**Inventory and Asset**

**Management system**

Project Proposal

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| Inventory and Asset Mangement\_v0.4.docx | Create  - Chapter Three Quality Standard  - Chapter four Project Plan  1. Motivation  2.Aim and objectives  3.Deliverables and limits  4 Future Work  5.Software Process  6.Schedule & Milestones | Draft | 11 Jan 2015 | NS, TP, PS | NS,TP | TP |
| Inventory and Asset Mangement\_v0.5.docx | Fix  -fix page Layout Feature content | Draft | 12 Jan 2015 | NS, TP, PS | NS,TP | TP |
| Inventory and Asset Mangement\_v0.6.docx | Fix  -fix abstract  -fix introduction  -fix feature | Draft | 13 Jan May 2015 | NS, TP, PS | NS,TP | TP |
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**Abstract**

At College of Arts, Media and Technology, There are staffs for manage and get report reparation information of durable articles which the durable article will be divided into 2 types consist of IT gadgets and other tools that is not about IT. In our project, we will target the IT gadgets management only. IT staff will manage IT gadgets. There are IT staffs to record about IT gadgets, to plan the purchasing, and to repair IT gadgets. The report of the broken IT gadgets is done by the reporter (CAMT’s staff or lecturer). The user will fill in the report form and submit to the IT department. There are several weaknesses in this process, such as the loss of the document. As a consequence, the broken article might not get fixed.

The objective of this project is to build a web application for IT gadgets management. This system is called “Inventory and Asset Management system”. The IT gadgets management system has the ability to manipulate the information about the article, and the management information system to analyze information about IT gadgets. This system can help the staff to manage and plan for purchasing new IT gadgets with ease. Moreover, this system also provides the tracking system, which helps reporters for tracking reparation process of IT gadgets by notification via emails. Repairing system helps technicians to manage reparation information.

This system consists three users. The first user is administrator. The function of this user is to manage IT gadgets (add, update, and delete IT gadgets information) and access to management information system to view the summary report about repairing IT gadgets. The second user is the technician. The function of this user is to check the details of inform about broken IT gadgets come in and update the reparation information. Finally, the reporter can submit the report and track broken IT gadgets.

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# **Chapter One | Introduction and Background**

At College of Arts, Media and Technology, There are staffs for manage and get report reparation information of durable articles which the durable article will be divided into 2 types consist of IT gadgets and other tools that is not about IT. In our project, we will target the IT gadgets management only. IT staff will manage IT gadgets, for example, projectors, and computers. For the each year, College of Arts, Media and Technology records list of IT gadgets and plans to purchase new IT gadgets to replace the old one. Microsoft Excel program is used for recording the detail of College of Arts, Media and Technology's media. There are IT staffs to take care or to repair IT gadgets. To submit the article for reparation, the owner of IT gadgets have to fill broken IT gadgets information in the form paper and request to staff.

From above, the IT staff of College of Arts, Media and Technology spend a lot of time to find IT gadgets information on Microsoft Excel and can record or update information in computers of the administrator only. It is very difficult to analyze the brand of IT gadgets since the information is stored in Microsoft Excel which has limited functions. When technicians inform to repair, there are many processes and documents can lose. Technicians spend a lot of time to combined repair detail between technicians in one place, inform reparation detail to the reporter and assign repair task to technician team take a lot of time. Moreover, there are many methods for inform broken IT gadgets.

“Inventory and Asset Management system” can solve the problems by assisting the process, reporting and managing. Moreover, the management information system is used for summarizing the information of the article based on various criteria. This system can be helped the IT staff to manage and plan about the IT gadgets easily. Besides, there is a system by using the web application to provide the job of IT gadgets, and it makes the staff equal to the job for each one. There is the system to update the status of IT gadgets by email. Finally, this is the highlight feature of our system that we hope to support distribution task automatically for easier and quicker. For IT staff who use this system for the first time or who is new IT staff, Inventory and Asset Management system will randomly distribute the technician trial work to test your ability to work. Inventory and Asset Management system will random sent two jobs per type to each technician and keep job history information. And after that when the technician gets the same kind of the job that have done, this system will allow the technician to second mode. The system will calculate the average from time to work and ability to repair in each one for distribute by the ability of each technician.

