SESSION 2023/2024
SEMESTER 1

SECD2523 - DATABASE

PROJECT PROPOSAL

Group Name : Agent P
Course   : COMPUTER NETWORKS & SECURITY
Section   : 02
Title   : Talent System
Lecturer   : Dr. Izyan Izzati binti Kamsani

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1.0 Introduction

We, 'Agent P,' would like to introduce our project, which is the '***** System' for our stakeholder GetMe Technology PLT for this database course. In the 1990s and before, companies selected their employees based on face-to-face interviews. But now, companies are expecting CVs before attending the interview section because it would be easy for them to sort through a large number of people. The companies now are using AI to filter the CVs. But the problem that arises is that many job seekers still struggle to write a professional CV that would impress the companies. Because of their unprofessional CVs, the majority of them face rejection from companies. A CV generation and review system can help job seekers by generating CV based on their input and also reviewing that CV. The system should also provide coaching to job seekers on how to improve their CV. GetMe Technology PLT provides this service for its customers. GetMe Technology PLT is actually a Malaysian company that has its headquarters located in Kuala Lumpur. The company is the creator and also the owner of the website "GetMe Hired.io," which generates and evaluates CVs for its clients based on the package to which the customers have subscribed. The main aim of GetMe Technology PLT company is to enhance and improve the experiences of job hunters in the steps of looking for work in their dream field. After receiving their CVs and coaching from GetMe Technology PLT, the majority of GetMe's customers were able to achieve their goals of obtaining the perfect careers in their dream companies.

2.0 Background Study

GetMe Technology PLT is a business that has been around since 2019. GetMe Technology PLT owned and developed the website "getmehired.io," that generates and reviews CVs for its customers based on the packages they purchase. They also help people with their careers by giving them services like CV writing lessons. So the general flow of the current system is the customers had to select out and purchase one of the GetMe Technology PLT packages on "getmehired.io." After they successfully bought the package they wanted, they will have a dashboard where they can see the services that came with the package they bought. People will then be given a CV template, which they need to fill out and send back to the company for review. After that, the CV will be looked over by proofreaders. If all the relevant information is put into the CV, it will be generated into a CV. If it doesn't, the customer will be given the CV form again so they can fix it. After the customer sends it again, it is checked by proofreaders and then generated into a CV.

It is difficult for the GetMe Technology PLT company to provide the highest quality services to their customers because of the challenges that they face. The lack of a proper system for companies that are employing workers in their company and also for proofreaders who evaluate clients' CVs is one of the primary challenges faced by the GetMe Technology PLT. It makes things more difficult for the clients, as well as for the companies who collaborate with GetMe Technology PLT in some way. Companies that have collaborated with GetMe Technology PLT will obtain the CVs of job seekers or recent graduates from them. These companies will then manually choose or filter the CVs in order to identify suitable employees for themselves based on their skills that are specified in the CVs. Proofreaders also face some difficulties since they will receive the CVs filled by the customers via an email platform which is not efficient. Managing CVs in using an email inbox can become very disorganized, especially when the number of CVs increases.

Besides that, the current system does not have an appropriate communication platform between customers and the telemarketing team of GetMe Technology PLT. GetMe Technology PLT is currently using WhatsApp manually as their primary communication channel in order to respond to questions from consumers and also to resolve issues that customers have had with the payment process. WhatsApp might be suitable for small-scale customers, but it would become a major problem if it came to managing a large number of customers. Because of this, some of the customers may experience a delay in order to get a response.

3.0 Problem Statement

Problem or Issues in "As-Is" System

After our interview with the GetMe Technology PLT, there are few problems that have been haunting them and need to be resolved.

1. Manual CV Template Forwarding
   ● From our interview we have found out that the CV template that the talent's bought are forwarded manually. After every purchase, workers are needed to send the CV template to the talent and this consumes a lot of time and can be considered as a waste of the workforce.

