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|  | **Project Proposal Form**  Proposal No.: 03 Group Name: Tara-Warframe |
| **Name of System/Software/**  **Application** | Computer and Laptop Service Management System |
| **Reference Idea** | **1000 Projects** |
| **System/AppType** | Desktop Application |
| **General Purpose/Objective of the System/Software/App** | This Laptop Service Management (LSM) application aims to maintain essential data for both products and customer services. It supports secure (PII) data management on a server, with additional data stored locally. The manager allocates tasks to employees across branches based on available technicians. |
| **Technology used** | Programming language: C#  Database: MySQL, MsSQL  Other needed hardware devices: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  API: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Benchmark system/application**  **or customized/generic** | Checkmark with solid fill🞏 There is an existing similar application  If YES, give the name of the similar software ninjaOne (version) Liver Version  Checkmark with solid fill 🞏Proprietary 🞏Open Source/Free  What is the main difference of this proposed system with the existing one?    The main difference is that this System will be a lot more rudimentary than what the outlined similar software is as we do not have the time, the budget nor the expertise they have, the system will some big features not implemented, and some small ones added.    🞏 No existing application/system or it is a customized software (with specific client)  Name of Business: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Name of Client/Owner/Contact Person: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Location: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Contact No.: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  No. of employees: \_\_\_\_\_\_\_\_\_ No. of customers: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  *Note: There must be a formal letter of request signed by owner requesting for system development.* |
| **Major function/features of the system** | 1.Main Menu: Enables admin access to modules for employee and customer management, task assignment, service status tracking, record management, and report generation.  2. Employee & Customer Management: Facilitates registration, login, and profile management for both employees and customers.  3. Task Assignment and Tracking: Admin allocates service tasks to employees; employees can update the task status and monitor progress.  4. Service History and Records Management: Provides detailed records of previous and ongoing service jobs with customer and product data.  5. Reports Generation: Allows viewing and exporting reports on service metrics, employee performance, and customer feedback. |
| **User Types and Description** | |  |  | | --- | --- | | **User Type** | **User Type Description and Activities** | | Admin | Manages application access, employee registration, customer data, and report generation. | | Employee | Logs service details, updates job status, and provides feedback on assigned tasks. | |
| **Application Output** | Hardcopy/ Printed Output (types of reports):   * Employee performance, job status, and monthly service reports.   On Screen output (including Dashboards):   * Overview of tasks, customer service status, and employee dashboards. |
| **Business Aspect** | How the system will be able to support its operation/function?  This system enhances operation efficiency, reducing errors and supporting decision-making processes. It provides valuable insights into service metrics, enabling management to optimize technician schedules and improve customer satisfaction. |
| **Proponents** | |  |  |  | | --- | --- | --- | | **Name** | **Contact Number** | **Role** | | Kenichi Lei Calica | 0995-973-0999 | Project Manager/QA | | Carl Angelo Jamero | 0975-644-8231 | Back End Developer | | Israel Rodriguez | 0939-327-0391 | Front End Developer | | Roberto Nathaniel Camacho | 0946-511-2558 | Researcher | | Andre Victor Arcilla | 0976-525-4721 | Database Manager |   Group Name: Tara Warframe |

BENCHMARKING

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| **Features** | **System 1**  **Name:** **Computer and Laptop Service Management System** | **System 2**  **Name: Syncrhoteam** | **System 3**  **Name: ninjaOne** |
| Users Profile | Yes | No | No |
| Content Management | Yes | Yes | No |
| Report Generation | No | Yes | Yes |
| Asset Discovery | Yes | No | Yes |
| App Patch Manager | No | No | Yes |
| Device Monitoring | No | No | Yes |
| User Support | No | Yes | Yes |
| Remote Access | Yes | Yes | Yes |
| Payment Processing | Yes | Yes | No |
| Contract Management | No | Yes | No |
| Map & GPS Tracking | Yes | Yes | No |
| Job Management | Yes | Yes | No |
| Time Tracking | Yes | Yes | No |
| Job Calendar | Yes | No | No |