**Introduction**

Times have evolved the internet has become part of our lives without the internet life becomes difficult for one to survive in this digital era. In a world where almost everything requires internet, there is a high need of consistent and reliable network provision to carry daily tasks, thus internet service providers are challenged to provide with quality network which include reliability of network, affordable package deals, and high speed. Failure for internet service providers to meet all this requirements results in loss of customers. Thus this study aims to collect feedback from internet users concerning the satisfactory of the service provided to them. This study will assist network providers to be aware of what measures are to be taken to improve quality of the internet service in order to meet their customer's needs. The project will be carried by 5 members who all play a vital role in the success of the project, members include; Nontobeko Tsabedze, Neliswa Khumalo, Samukelisiwe Gamedze, Mpendulo Lukhele and Celumusa Mpimbili.

Organization of the project

This project links with customer management system project since it mainly focuses on customer's experience as they use provided service which is similar with customer management system. The success of the project relies fully on the organizational structure of the project, it is made up of the manager(Nontobeko Tsabedze), Analyst (Neliswa Khumalo), Developer (Mpendulo Lukhele), Designer (Celumusa Mpimbili), Tester (Samkelisiwe Gamedze) and they are all to collaborate for the success of the project.

ORGANIZATION OF THE PROJECT

PROJECT MANAGER:

NONTOBEKO TSABEDZE

ANALYSIS:

NELISWA KHUMALO

DESIGNER:

CELUMUSA MPIMBILI

DEVELOPER:

MPENDULO LUKHELE

TESTER/ IMPLEMENTER:

SAMKELISIWE GAMEDZE
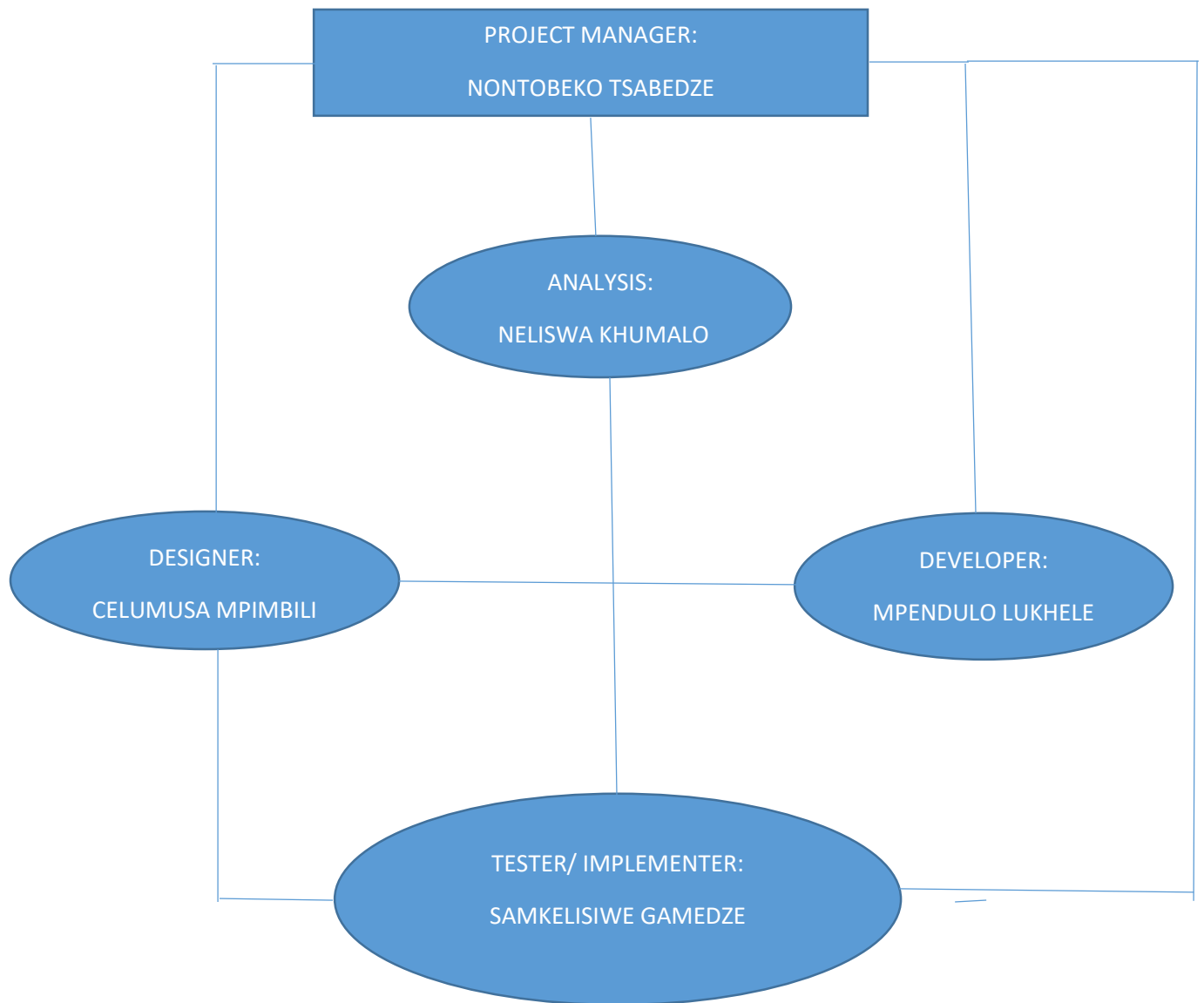
<u>**Project phases**</u>

1. Planning/ initializing Phase

The first significant stage of the project is the planning stage, since it allows the team to know the problem to be solved and construct a rough sketch on how to go about solving it. This stage is very crucial since it determines whether the project is to be done or not, having discussed the strengths and weaknesses of the project.

2. Analysis Phase

The second important phase of the project is the analysis stage, without identifying the problem and clearly documenting it down, proceeding to other stages of the project becomes impossible since there has to be a clear understanding on the problem that needs to be tackled.

3. Design Phase

After analyzing the main goal of the project the next stage that follows is the design stage where more data is provided to help make relevant decisions when advancing the project. This stage reveals the uniqueness of the project from other similar projects.

4. Development Phase

This stage is also referred to as the execution phase, this where most of the project's time is spent, it is the body of the whole project. Since every member now knows exactly what is expected of them some aspects of the project are to be changed as members go deeper with their tasks. This phase discuss successes and challenges of the project as it is carried out.

5. Testing and Implementation Phase

This strategy checks if whether the project works as expected or not, it is in this stage where errors of the project are identified and corrected. It is a crucial stage in the life cycle of project plan. The Implementation stage marks the end of the project since here all the team's hard work pays off. All the different tasks come together as a software, here the project plan is put into action and delivered to customers for use.

Goal

- Collecting feedback from internet users on experience as they use the internet
- Identify Service provider's loop holes as they deliver their services to customers
- Recommend new strategies for to be adapted to increase high quality service for service providers having collected the suggestions from users
- Help in making sure that customer's needs are met properly

Risks

- The number of feedback might not be accurate as most customers ignore messages from the service providers assuming it's one of their many advertising messages.

Requirement analysis

Customers will be approached using a technique to stress out their concerns and what they recommend on the network service providers. The software will allow customers to give feedback on the service provided.

- SMSs- customers will receive SMSs were they will be asked to give feedback on the service provided by that service provider and they will answer on that SMS for free.
- The software is also aimed at working as a transactional survey- questionnaires will be issued at certain points, such as when a service is provided (when a customer subscribes to a monthly package) also when a new product or service is released.

The software will be linked with the systems of the certain network provider and it have access to registered contacts and the SMSs will be sent to those contacts.