2. Lack of Communication Between Sales Support Department
   ● It has been made clear that picking up queries from talents is hard as all the communication has been done in whatsapp and there is no information sharing happening between the sales support department. This has made it hard for another person and the talent as they have to start from the beginning of their problem.

3. Talent Engagement
   ● Talents are required to follow the requests from the CV writers and it has to be done in a prompt manner so that the talents can get their CV sooner. If the communication is done by email or whatsapp it will be harder for the CV writers and the talents because the time both the writer and the talent are free might not be aligned.

4. Lack of Specialised System for companies in Collaboration
   ● Currently there is only one system for GetMe Technology PLT which is their CV writing system that helps fresh graduates or job hunters to get their own professional CV, but GetMe Technology PLT wants to have a system where the companies themselves headhunt their potential employees by viewing the talents CV and skills.

4.0 Proposed Solution

Proposed Requirement for "To-Be" System

Besides stating the problems that they faced in the system, the representative from the GetMe Technology PLT also mentioned few features that they wish to have on the proposed system, as below:

1. Automated CV template Forwarding System
2. A platform for the Sales Support team to share information on a regular basis.
3. A platform for communication between the sales support team and users.
4. A library system for the companies in collaboration with to headhunt their preferred candidate.

Hence, we have a clear picture of what the company wanted.

Technical Feasibility

Concerning technical viability, we must ensure that each of the suggested solutions is compatible with the organization's existing IT infrastructure. Consequently, we must assess the necessary hardware, software, and IT expertise. Additionally, it is imperative to ensure that the technical advancements and integration of these solutions-such as the automation of CV template forwarding, the establishment of the company's portal, a platform for user-CV writing team interaction, and a platform for sales support-are seamless integration with the organization's existing technology. If we choose a combination of these solutions, we will need to ensure that they are all compatible with the organization's current IT infrastructure in order to ensure a successful implementation.

Operational Feasibility

The proposed solutions are anticipated to exert diverse influences on the routine operations of GetMeHired. Although the automation system will facilitate their work by handling the delivery of CV templates, the team may require training to operate it effectively. Utilizing the company portal facilitates the process of identifying the most qualified prospective employees. The user-CV writing team interaction platform expedites the process, but our group may require a period of adjustment. The same holds true for the sales support platform; they will require some time to adjust to the new method. Although a combination of these solutions could substantially improve their operations, it would necessitate meticulous planning and administration. The purpose of this feasibility study is to provide guidance on how to effectively incorporate these modifications into their regular work schedule.

Economical Feasibility

We must assess the financial effects of putting these suggested solutions into practice at GetMeHired in order to determine the economic viability of the project. To ascertain whether the investments in these solutions are in line with the company's financial resources and possible returns, this study includes a cost-benefit analysis. The initial expenses associated with obtaining the required hardware, software, and training must be evaluated against the anticipated savings or income from increased productivity and client pleasure. It is vital to confirm that the total advantages surpass the costs, rendering the selected solutions a

financially feasible and valuable investment for the organization. The results of this evaluation will direct financial planning and decision-making for the successful use of the solutions.

5.0 Objectives

Project Objective: The primary objective of this website enhancement project is to improve the overall user experience, functionality, and performance of website "getmehired.io". The enhancements aim to achieve the following specific objectives:

1. Add an automation system for the CV template forwarding.

2. Optimize the interaction between the user and the sales support team.

3. Add a platform for the sales support team to share the users queries.

4. Introduce new systems with different features and functionalities for the companies in collaboration with GetMe Technology PLT.

6.0 Scope

1. The project is proposed to enhance the online platform (website) for customers to fill out and submit their CV information seamlessly.
2. Establish a centralized database for efficient organization and management of CVs.
3. Implement a feedback loop for customers to address any issues with their CV submissions promptly. This will help the sales support teams to reply to the queries.
4. Integrate a robust customer communication platform, including a CRM system.
5. Offer communication channels - Other than WhatsApp to cater to different customer preferences.
6. Improve response time and issue resolution by utilizing the new communication tools.