# **Chapter Two | Literature Review**

## **2.1 Business Review**

The general repairing management system is a tool for helping technicians about repairing media. It contributes to managing or allocate jobs of each technician. Moreover, it can record broken media detail, which technicians are unnecessary to remember those detail, but they use repairing management system for recording detail.

### 2.1.1 iSoftService [1]

iSoftService is an application that’s the repair center can use this system to manage the product repairing, and notify to technicians about their work. This system provides the user to get a servicing report. iSoftService supports major features as follows,

1. This system provides technicians to manage their repairing works.
2. This system provides technicians to record repairing works.
3. This system provides technicians to find their works.
4. This system provides technicians to check the progress of repairing works.



*Figure 1 iSoftService’s logo*



*Figure 2 iSoftService main page Demo Version*

Figure 1 shows iSoftService's logo for sale. There is software interface on iSoftService full box package.

Figure 2 shows the interface of item information page (Demo version) where users can input item information that is repaired. On the right side of Figure 2 provides the user to select an item that is repaired and to display after sales service time.

Pros

iSoftService provide several functions for repair management system for technicians such as recording repairing information, finding servicing information, calculating income, and other functions. This system provides servicing collaboration between departments in the service center.

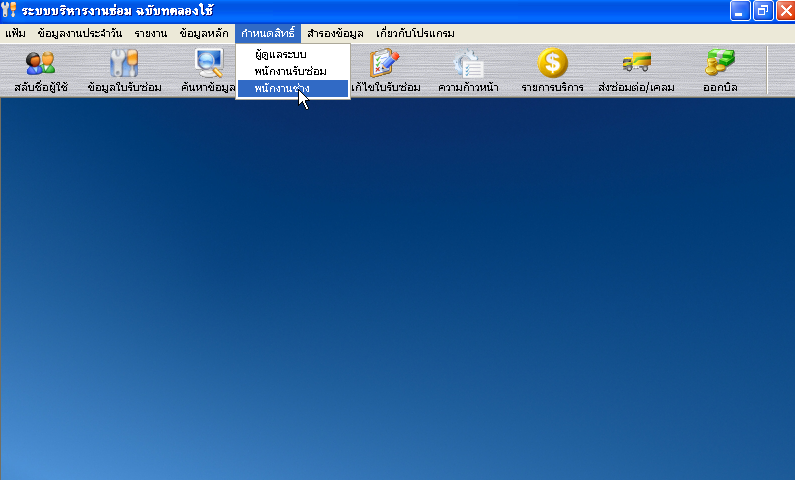
Cons

iSoftService does not have the tracking system and the system for help to distribute works of each technician equally. iSoftService user interface has function complexity, so this system is hard to use for beginning user.

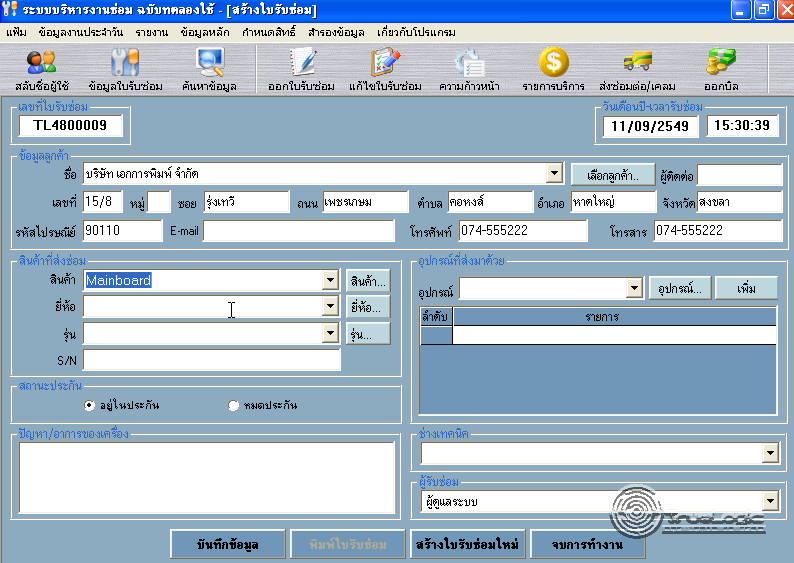
### 2.1.2 Service Center [2]

