



COMPLAINT MANAGEMENT SYSTEM

Software Requirements Engineering Project

SE311

Section 1194

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Vision and Scope Document

for

Mojab

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1. Business Requirements

1.1 Background

Mojab in Arabic means answered, respondent and considered. This system was created for Prince Sultan University. This system was created based on the university's goals to respond to students and employees and raise the quality of the educational level and the satisfaction of students and employees with the services provided to them. The system allows students and employees to raise complaints related to the university, direct them to departments, respond to users as quickly as possible, and evaluate their satisfaction. The need for this application came with the recent increase in the number of students and employees, which makes the traditional way -the manual way- to address complaints more difficult and takes a longer time. In addition, this application provides a greater advantage and meets the university's need to know the most prominent difficulties that students and employees face. Using this application makes it easier for the university to gather statistics for complaints, classify them, and review them to develop the level of service provided, raise the quality of the university, and achieve part of the university's mission, which aims to integrate modern technologies to enhance productivity and serve beneficiaries.

1.2 Business Opportunity

Business Problem & Environment

The current problem facing the university is the ineffective management of complaints from students and employees. This inefficiency causes increased address times, unresolved issues, and a lack of accountability. Without a centralized system, universities struggle to address complaints in an efficient way, resulting in decreased satisfaction among students and employees. This situation not only affects the overall reputation of the university but also affects the learning and working environment for students and employees.

1.2.1 Corporate

- Providing universities with reports, statistics, and analytics on complaint-related information and common issues, and how to enhance the university environment by addressing these complaints.

1.2.2 Commercial

- Developing and selling the system to universities and ministries as an integrated solution with their existing systems.
- Using the system as a foundation for developing other products and services related to university management and the beneficiaries, students and employees.

1.3 Business Objectives

1.3.1 Financial

- Achieve a 10% return on investment within the first year of operation.
- Selling the system to at least two universities by the second year of operation.

1.3.2 Non-financial

- Raising the level of satisfaction for 6,000 students and 500 employees during the academic year.
- Reduce administrative burden and improve employee productivity by 50% by automating routine tasks.

1.4 Success Metrics

- The time it takes to solve the complaint is reduced by 40% compared to the manual way.
- 70% of satisfaction rates must be above 3 out of 5.

1.5 Vision Statement

For university employees and students who need quick and effective solutions, Mojab is a complaints management system that provides an effective way to address complaints from students and employees at the university. The system will submit each complaint, based on its type, to the responsible department to address it. Unlike the traditional way of handling complaints, our system is efficient and fast to ensure that every complaint is addressed immediately to increase continuous improvement in the university.

1.6 Business Risks:

As we evaluate the potential of the Mojab system, it's important to consider potential risks that may arise during its implementation:

- **Market Competition:**

The education technology sector is highly competitive, with several systems and solutions aiming to enhance student and employee satisfaction. However, Mojab's unique features and capabilities give it a competitive edge that sets it apart from the rest.

- **User Adoption and Acceptance:**

We recognize that users may initially be hesitant to adopt a new system or resistant to change. However, we are confident that with proper training and support, we can ensure user acceptance and address any usability issues to make the system successful.

- **Technological Challenges:**

While implementing the Mojab system, we may encounter technological hurdles, such as compatibility issues, software bugs, or data integration complexities. However, our team's technical expertise and experience give us confidence in our ability to overcome these challenges and ensure the system's functionality and performance.

- **Data Security and Privacy:**

The Mojab system collects and processes sensitive information from students and employees, creating a risk of data breaches, unauthorized access, or non-compliance with data protection regulations. However, we have implemented robust security measures to

ensure the system's data security and privacy, and we are committed to maintaining compliance with all data protection regulations

1.7 Business Assumptions and Dependencies:

- **Assumptions:**

User Expectations: The Mojab system provides a convenient platform for users to submit complaints, which are then directed to relevant departments for prompt resolution.

