis Phase

The duration of the analysis phase is from 15 November 2023 until 23 November 2023. Within this phase, we will analyze the requirements and functionalities of the system.

Design Phase

The design phase will start from 4 December 2023 until 26 December 2023. During this phase, we will try to build up a blueprint for the GetMeHired system which involves user interface, conceptual architecture and layout.

Implementation Phase

For implementation phase, scheduled from 27 December 2023 until 4 January 2024. Within this process, we will bring this project into our daily life. This process is trying to interpret the functionalities of this system.

Testing Phase

Along the testing phase which is scheduled on 4 January 2024 until 8 January 2024, we will try to identify and fix any bugs and problems that we face when using this system to enhance the user experience.

Maintenance Phase

For the last phase, maintenance phase, from 9 January 2024 to 17 January 2024, adjustment and improvement will be made before the system launch. Any uncovered issue during the previous phase will be addressed and solved in this phase to optimize the system's functionalities.

8 Requirement Analysis

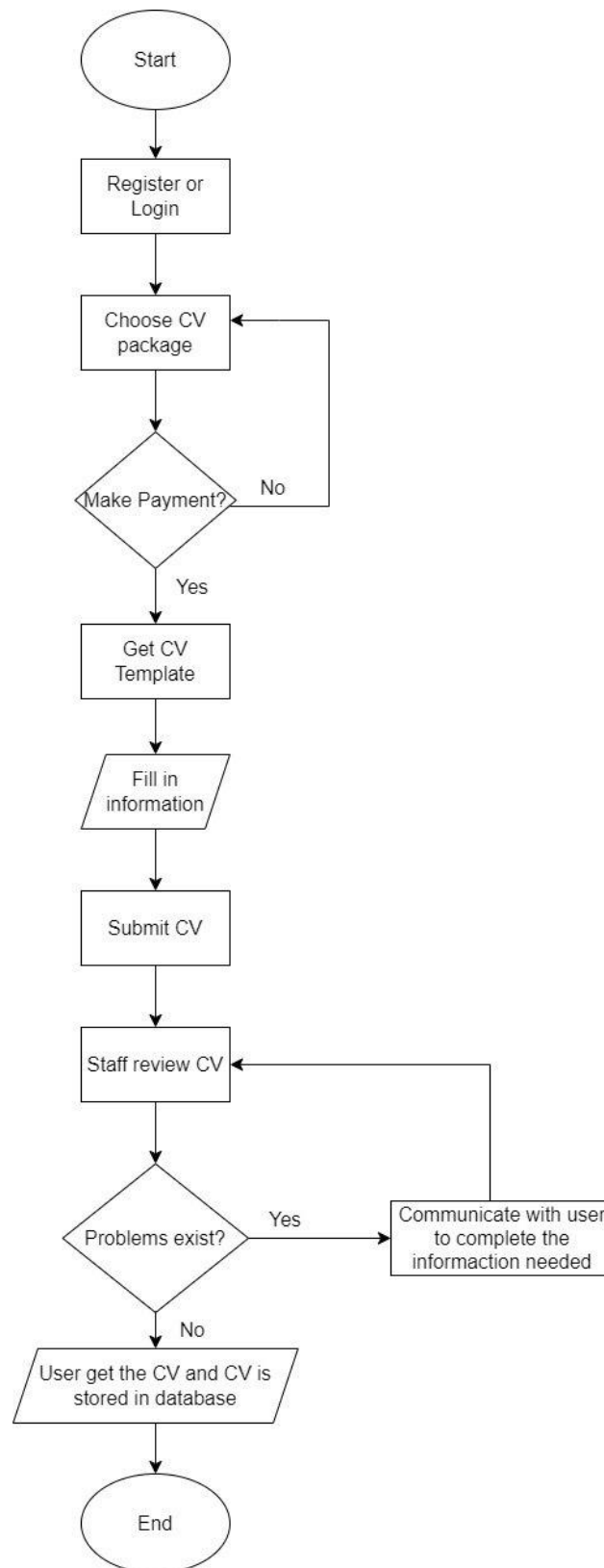
1. User Registration and Login
 - a. Current state : Users register or login through member areas on GetMeHired platform.
 - b. Challenge: Complexity of registration and login process.
 - c. Requirement: Evaluate the ease of use of registration and login process by simplifying them.
2. Communication Features
 - a. Current state : Users can only communicate through whatsapp.
 - b. Challenge: Too few communication channels for users to choose and do not have a notification system provided.
 - c. Requirement: Provide more communication channels for users so that job seekers can communicate with employers and vice versa.
3. Database Storage
 - a. Current state : All users' CVs are stored in a database.
 - b. Challenge: Difficulty in handling an increasing number of users in the future.
 - c. Requirement: Optimize the system for scalability by considering potential growth in user numbers. Then, upgrade the database to ensure smooth performance during peak usage time.
4. Job Search Filters
 - a. Current state : Users find it hard to search their relevant jobs due to limited search filters.
 - b. Challenge: Job search feature is not efficient.
 - c. Requirement: Improve the search functionality by implementing advanced filters like job type, salary and location.
5. CV Creation Process
 - a. Current state : Users only can receive through email once their CV is done.
 - b. Challenge: Users may experience frustration as they cannot track the status of their submitted applications.
 - c. Requirement: Provide tools for users to track the status of their applications.