Service Center is an application for repairing management. This system uses for repair and installation, such as appliance repair service center, PC repair shop, and mobile repair shop. This system provides the user to view the repair detail and search IT gadgets. Service Center supports major features as follows,

1. This system provides the user to record service and repair work.
2. This system provides the user with search product, the status of repair works.
3. This system provides interaction between system and user with friendly interactive.
4. This system provides the user to check information and the progress of repair works.



*Figure 3 Service Center main page*



*Figure 4 Service Center repairing information page*

Figure 3 shows the interface of the main page. On the top side of Figure 3 provides the user to use the options menu for repair management.

Figure 4 shows the interface of the repairing page where users can manage repair information. On the left side of Figure 4 provides the user to input the item information.

Pros

Service Center is an application that provides the user to view IT gadgets information, search IT gadgets, the user account system, searching repair information, and other standard repair management tools, which are appropriate general repair shops.

Cons

This system does not have the tracking system, which affect to the technicians must spend too much time on repair management and distribute works of each technician, because his system cannot work with the internet. This system is hard to use for the user who does not have experience about repair management because there functions a diverse and scattered in a single system.

## Technology Review

### ASP.NET MVC [3]



*Figure 5 ASP.NET MVC*

Technology Description

MVC is a framework for building web application using MVC design pattern. The concept of MVC design pattern will manage (separate) task and element in application to easy for building and development.

Alternative technology

- PHP, JSP

The selection of this technology

. - ASP.NET MVC can build dynamic web application.

- ASP.NET MVC is easy to adapt object oriented programming concept.

### Cascading Style Sheets 3 (CSS3) [4]



*Figure 6 Cascading Style Sheets 3 (CSS3)*

Technology Description

CSS3 is a Style Sheets language to help to define the look and formatting of a document written in a markup language. It is commonly used to create interfaces written in HTML and XHML.

Alternative technology

- CSS2

The selection of this technology

**-** CSS3 is easier to implement page layout

- CSS3 is considered a clean coding technique.

- CSS3 can work with HTML5 and provide a richer set of features (e.g. text effects, 2D/3D transformations, animations).

### HTML5 [5]



*Figure 7 HTML*

Technology Description

Hypertext Markup Language (HTML) is a standard language for using design web pages. HTML use Tag for define HTML displaying. HTML language is a Markup language that use for building web pages. HTML has a template from SGML (Standard Generalized Markup Language) for to understand and easy to learn. Currently being developed and standardized by the World Wide Web Consortium (W3C).

Alternative technology

- HTML4

The selection of this technology

- HTML5 can access sites easier than older version.

- HTML5 is support multimedia content.

- HTML5 is standardized for creating the user interface of website.

### JavaScript [6]



*Figure 8 JavaScript*

Technology Description

JavaScript is a programming language known as the “script”. Translation operates on each command. It is commonly used as part of web browsers, which allow client-side scripts to interact with the user, control the browser, and change the content displayed on the We can add the JavaScript programming web pages to process data of both the display and receiving - transmitting. And that can interact with users immediately. JavaScript is also used in server-side programming and building games as well as desktop and mobile applications.

Alternative technology

- Haxe

The selection of this technology

- We use JavaScript for calculating data, displaying, sending – receiving data for interacting with the user.

- JavaScript is easy to learn.

## Development Tool Review

### Microsoft SQL Server [7]



*Figure 9 MS SQL Server*

Tool description

Microsoft SQL Server is a [relational database management system](http://en.wikipedia.org/wiki/Relational_database_management_system) developed by [Microsoft](http://en.wikipedia.org/wiki/Microsoft). As a database, it is a software product whose primary function is to store and retrieve data as requested by other software applications.