This project aims to significantly enhance the operational efficiency of GetMe Technology PLT, resulting in improved services for both customers and collaborating companies. Through systematic upgrades and strategic implementation, the company can overcome existing challenges and establish a more efficient and customer-centric business model.

7.0 Project Planning

7.1 Human Resources
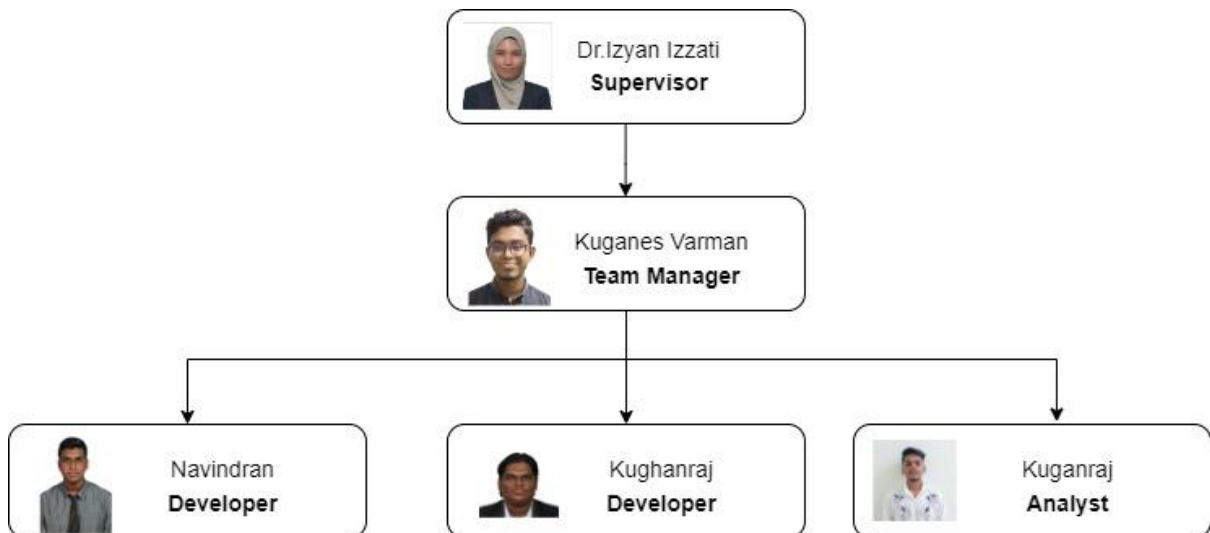
7.2 Work Breakdown Structure (WBS)
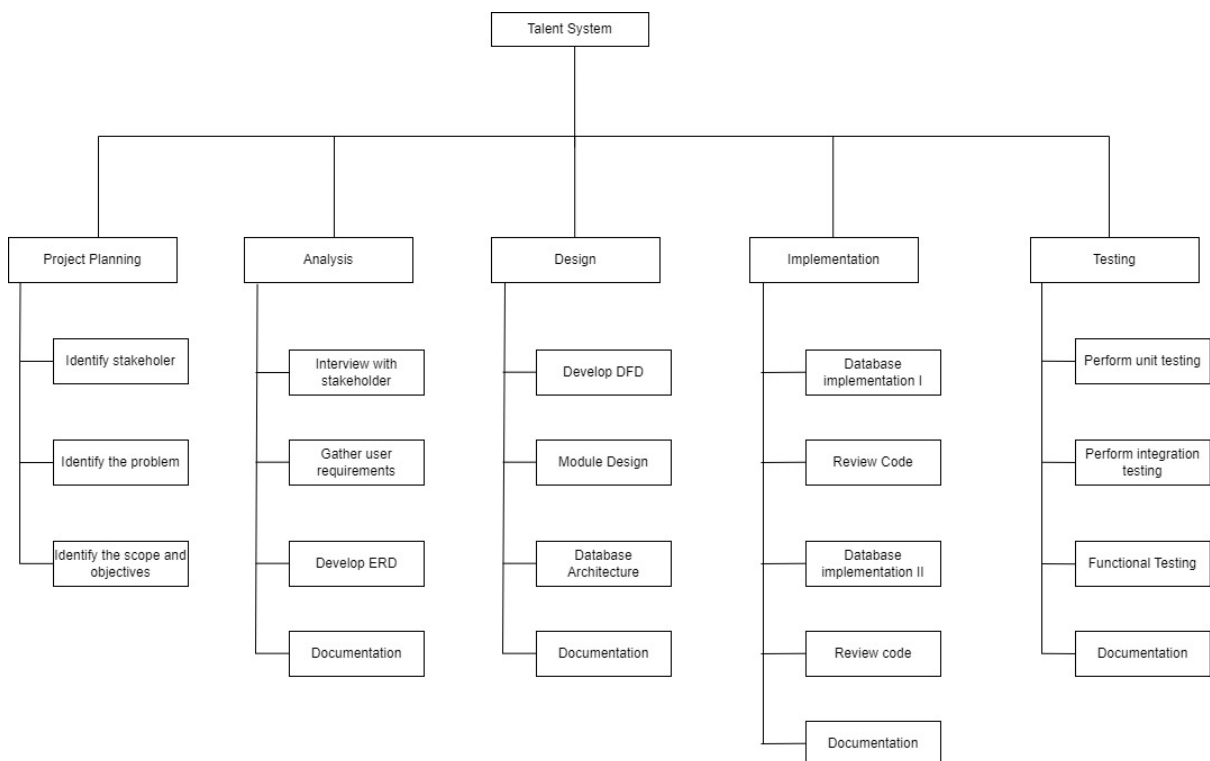
7.3 Gantt Chart