- **Dependencies:**

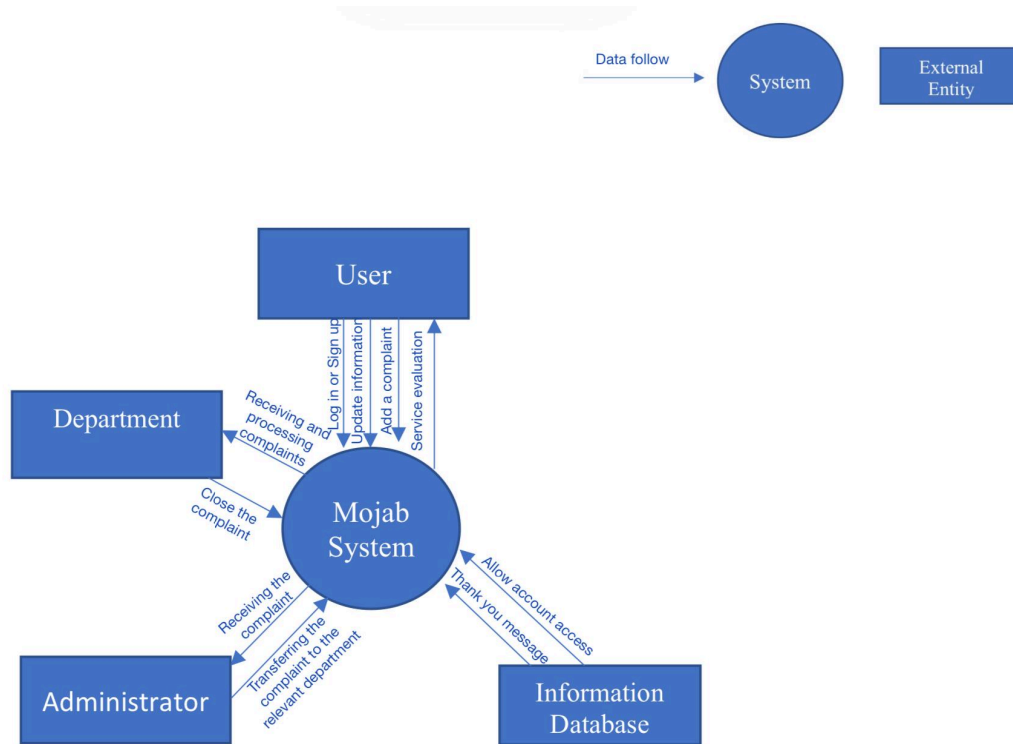
The "Mojab" system for Prince Sultan University relies on robust infrastructure, reliable databases, software development tools, security measures, user interface frameworks, integration with existing systems, feedback mechanisms, scalability and performance considerations, and adequate training. These dependencies are pivotal in fulfilling the university's objectives of efficient complaint handling and service improvement.

2. Scope and Limitations

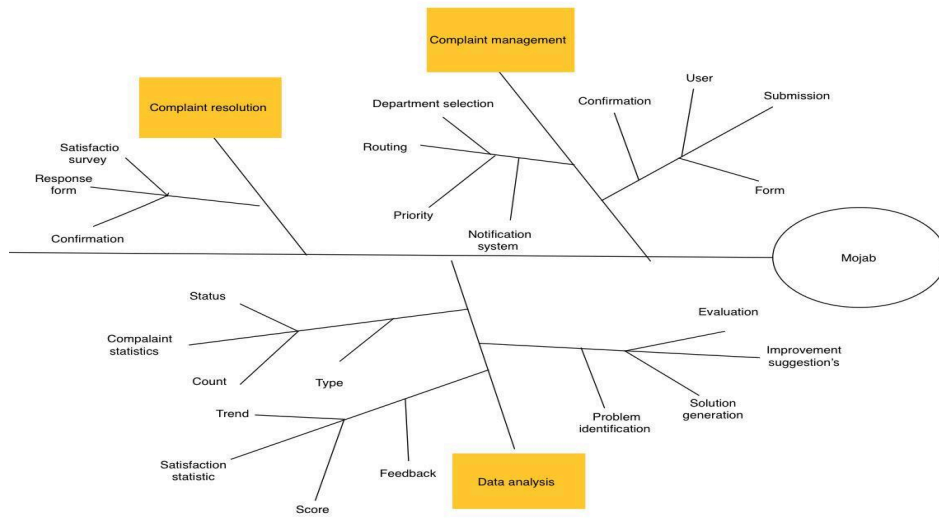
2.1 Major Features

- Respond to users' complaints as quickly as possible.
- Includes a system to evaluate user satisfaction with the services provided.
- Gathers statistics on complaints, classifies them, and reviews them to develop the level of service provided.
- Helps the university understand the prominent difficulties faced by students and employees, aiding in service improvement.

