FACILITEASE – ADMIN FACILITY SYSTEM

THE ADMIRALS

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INTRODUCTION

- The primary objective of the project is to simplify and enhance various administrative processes within the organization, focusing on efficient handling of employee requests related to facilities and other administrative tasks.

- This initiative aims to establish a standardized process, and ultimately boost operational efficiency by swiftly addressing employee needs.

- The project strives to improve transparency by providing real-time tracking of ticket statuses.

WORKFLOW DIAGRAM
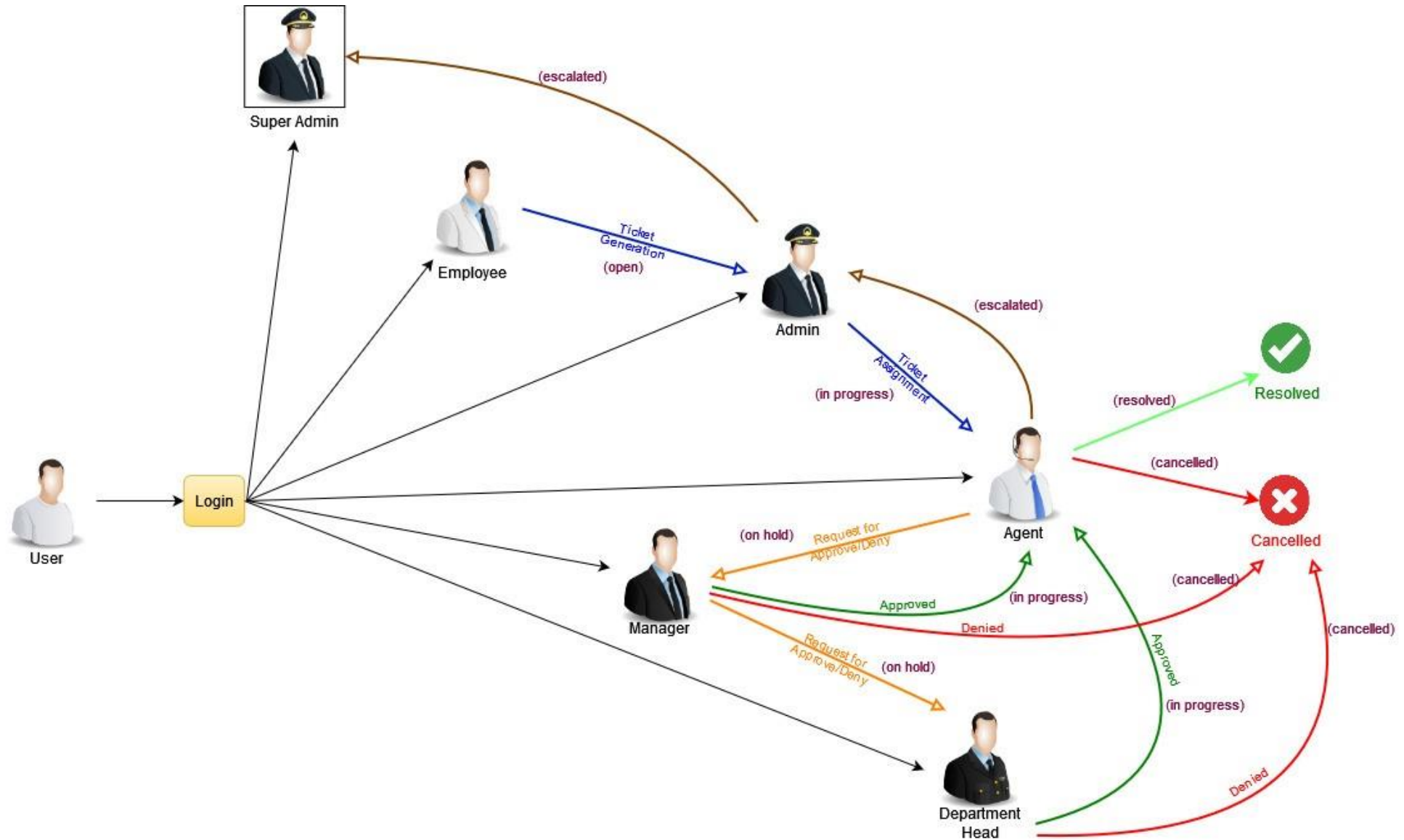
DATABASE DESIGN
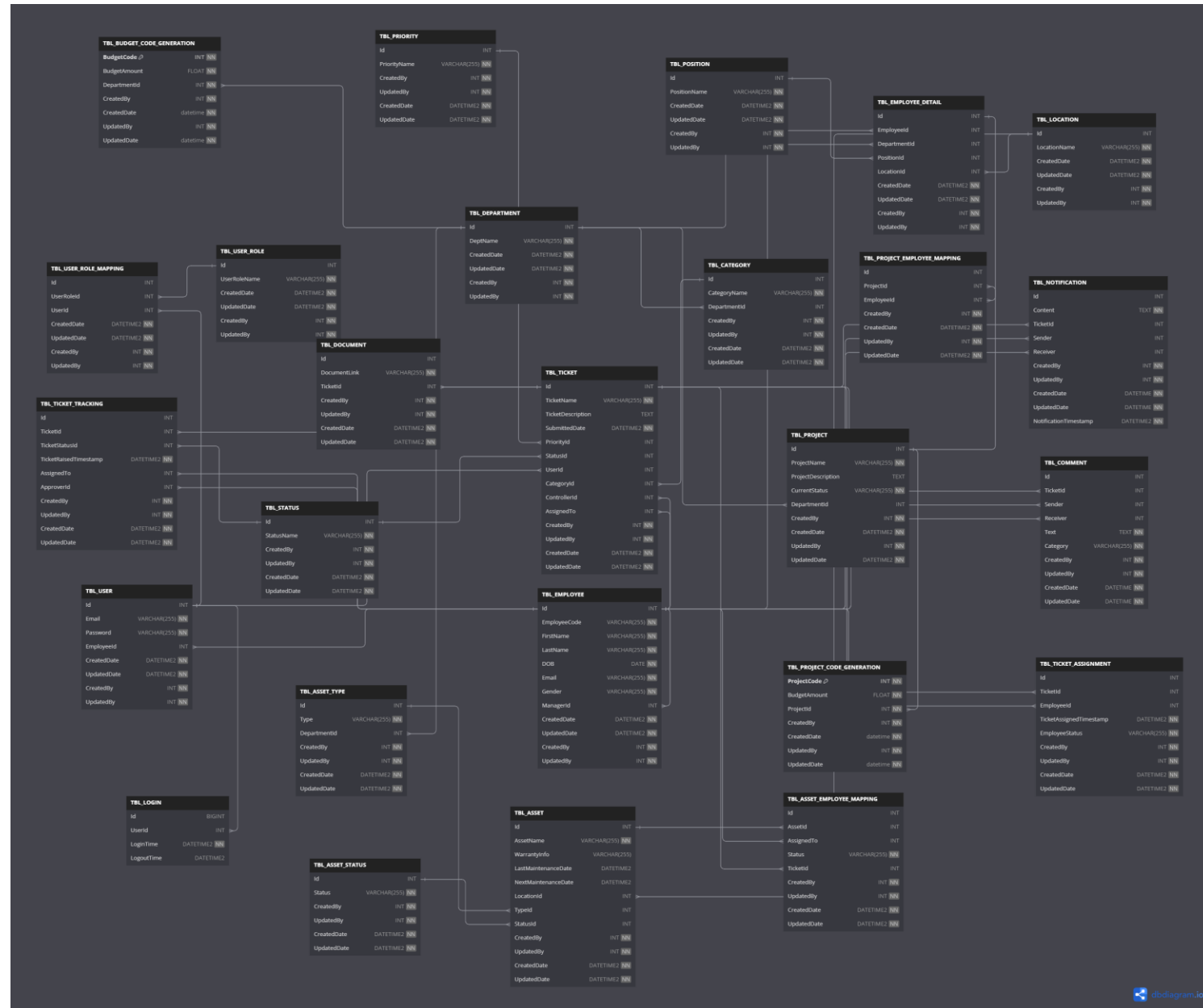
USER STORIES , UI FRAMEWORKS & API DOCUMENTATION