Alternative technology

- MySQL

The selection of this tool

- Microsoft SQL Server can use T-SQL language for querying data.

- Microsoft Visual studio can be easily used with Microsoft SQL Server.

### Microsoft Visual Studio [8]



*Figure 10 MS Visual Studio*

Tool description

Microsoft Visual Studio is an integrated Development Environment developed by Microsoft. It enables developers to develop a wide variety of software including web applications and web services that are compatible with Microsoft Windows technologies and devices. Visual Studio supports. Net languages which include VB.NET, C++, C#.

Alternative tool

- Sublime

The selection of this tool

* Microsoft Visual studio is used for developing ASP.NET MVC Framework.

### C:\Users\nathawut\AppData\Local\Microsoft\Windows\INetCache\Content.Word\logo-vertical-light-735b5657.png Mandrill [9]

*Figure 11 Mandrill*

Tool description

Mandrill provides the user to flexible. Mandrill provides the user to send mail from more than one domain within a single Mandrill account, with no additional fees. Mandrill can make the transition to a new dedicated IP easier. Mandrill allows you to send 12,000 emails per month, completely free. Mandrill is a scalable and affordable email infrastructure service. Mandrill has servers around the world which makes to send mail faster.

Alternative tool

- Google Gmail API

The selection of this tool

- Mandrill authenticates your mail automatically.

- Mandrill's IPs are automatically registered for feedback loops with ISPs.

- Mandrill can make the transition to a new dedicated IP easier

- Mandrill provide user send from more than one domain within a single Mandrill account.

### Window Azure [10]

Tool description

Window Azure is a cloud computing platform, which has been developed by Microsoft. Window Azure is used to build, deploy and manage applications and services via a global network of Microsoft-managed datacenters. Window Azure provides Platform as a Service and Infrastructure as a Service also, it supports different programming languages. Platform as a Service use for providing customers rent tools, libraries, storage, operating system and network capacity from the provider. Infrastructure as a Service use for providing customers rent the virtual machine, storage, hardware and server from the provider.

Alternative tool

Amazon cloud drive, Iris cloud computing

The selection of this tool

* We use Cloud service of Window Azure because it is Platform as a Service. Cloud service is containers of hosted applications. These applications can be the web application or private processing engines for works.
* Cloud computing renter can pay an amount of money that depend quantity of resources.
* Window Azure deploy software that was develop by using .Net framework is easily.
* Rate of downtime is less because Microsoft guaranteed rate of uptime is 99.9%.

### 2.3.6 Internet Information Service (IIS) [11]

Tool description

Internet Information Service (IIS) is a web server developed by Microsoft. It is a secure, easy-to-manage, modular and extensible platform for reliably hosting websites, services and applications and provides a set of Internet-based services for servers including HTTP, HTTPS, FTP, FTPS, and SMTP.

Alternative tool

- None

The selection of this tool

* Internet Information Service works with .Net, both of which are developed by Microsoft.
* Internet Information Service is a part of the Window operating system. It is easy to using.

### 2.3.7 Bootstrap [12]

Tool description

Bootstrap is the open source that it is hosted, developed and maintained on GitHub. Bootstrap can help web developer to faster and easier. It's made for folks of all skill levels, devices of all shapes, and projects of all sizes. Bootstrap uses HTML, CSS, and JS framework for developing responsive, mobile-first projects on the web.

Alternative Technology

- Foundation

- Gumby

The selection of this technology

- Bootstrap is a sleek, intuitive, and powerful front-end framework.

- Bootstrap easily and efficiently scales your websites and applications with a single code base.

- Bootstrap is extensive and beautiful documentation for HTML element.