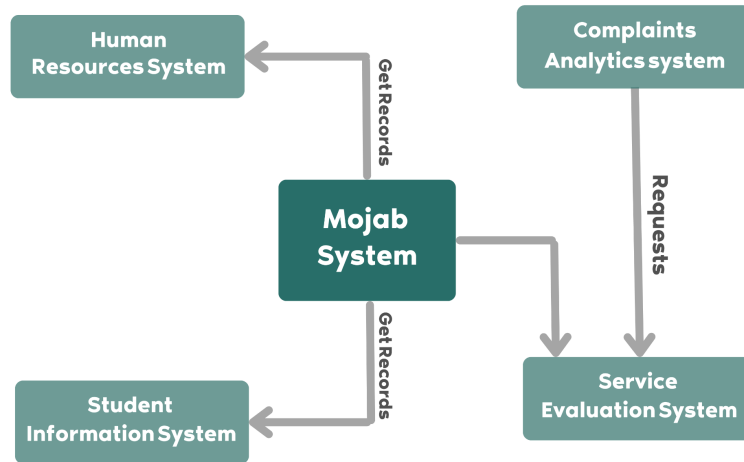
2.1.1 Context diagram:



2.1.2 Feature Tree:



2.1.3 Ecosystem map:



2.1.4 Event list:

1. The user will register the account as a student, employee, or administrator and provide the necessary information.
2. The user will submit a complaint related to the university's aspects.
3. The Mojab system will directly route the complaints to the appropriate department.
4. The department receiving the complaint will respond promptly with an acknowledgment of the complaint and give a timeline for receiving the resolution.
5. The user is able to track the progress of complaints.
6. After the resolution of the complaint, the user can evaluate their satisfaction with the response through a survey.

2.2 Scope of initial releases

The initial release will be specifically intended for university students . The main features in the initial release are:

- Login to Mojab account.
- Add or remove a complaint with all related information.
- Complaint tracking and status of complaint.
- Evaluating the complaint after it is closed.

2.3 Scope of subsequent releases

The subsequent release will be specifically intended for all PSU employees and. The features are:

- Error message: Please try again if the user enters the wrong username or password.
Resetting their username or password is an option if the issue still exists.
- Users can add attachments to the complaint so that it can be resolved faster.
- A control panel to view all complaints and send them to the relevant department.
- The option to log out is available on the home page, allowing users to exit the site when they're done.
- The user may add or edit complaints, as well as access options to change his profile and privacy, directly from the main page.
- On the complaints page, they can see the status of the complaint, whether it has been resolved or is under processing.
- A text message will be sent if the complaint is resolved, along with a thank you message.
- The option to contact us is located at the bottom of the home page, should the user have any questions or comments.

2.4 Limitations and Exclusions

- **Technical limitations:** The system's effectiveness may be hindered by technical issues such as server downtime, software bugs, or compatibility issues with certain devices or browsers.
- **Accessibility limitations:** Not all students and employees may have access to the technology required to use the system, such as smartphones or computers with internet access. This could exclude certain individuals from utilizing the system.
- **Scope limitations:** The system may only address specific types of complaints or may not cover all aspects of university operations. Certain issues or concerns may fall outside the scope of the system's functionality.
- **User engagement limitations:** Despite the system's capabilities, there may be challenges in encouraging consistent use and engagement from students and employees. Resistance to change or lack of awareness about the system's availability could limit its effectiveness.

3. Business Context

3.1 Stakeholder Profiles

By creating stakeholder profiles, project managers and decision-makers can better understand the different perspectives, interests, and concerns of those involved, allowing them to engage stakeholders effectively, address their needs, and mitigate potential conflicts. It is important to regularly update and revise stakeholder profiles as the project progresses and new stakeholders emerge.

3.2 Project Priorities

- Accessibility: Ensure that the communication and complaints system is easily accessible to all individuals who may need to use it.
- Responsiveness: Prioritize timely responses to complaints and inquiries.
- Training and Support: Provide appropriate training and support to staff members who will be handling complaints.
- Continuous Improvement: Regularly review and evaluate the effectiveness of the communication and complaints system.

3.3 Deployment Considerations

- Ensuring the university has the infrastructure required to support the Mojab system.
- Providing training for administrators, employees, and students on how to use the system effectively.
- Ensuring that the Mojab system is accessible to all.
- Evaluating the Mojab system continuously, and making updates and enhancements to improve its effectiveness.
- Making the system accommodate the scalability of its users and the amount of complaints.
- Implementing robust security measures to protect sensitive information.