- USER STORIES
  - FacilitEase-UserStories

- UI FRAMEWRORK
  - FacilititEase-Figma

- API Documentation
  - FacilitEase-API Documentation

ROLES AND FUNCTIONALITIES

EMPLOYEE

- Raise Tickets
- View the Raised Tickets
- Request to cancel the tickets

MANAGER

- Ticket Approval/Denial
- Ticket Forwarding
- Priority Management

ROLES AND FUNCTIONALITIES

DEPARTMENT HEAD

- Ticket Approval/Denial

L3 ADMIN

- Ticket Forwarding to Manager
- Forwarding to Department
- Ticket Closing

ROLES AND FUNCTIONALITIES

L2 ADMIN

- Ticket Assignment
- Summary Reports
- Ticket Closing

L1 ADMIN

- User Role Control
- Generate Summary Reports
- Overview the Process

MVP MODULES

- Authentication and Authorization:

- Single Sign-On (SSO):

MVP MODULES

- Ticket Creation:

- Cancellation Requests:
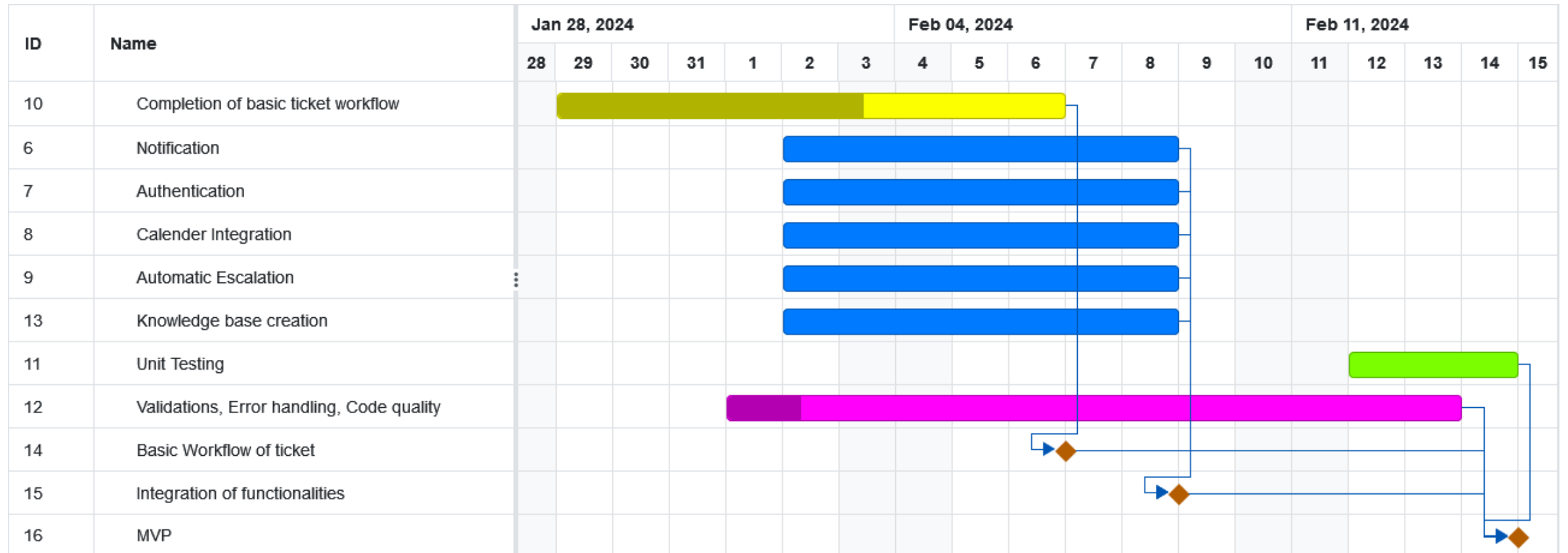
- Ticket Viewing:

MVP MODULES

- Ticket Assignment

- Ticket Resolving

- Priority Management

MVP MODULES

- Ticket Escalation – SLA

  o Adherence to SLA: Ensure compliance with Service Level Agreements for timely issue resolution.

- Report Generation

  o Comprehensive Analytics: Generate reports for a holistic view of ticketing trends and performance.

- Ticket Approval/Denial by Managers and Department Head

  o Managerial Oversight: Empower managers and department heads to review and decide on ticket outcomes.

ROADMAP

ID	Name	Jan 28, 2024				Feb 04, 2024								Feb 11, 2024				
		28	29	30	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
10	Completion of basic ticket workflow																			
6	Notification																			
7	Authentication																			
8	Calender Integration																			
9	Automatic Escalation																			
13	Knowledge base creation																			
11	Unit Testing																			
12	Validations, Error handling, Code quality																			
14	Basic Workflow of ticket																			
15	Integration of functionalities																			
16	MVP																			

CHALLENGES

- Balancing training sessions from 9 to 6, while incorporating project work and assignments, poses a significant scheduling challenge.

- Meeting coding standards consistently across diverse projects presents a continuous challenge for development teams.

- Ensuring a seamless integration of UI design, documentation, and coding is an ongoing challenge in the development process.

DOCUMENTS

- BRD DOCUMENTATION : https://experiontechnologies-my.sharepoint.com/:w:/r/personal/nathaniel_yeldo_experionglobal_com/_layouts/15/Doc.aspx?sourcedoc=%7BE0FB8B25-77BB-4D51-AC21-2E826128A591%7D&file=Business%20Requirements%20Documentation.docx&wdOrigin=TEAMS-MAGLEV.undefined_ns.rwc&action=default&mobileredirect=true

- DATABASE CREATION : https://experiontechnologies-my.sharepoint.com/:w:/r/personal/hema_shaji_experionglobal_com/_layouts/15/Doc.aspx?sourcedoc=%7B8199B0F5-9D88-4706-8C81-BC1E70E84CF3%7D&file=INSERT%20INTO%20TBL_EMPLOYEE%20(EmployeeCode.docx&wdOrigin=TEAMS-MAGLEV.undefined_ns.rwc&action=default&mobileredirect=true

THANK YOU