# Chapter Three | Quality Standard

## 3.1 ISO 29110 for Very Small Entity (VSE)

ISO 29110 is a guide applies to a very small entity, enterprise, organization, department or project up to 25 people dedicated to software development. The guide provides project management and software implementation process which integrate practice based on the selection of ISO/IEC 12207 systems and software engineering-software life cycle process and ISO/IEC 15289 software engineering-software life cycle process guideline for the content of software life cycle process information product (documentation) standards elements

### 3.1.1 Project management process

The purpose of the software management process is to establish and carry out in a systematic way the task of the software implementation project which allows complying with the project’s objectives in the expected quality. Time and cost

**Selected process**

3.1.1.1 Project planning process

3.1.1.2 Project plan execution process

3.1.1.3 Project assessment and control process

3.1.1.4 Project closer process

### 3.1.2 Software implementation process

The purpose of the software implementation process is the systematic performance of the analysis, design, construction, integration and test actives for new or modified software products according to the specified requirements.

**Selected process**

3.1.2.1 Software implementation process

3.1.2.2 Software requirement analysis process

3.1.2.3 Software architectural design process

3.1.2.4 Software construction process

3.1.2.5 Software integration process and test process

3.1.2.6 Software delivery process

# Chapter Four | Project Plan

## 4.1 Motivation

The IT staff of College of Arts, Media and Technology found several problems of IT gadgets management and IT gadgets reparation. Firstly, IT staff records and finds broken IT gadgets name, which spend a lot of time. IT staff can record or update information in the administrator computers only. Moreover, they cannot know repairing IT gadgets statistic, which it help to decide for purchasing IT gadgets in each year. Technicians get repairing work unequally. The reporter cannot check the progress of repairing work. To inform to repair, there are many processes and documents can lose. Moreover, there are many methods for inform broken IT gadgets.

Regarding to mentioned problems, we are going to develop Inventory and Asset Management system, which support on web application in order to provide convenient to Administrator, Technician, and Reporter, they can access to this system in everywhere by using the internet. This system is designed for IT gadgets management and IT gadgets repairing of College of Arts, Media and Technology. We hope our system to support distribution task automatically for easier and quicker.

## 4.2 Aim and objectives

### 4.2.1 Aim

- To develop a web application that provides more convenience to administrator, technician, and reporter by inventing more function for support administrator, technician, and reporter within College of Arts, Media and Technology.

### 4.2.2 Objectives

The objectives of this project are three parts.

- The first part is to develop the web application which supports user management, IT gadgets management, editing administrator information, and providing Management Information system of IT gadgets.

- The second part is to develop the web application which supports viewing the progress of repairing, updating repairing status of IT gadgets, and editing technician information.

- The third part is to develop the web application which supports informing broken IT gadgets detail to a technician, viewing the progress of repairing status, viewing his report history, and editing reporter information.

## 4.3 Deliverables and limits

### 4.3.1 System Architecture

**(Microsoft SQL server)**

DB

**(ASP.NET MVC) M**

Web application

**(IIS)**



**(Google Chrome)**

Web browser

*Figure 12 the architecture of Inventory and Asset Management system*

The architecture of Inventory and Asset Management system is shown in Figure 12. This system consists web application which is created by ASP.NET MVC and database which is Microsoft SQL server. The user can access by using a web browser.

### 4.3.2 Deliverables

-Proposal

-Project plan

-Software requirement specification

-Software design document

-Testing document

-Traceability record

-Software quality assurance document

-Certification client and server system

-Video clips for demo program

-Poster A1 for presentation

### 4.3.3 Limits

- Internet connection is required for using this system.

- Users need to log in before using this system.

- This web application is tested only on Google Chrome only.

- This system can use Mandrill to send 12000 mails per month.

## 4.4 Future Work

The license can be implemented in any faculties. Moreover, this system has many functions for providing computer service and repair center that would like to use the system to support technician and repair center. We hope our system can help the technicians to manage repair work within an organization efficiently.

## 4.5 Software Process

*Figure 13 Iterative development model*

Iterative development model is one of the software development models which evolves from waterfall model. By changing process flow from step to step into iterative step. When the process flows into iterative, the process will start from the first step then go to the next step till the last. After that, the process will back to the first step and start again. The iteration will be repeat until all processes planned are complete then out from the loop and go to next main phase.

