

# BUSINESS CASE

## EasyTicket

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## Executive Summary

In this project we are trying to present to our company 'KINGDOM HOSPITAL' a new effective, reliable and flexible system to deal with the technical issues that face our users by making them reach and present their problems to our IT team with ease.

In this document you will find a complete analysis about the new system and what is the problem that we are trying to solve and what are the benefits and risks that come with implementing it.

## Business Problem

The business problem here is, in this day of age speed is what matters. The old system of receiving request orders in our company is slow and not reliable because there are a lot of steps in the process and it will take too much time to finish them all and above that not having an computer based system in these times will hurt the hospital reputation and will rune its image in the customer's eyes so for these reasons the quality department is demanding us to rise the quality of our services and develop a new system.

If we continue using our old system to receive request orders the technical issues will occur more consistently because some of the technical issues will not be fixed on time and it will lead to more and more problems and that will slow down the flow of the work.

## Analysis

We believe the problem exists because we are doing the process of receiving requests manually and that is what makes the system slow and not flexible.

Because we are not solving the problems fast enough the problems keep occurring and disrupting the work and slowing down the business and the business processes that causing all that is:

- process of the receiving the requests
- process of delivering the requests to the IT team

and the reason that this process doesn't work properly is that we do it manually without using an advanced system to arrange and deliver these requests.

If we don't implement the new system we will not be able to solve the problems fast enough and that will decrease customer satisfaction and make the process slower and less flexible which will reduce quality.

There are a lot of reasons that made us think it's time to change the old system, some of these reasons are that we have a slow process and poor efficiency and a lack of communication between the user and the IT department.

We think it will take three to six months to finish the project.

### Requirement list

- Make the user gain access and submit requests
- Make the IT manger gain access and view the submitted requests then assign it to the IT team
- After finishing from a request an email must be sent to the user with a link to the order page to notify the user that the work on the request is done and the request order needs to be closed from his side
- Make a rating system to allow the user to rate and comment on the work that was done on the request
- After 48hrs if the request order is not closed by the user it should close automatically
- Make a system to save information about the time it took to finish the orders and at what time the request was submitted.

### Proposed Solution

Develop and implement a new system that specializes in receiving the online requests and delivering them to the IT team to possess them and trying to solve the issues in the fastest time possible to avoid slowing down the workflow.

The user can submit their requests online on the website which would make it easier and organized to be viewed by the IT manager to assign each employee some work then after the

requests have been closed the user can rate the work by a rating system to determine how helpful they were from a scale of 1 to 10.

## Benefits and Value

Benefit
<b>Increase customer satisfaction</b>
<b>Make the process faster and more flexible</b>
<b>Cost reduction</b>
<b>Improve quality</b>
<b>Increase employees morale</b>

## Risks

1. If we don't do anything to enhance the old system a lot of problems will start to become more serious like:
  - The risk of losing customers because of the decreases in customer satisfaction.
  - The risk of slowing the workflow.
  - The risk of occurring large technical issues that will cost a lot of resources to fix.
2. When implementing the new system there's a chance of occurring a new problems like:
  - Because it's easy to submit a request, getting overloaded in requests might become an issue.
  - With the new system employees may not accept the change because they think it will bring them more work.
  - The new system may seem hard to some users to use.

## Milestone 2: System Analysis

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### Summary

-In short our project aims to help the users to have a smooth and flexible experience when they are trying to request help from our IT staff to raise the quality of the work and make the process of requesting help faster and organized in the company.

-Our system name is 'EASY TICKET' and the main function in it is to make the process of requesting help when facing technical issues easy ,simple and fast to avoid slowing the flow of the work and raise the user satisfaction.

-In our journey to build the business case for our project we have stumbled on few important steps and these were (gathering the requirement , identifying the business problem, analysis, identifying the risks), and we focused on these steps because these steps were the backbone of the project and it was extremely important to us to identify and work on them.