8.1 Current business process (scenarios, workflow)

Scenario

1. Users submit the completed registration form.
2. Users can choose which CV package that they want.
3. Users have to make payment based on their choice.
 - 3.1 If payment is not done, users will return to step 2.
4. Users can access the member area and choose the CV template.
 - 4.1 Users have to fill in the relevant information in the template.
5. GetMeHired's staff will review the CV which is made by the user.
 - 5.1 If the CV fulfills the information that they need, staff will send the completed CV to the user.
 - 5.1.1 If the user got questions
 - 5.1.2 The user will contact the staff through whatsapp till the problems are settled.
 - 5.2 Else
 - 5.2.1 Ask users to complete the information needed.
6. Each CV will be stored in the database of GetMeHired System.

Workflow



9 Transaction Requirement

Transactions are referred to the operations in a database which are data entry, data delete/updates and data queries. In our project there are several transactions requirement:

Data Entry:

1. Enter the details of customers
2. Enter the details of customer CV
3. Enter the details of service
4. Enter the details of company
5. Enter the details of CV template
6. Enter the details of payment
7. Enter the details of admin
8. Enter the details of consultant

Data Updates/Deletion:

1. Update the details of customers
2. Update the details of customer CV
3. Update the details of service
4. Update the details of company
5. Update the details of CV template
6. Update the details of payment
7. Update the details of admin
8. Update the details of consultant

Data Queries:

1. List the details of customers
2. List the details of customer CV
3. List the details of service
4. List the details of company
5. List the details of CV template
6. List the details of payment/ order history
7. List the details of admin
8. List the details of consultant

10 Benefit and Summary of Proposed System

In a nutshell, our proposed system is an enhancement system of “GetMe Hired” company which aims to help fresh graduates to find their dream job and help companies to hunt for their demanded talent.

After an interview with the representative of “GetMe Hired” company, we have listed down the challenges that have faced in the company which are inefficiency customer support, inefficiency in distinguishing and filtering different talents and unavailable platform for effectiveness as well as efficiency checking of workers and customers. To solve these problems, we decided to improve the existing database scheme, provide a feedback system and provide a manager checking system.

Also, after analyzing the current workflow, we have found some places that we can improve to have a better performance which are user registration and login process, communication features, database storage, job search filter and CV creation process.

The following is the benefits that our proposed system would bring to different stakeholders:

Job seekers benefits:

- Job seekers will have a smoother experience when interacting with customer support.
- Job seekers can always keep track of their follow up status with consultants easily.
- Job seekers have better user experience for register and log in process
- Job seekers will be matched more accurately with relevant and demanded job opportunities.
- Job seekers with specific certifications or skills would be more visible to the recruiters.

Recruiter benefits:

- Saving time and resources as recruiter can identify talent quickly and contact to whom meet their expectations
- Quality of candidate matches would be improved, leading to more successful recruitment.

“GetMeHired” company benefits:

- Data recorded neatly with high reliability and accuracy
- Customer satisfaction can be improved
- Efficiency in customer service improved
- Management efficiency can be improved, workload decreased, the operational cost would decrease
- Valuable feedback from customers helps in continuous quality of service improvement. This helps “GetMe Hired” company always has high competitiveness in the recruitment market and CV making market.

11 Summary

To sum up, this project phase includes project proposals and database requirements that give us a comprehensive understanding of our case study background. It states the challenges that are currently faced in “GetMe Hired” website, outlines proposed solutions, specifies the database requirement for this proposed system and includes the project timeline and members’ role. The main goal of this project is to improve and enhance the platform "GetMeHired" which provides features and tools for professional CV writing, professional CV templates, coaching, and career-related services.

The job seeker module and the recruiter module are the two distinct user modules that make up the proposed system's design. Its goal is to help recruiters find and place qualified candidates for job vacancy while enabling job searchers to create standout resumes to increase their chances of landing their dream job.

To enhance this system, we conducted interviews with company representatives to gain concise and clear insights into the workflow. This allowed us to understand the company's requirements and identify challenges within the current system. Our analysis revealed several issues, including inefficiency of customer support, inefficiency in distinguishing and filtering different candidates, and an unavailable platform for effectiveness and efficiency checking of workers and customers. Additionally, we identified areas for improvement, such as register and login process, communication features, database storage, job search feature and CV creation system to enhance overall system performance.

In conclusion, this project is deemed feasible within the allocated time frame, following a thorough study of technical, economic, and operational feasibility, as well as system boundaries. The proposed system is anticipated to bring numerous benefits to stakeholders involved in the system.