PROJECT TITLE

[Company Name]
[Project Lead]

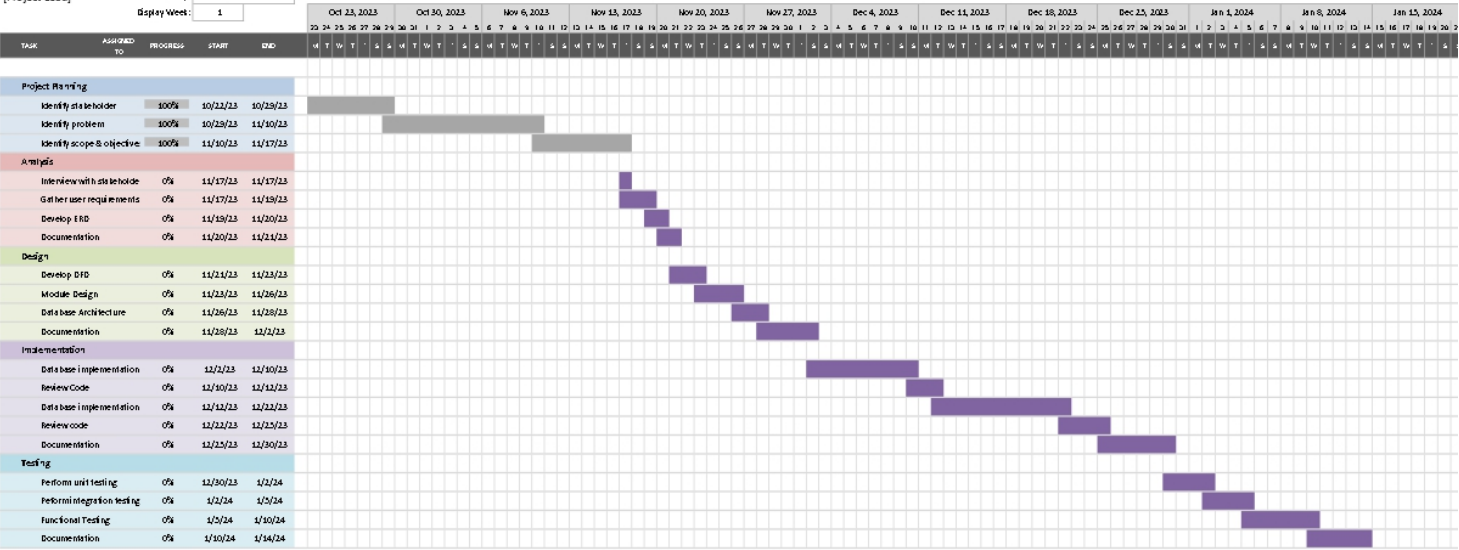|		
Project Start:	Sun, 10/22/2023
Today:	Sun, 10/8/2023
Display Week:	1