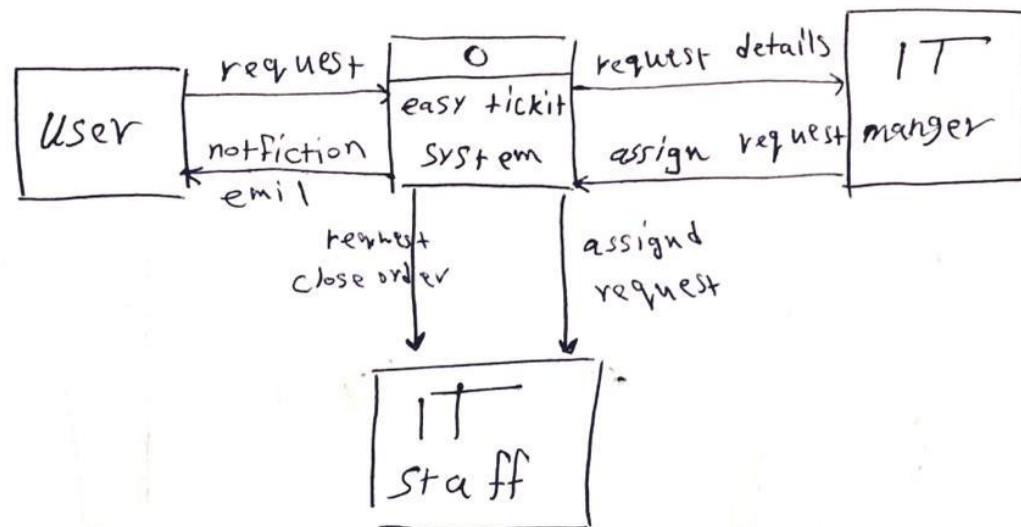
-In this analysis we present two forms of diagrams to help understand how the system work, the first diagram is DFD and it will help us to see how data move in the system and who is using it, in the second diagram we have a use case that will help us see the system from the point of view of the users and how users will perform tasks in our system.

With creating these drafts it will help us a lot in the design phase and will make it easier for our designers and programmers to build the system within the time frame and avoid making mistakes that can cost a lot of time and resources to fix.

