**Chapter 4: Conclusions and Recommendations**

**4.1 Conclusion**

Considering the huge amount of complaints received by NBI-CAR in the course of a year, having a reliable and not easily destroyed case record (by time or weather conditions) is important. Thus, a web-based case records management system was proposed to be used by the NBI-CAR Administrative Office and Investigative Department. After analyzing the results and outcomes of the study, the developers were able to derive the following conclusions:

1. Functional and Non-functional Requirements

The developers identified the functional and non-functional requirements from the data gathered during interviews, observations and company forms. The main functional requirements of the system are case and complaint records management, report generation and user management. The non-functional requirements consist of accessibility, availability, database backup, data integrity, reliability, security, scalability and usability.

1. Modules and Features

Use case diagrams were used to identify the different modules of the system. Three modules were identified namely the administrator, the investigator and the encoder. The administrator module will be able to use all the features of the system such as case and complaint records management, user management, report generation and viewing user login history and user logs. The investigator will be able to see all the cases stored in the database as well as the number of cases, whether pending or closed, assigned to them. The encoder can add case records and complaint. Updating case records is only limited on certain fields for this module.

1. System Designs

A data flow diagram was created to aid the developers on how the information received is processed. The database schema was used to develop the structure of the entities that will be used to construct case information and other related information in the system.

1. System Implementation

The developers created prototypes, did the back-end and front-end coding of the system with the help of various tools and technologies. Visual Studio was used as a source code editor, GitHub as a code repository, Php, Laravel and MySQL for back-end coding and HTML5, CSS3, Bootstrap and Javascript was used to support front-end coding. As a result, a fully functional web-based system was implemented. Assigned testers of the group and the clients provided evaluations that helped identify and fixed errors made in the system. Feedback by clients helped improve the developed eCaseRecord.

* 1. **Recommendation**

The developed system will greatly help in facilitating the usual processes done in the NBI Administrative Office of NBI-CAR. However, the system can be further enhanced and it is open for improvement. The developers offered the following recommendations.

1. Make the system available online. Sending reports and requests to NBI Headquarters in Manila is costly and will take time to be delivered. With the system hosted online, NBI-Manila may get the information they needed and supply the necessary fields for the case immediately.
2. Let users send their complaints online. Agents can verify the complaints if it is actionable or within jurisdiction quickly. The complainant will be sent a message if their complaint is up for investigation. If not actionable, they will be referred to the correct office to address their complaint. This is helpful if the complainant can’t afford to go to Baguio, because of money or time constraints, to file their complaint personally.
3. Lastly, it is recommended that the clearance office be given access to the system. There may be newly filed cases for a person claiming an NBI clearance and these cases may not immediately reach NBI-Manila as this is where all case information from different parts of the country go. Instead of checking the records of the administrative office, they can access the system if an ongoing case is being investigated regarding the person.