► Watch How to Make a Gantt Chart in Excel

TASK	ASSIGNED TO	PROGRESS	START	END
Project Planning				
Identify stakeholder		100%	10/22/23	10/29/23
Identify problem		100%	10/29/23	11/10/23
Identify scope & objective		100%	11/10/23	11/17/23
Analysis				
Interview with stakeholde		0%	11/17/23	11/17/23
Gather user requirements		0%	11/17/23	11/19/23
Develop ERD		0%	11/19/23	11/20/23
Documentation		0%	11/20/23	11/21/23
Design				
Develop DFD		0%	11/21/23	11/23/23
Module Design		0%	11/23/23	11/26/23
Database Architecture		0%	11/26/23	11/28/23
Documentation		0%	11/28/23	12/2/23
Implementation				
Database implementation		0%	12/2/23	12/10/23
Review Code		0%	12/10/23	12/12/23
Database implementation		0%	12/12/23	12/22/23
Review code		0%	12/22/23	12/25/23
Documentation		0%	12/25/23	12/30/23
Testing				
Perform unit testing		0%	12/30/23	1/2/24
Perform integration testing		0%	1/2/24	1/5/24
Functional Testing		0%	1/5/24	1/10/24
Documentation		0%	1/10/24	1/14/24

8.0 Requirement Analysis

1. Automation System for CV Template Forwarding:

- Functional Requirements:

  - Implement an automated system for users to fill out and submit their CV templates directly on the website.

  - Develop a mechanism to forward completed CV templates to the proofreading team.

- Non-functional Requirements:

  - Response time: The system should process CV submissions promptly.

  - Reliability: The automation system should be reliable and minimize errors.

  - Scalability: The system should handle a growing number of CV submissions efficiently.

2. Optimization of User and Sales Support Team Interaction:

- Functional Requirements:

  - Improve the website's communication platform for seamless interaction between users and the sales support team.

  - Integrate a chat or messaging system to facilitate real-time communication.

  - Provide users with the option to initiate communication easily from their dashboard.

- Non-functional Requirements:

  - Responsiveness: The chat/messaging system should have low latency for real-time communication.

  - Accessibility: Ensure the system is user-friendly and accessible on various devices.

4. Introduction of New Features for Companies:

- Functional Requirements:

  - Design and implement a dedicated portal for companies collaborating with GetMe Technology PLT.

  - Introduce advanced filters and search functionalities to assist companies in selecting suitable candidates.

  - Include features for companies to provide feedback on candidates and the overall platform.

- Non-functional Requirements:

- Performance: The portal should handle a large number of users and data efficiently.

- Usability: Ensure the portal is intuitive and user-friendly for companies to navigate.

8.1 Current Business Process

1. User Registration and Package Purchase:

   - Users visit the "getmehired.io" website.

   - Users register on the platform and select a package based on their preferences.

   - After successful payment, users gain access to their dashboard, showcasing the services included in the purchased package.

   - If a registered member, can access the website already with their old id.

2. CV Template Submission:

   - Users are provided with a CV template, which they fill out with their relevant information.

   - Users submit the completed CV template to GetMe Technology PLT via an email platform.

3. CV Review and Proofreading:

   - Proofreaders receive CV submissions through the email platform.

   - Proofreaders manually review the CVs, checking for completeness and correctness.

   - If the CV contains all relevant information, it proceeds to the CV generation stage.

   - If information is missing or incorrect, users are notified, and they resend the corrected CV.