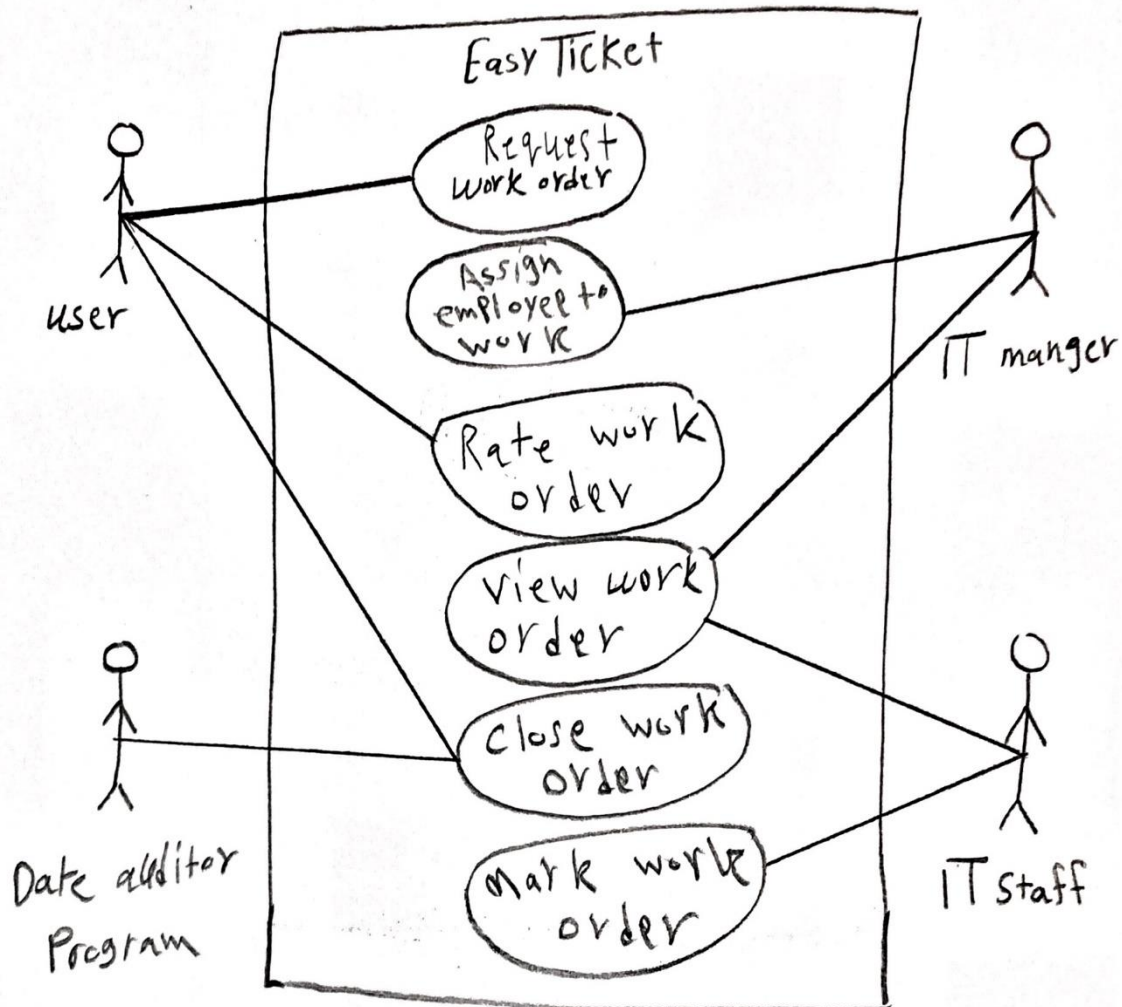
## Dataflow Diagram Draft

### Context DFD

Context DFD

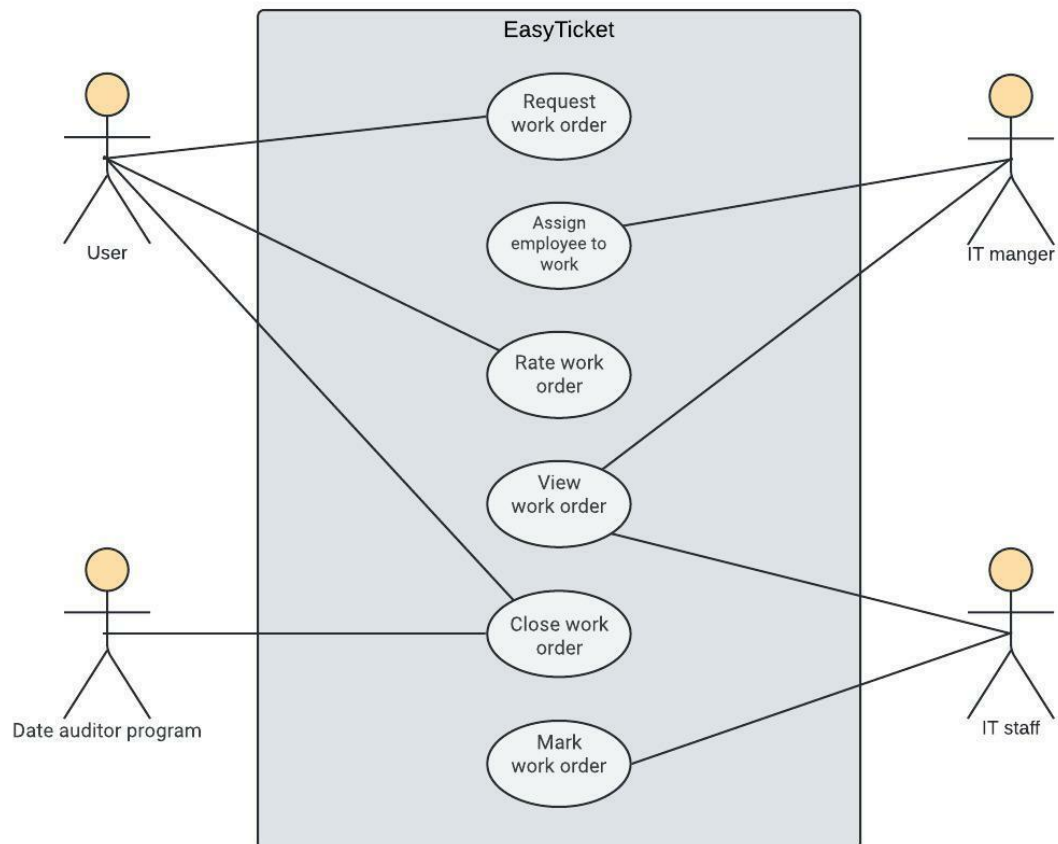


## Use Case



## Milestone 3: System Design

### Use case Diagram





### Submit Request

First name:

Last name:

Email:

Phone number:

[←](#)