**Proposal phase:** This phase is about creating a proposal for Inventory and Asset Management system.

**Document plan phase:** This phase is about document for planning and designs the overall system from requirement given by the user. Iterative all features: This phase is about separate system into many features and then iterative create all feature from the first feature till the final feature. For this phase, it will be divided into 4 phases. There are;

**- Plan:** Planning the method for creating and test each feature.

**- Implement:** Implementing and coding each feature.

**- Test:** Testing and fixing each feature.

**- Review:** Reviewing and maintaining each feature to meet the feature plan.

**System test phase:** This phase will integrate all features into one system and then create test document from system testing.

**Deploy phase:** This phase is about deploying the whole system to server and use as a regular mobile application.

## 4.6 Schedule & Milestones

**There are three types of users:**

- Administrator

- Technician

- Reporter

### 4.6.1 Features

**Feature#1** Account management

**Description:** This feature provides the user to create account and define user active status in this system.

**User:** Administrator.

**Details:**

**1-1 Administrator:** Administrator can create technician/reporter accounts.

**1-2 Administrator:** Administrator can define user active status of technician/reporter accounts.

**Feature#2** Login/Logout System

**Description:** This feature provides the user to sign-in by username and password for use this system.

**User:** Administrator, Technician, Reporter

**Details:**

**2-1 Administrator/Technician/Reporter:** User can log in to the system.

**2-2 Administrator/Technician/Reporter:** Usercan log outfrom the system.

**Feature#3** IT gadgets management

**Description:** This feature provides the user to manage IT gadgets.

**User:** Administrator

**Details:**

**3-1 Administrator:** Administrator can add IT gadgets to the system.

**3-2 Administrator:** Administrator can update IT gadgets information in the system.

**3-3 Administrator:** Administrator can delete IT gadgets in the system.

**Feature#4** Management Information system

**Description:** This function provides the user to report repairing summary per month or per year, to report repairing summary of each person per month or per year, and to report almost expire of IT gadgets to the administrator.

**User:** Administrator

**Details:**

**4-1 Administrator:** Administrator can view report repairing summary per month or per year in the system.

**4-2 Administrator:** Administrator can view report repairing summary of each person per month or per year in the system.

**4-3 Administrator:** Administrator can view report almost expire of IT gadgets in the system.

**Feature#5** Repairing inform system

**Description:** This feature provides the reporter to inform about broken IT gadgets to technician.

**User:** Reporter

**Details:**

**5-1 Reporter:** Reporter can inform broken IT gadgets to the system.

**5-2 Reporter:** Reporter views history of his repairing informs in the system.

**Feature#6** Repairing report system

**Description:** This feature provides the Technician to manage repairing’s jobs, which get from informing of reporter.

**User:** Technician

**Details:**

**6-1 Technician:** Technician can view his repairing job detail in the system.

**6-2 Technician:** Technician can update his repairing job detail in the system.

**6-3 Technician:** Technician can view history his repairing jobs in the system.

**6-4 Technician:** Technician get repairing job equally, which the system allocates a job to each technician.

**Feature#7** Tracking system

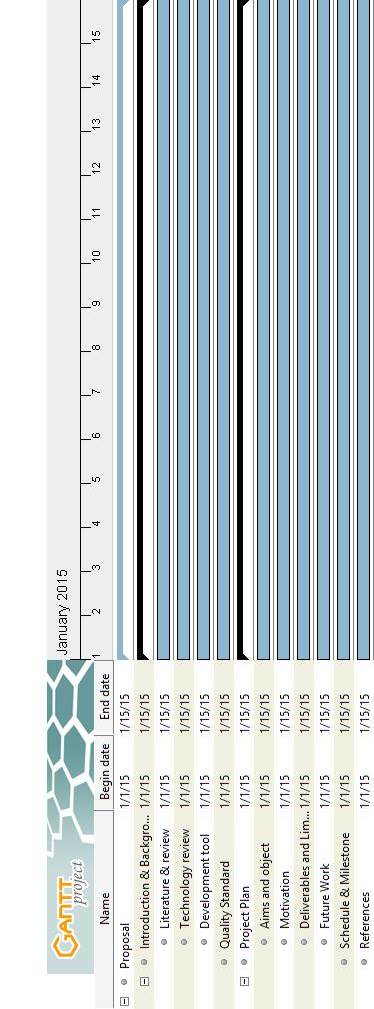
**Description:** This feature provides the technician/ reporter to receive repairing detail via them email.