4. Communication with Sales Support Team:

   - Users communicate with the sales support team using WhatsApp for inquiries and issues related to the payment process.
   - Sales support responds manually to questions and resolves payment issues.

5. CV Review Second Time:

   - Email back the template and do second proofreading.
   - Checking for a second time, if enough and satisfied, will generate the CV.

6. CV Generation:

   - E-mail the generated CV to the customer
   - If a customer is satisfied with the CV, we can proceed with it.
   - If customer is not satisfied, will file a complaint, do extra payment to redo the CV
   - After successful proofreading, the CV is generated based on the provided information.
   - The generated CV is made available to the user through their dashboard.

Flow Chart for the current Business Process
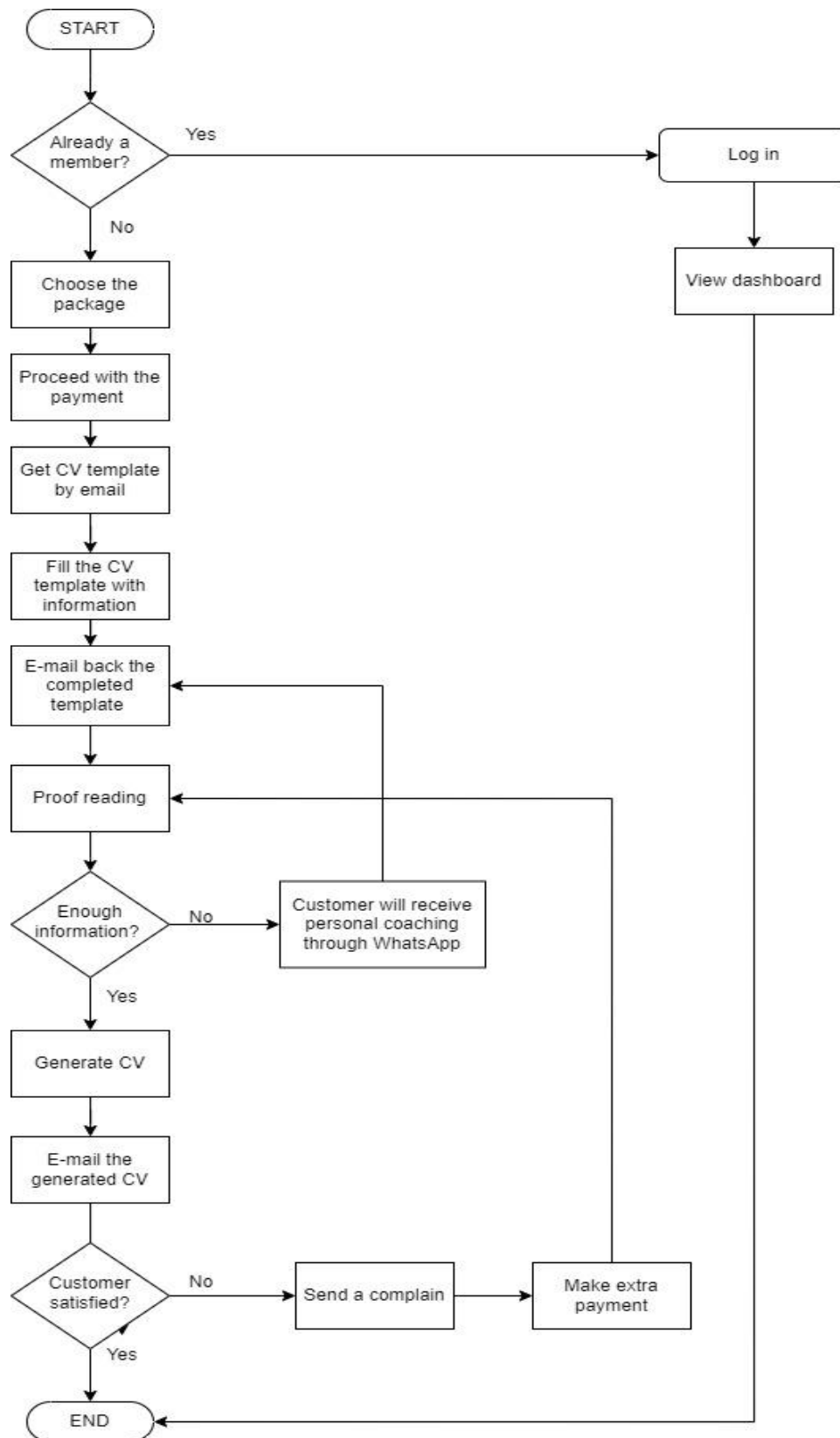
9.0 Transaction Requirement