### EasyTicket

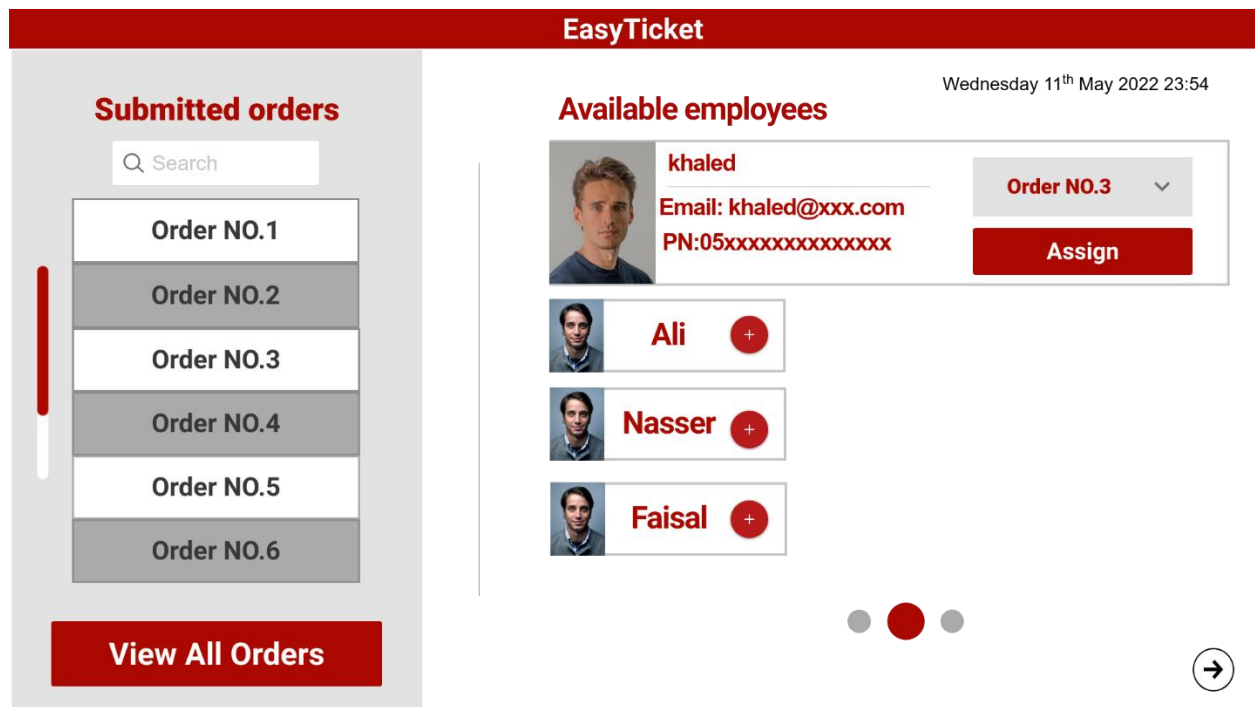
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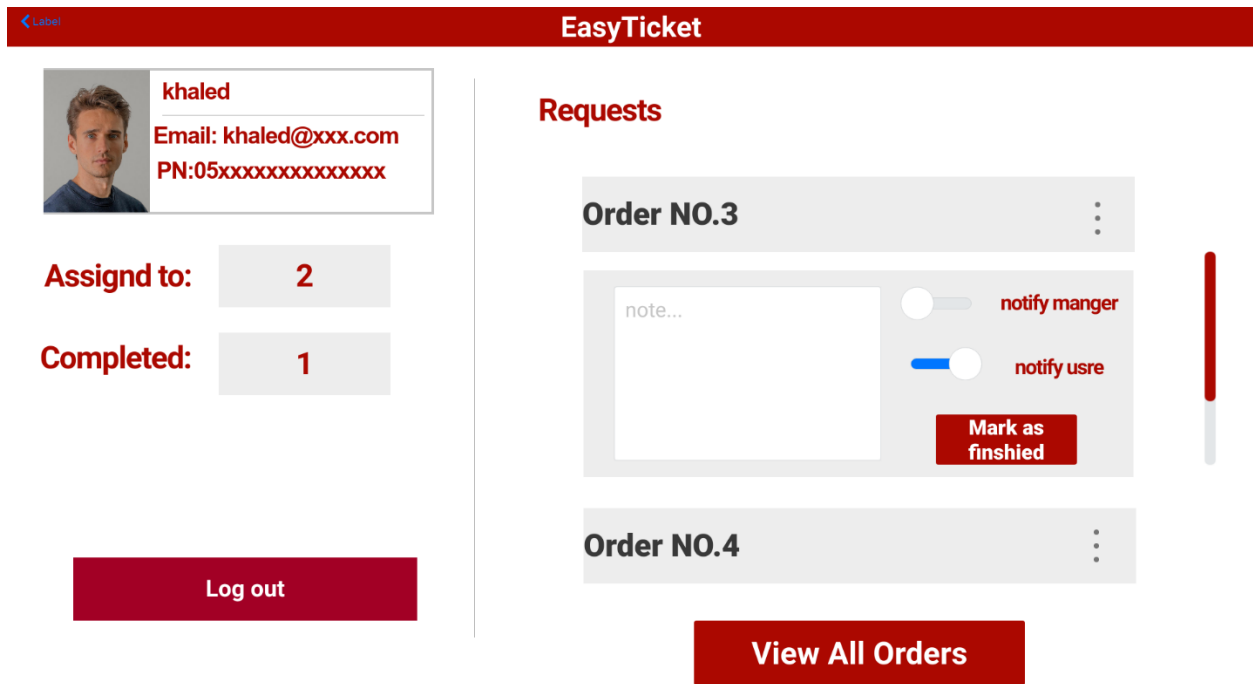
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write here....

**Submit →**

(user page when requesting a ticket)





(employee page when working on the requests)

## All Orders

ID	Problem type	Priority	Opener	Status	Assignee
1	Bug	high	user	assigned	Ali
2	Not working	low	user	assigned	Nasser
3	Bug	low	user	assigned	Khaled
4	Feature	high	user	not assigned	-



(manger/employee page when viewing all orders)

## Your Request have been addressed

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***What do you think about the work ?***

comment...



Close the order

(user page when trying to rate and close the order)