**User:** Technician, Reporter

**Details:**

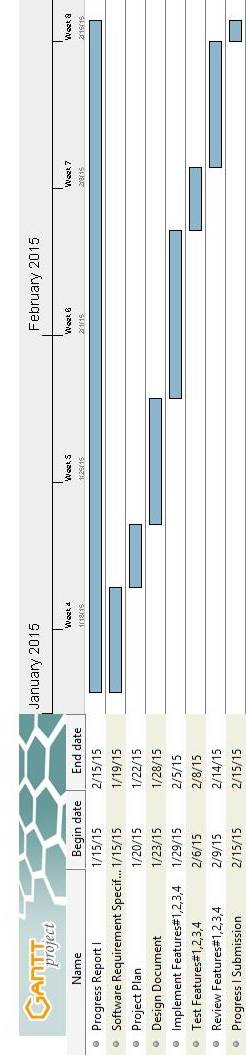
**7-1 Technician:** Technician can receive an email about repairing inform detail.

**7-2 Reporter:** Reporter can receive an email about updating status of repairing when technician update their status.



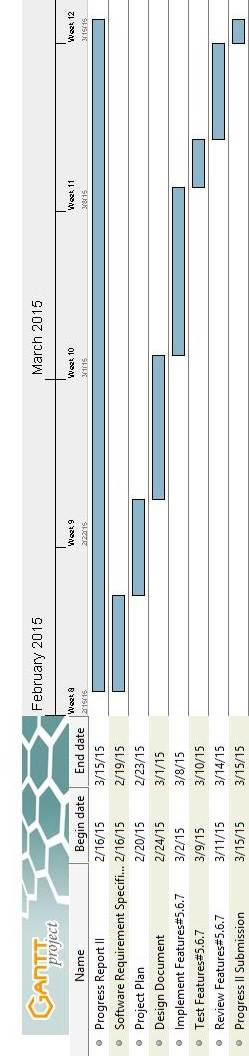
**Proposal Milestone**

*Figure 14 Proposal Period Milestone (Tentatively from early January to mid-January)*



**Progress I**

*Figure 15 Progress I Period (Tentatively from mid-January to mid-February)*



**Progress II**

*Figure 16 Progress II Period (Tentatively from mid-February to mid-March)*

# **Chapter Five | References**

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Figures

[1] *Figure 1 iSoftService's logo*

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[2] *Figure 2 iSoftService main page Demo Version*

DATE 30/4/2015

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[7] *Figure 7 HTML*

DATE 26/3/2015

<http://en.wikipedia.org/wiki/HTML>

[8] *Figure 8 JavaScript*

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<http://en.wikipedia.org/wiki/JavaScript>

[9] *Figure 9 MS SQL Server*

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<http://www.microsoft.com/sqlserver>

[10] *Figure 10 MS Visual Studio*

DATE 28/3/2015

<https://www.visualstudio.com>

[11] *Figure 11 Mandrill*

DATE 8/5/2015

<https://www.mandrill.com>

[12] *Figure 12 the architecture of Inventory and Asset Management system*

DATE 24/3/2015

[13] *Figure 13 Iterative development model*

DATE 24/3/2015

[14] *Figure 14 Proposal Period Milestone (Tentatively from early January to mid-January)*

DATE 21/5/2015

[15] *Figure 15 Progress I Period (Tentatively from mid-January to mid-February)*

DATE 21/5/2015

[16] *Figure 16 Progress II Period (Tentatively from mid-February to mid-March)*

DATE 21/5/2015