Data Entry

1) User sign up
   - Users enter their personal information to register into the system.
2) Package purchasing
   - Users select the package they want to purchase and fill in the required information such as their payment information to purchase it.
3) CV template fill up
   - User fill up the CV template they received after purchasing

Data Update/Delete

1) User information
   - Users can update their information in their profile or can delete their account.
2) CV update
   - System update user's CV in their library system.

Data Queries

1) User queries
   - Users can ask any questions in the platform regarding their CV,payments and etc.
2) Skill analysis
   - system filter the type of talents each user has, for the companies to search for their candidate to hire.

10.0 Benefit and Summary of Proposed System

<u>Benefits</u>

1) **Reduce worker's workload:** The package's purchasing at any time will reduce the workload of employees.Previously, when an employee purchased a bundle, they were required to manually deliver the CV template to the purchaser.Employees can now allocate more time to assisting individuals with the completion of their CVs, as the automatic CV template transmission system eliminates the need for them to manually transmit the CV template.

2) **Higher chance to get hired**: Other companies are able to gain insight into the skills possessed by users from the library system at the present time.Because of this, people who have built their CVs by using this platform have a very good possibility of getting hired by one of the companies that has worked with this platform.

3) **Employees receive up to date information** : The sales support team now has a platform in the new system where they can regularly share information about the users. This ensures that all employees are equipped with the most recent information and can effectively communicate with the users in the event of any issues.

4) **Better communication between user and sales support team**: When compared to the previous system, the sales support team did not have an effective means of communication between themselves and the users. As a result, the sales support team has now obtained a platform through which they are able to contact with the users whenever they so desire.

5) **Better workflow**: In contrast to its previous version, the current system suits users and workers with improved communication and an efficient workflow.Users now have an advantage in being selected by the collaborative companies and the system can assist them at any moment and in a more efficient manner.

6) **Organized system** : After acquiring a platform for the sales support team, the system is more organised, as all members are constantly updated on the platform. Additionally, a library system was implemented to enable the collaborating companies to view desired candidates for their respective organisations.

Therefore, with the new system that has been proposed, such as reducing workers' workloads by automatically sending out the CVs, creating a platform for the sales support

team for better communication, and also creating a library system for collaborated systems to search for their wanted candidates, the system will function significantly better than the one that was previously in place. It will also be more organised.Users of this platform can have their CV compiled in record time and with careful attention to detail.

11.0 Summary

The proposed system aims to address the challenges encountered with the previous system, including the need for workers to manually distribute CVs when a user purchases a package, the inability of the sales support team to communicate with users and other workers, and the stakeholder's desire for collaborating companies to review the skills of their users prior to hiring.Therefore, within this proposal, we came up with a number of ways to address the challenges encountered by the previous system, thereby improving the system's workflow and structure.

The system will now have an automated method for sending CVs when a package is purchased, which will significantly reduce the amount of work required to send them out manually.Furthermore, through the development of a platform, the sales team can significantly enhance their ability to communicate with both fellow employees and users.By utilising this platform, tasks are consistently improved and all users are kept informed.The proposed system additionally incorporates a library system through which collaborating companies can search for promising candidates to potentially employ for their organisations.

As a result of this suggestion, we anticipate a significant improvement in the system's workflow, which will result in everyone working in a manner that is more organised.This system has the potential to provide users and customers with an even higher level of satisfaction than was previously available, as well as an enhanced level of service.

12.0 References

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