



Hostel service management

Submitted By

Chinmay Gupta (181C0215)

Shuddhatm Choudhary (181C0251)

IV sem B. Tech (CSE)

Course Project (Jan 2020-May 2020)

CS254 Database Management Systems Lab

In the partial fulfilment for the award of the degree
of Bachelor of Technology in
Computer Science and Engineering
at NITK



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Introduction

Hostel Service Management System/Online Service Management System is designed to enhance User experience by offering simple and effective procedures for requesting hostel services. This Web application is created to provide hassle-free and less time-consuming experience for both service providers and customers. This web application is developed in **HTML, CSS, Bootstrap, Javascript, PHP and MYSQL**. The main objective of this project is to demonstrate the use of concepts of database management and its practical application in real-life scenarios.

The complete code and files for this project can be found here

<https://github.com/Shuddhatm22/Hostel-Service-managment-system>

Existing System

The existing system on which our college works is that you file a report and after some days a technician will come for repairment. It includes the following features:-

- Login signup functionalities.
- Users can file a report.

Proposed System

The execution of the existing system is very slow and the communication between the technician and the student is not there and also there is no proof of the completed work, so we proposed a system with some additional functionalities:-

- User will get the Technician's details:- this feature will solve the communication barrier between the user and the technician.
- User will get the receipt of the work done.
- Service Providers/ Admin can manage work orders easily
- Transparent workflow

Alongside repair, we also included a shopping facility from the service providers.

ER model

Server: 127.0.0.1 » Database: osms

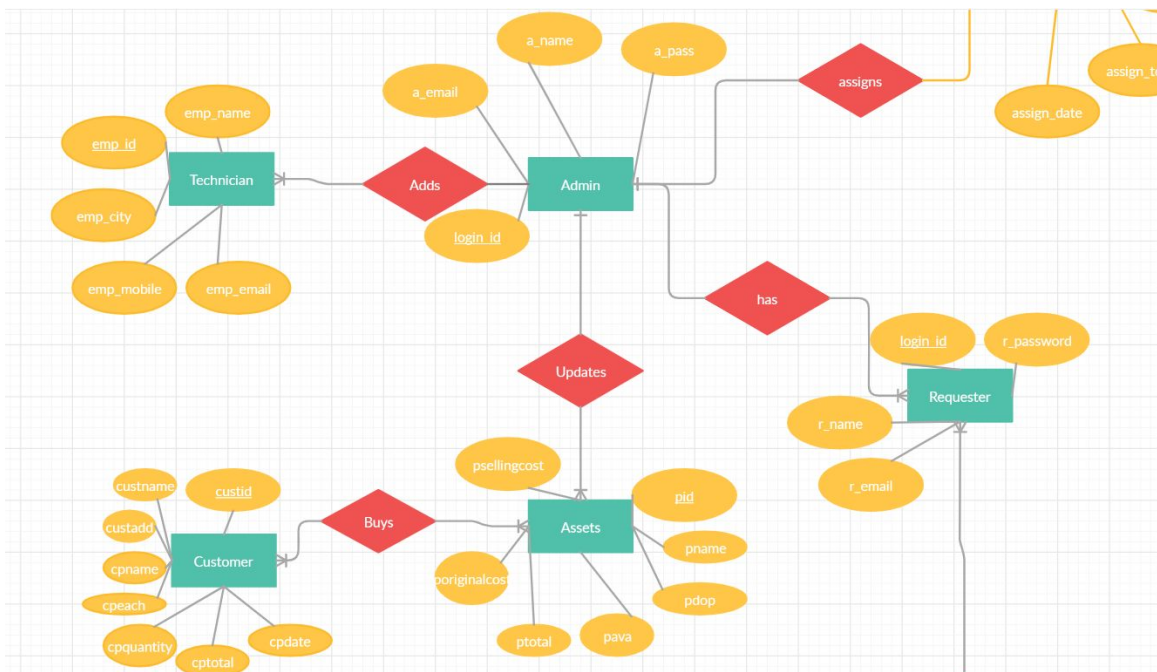
Structure SQL Search Query Export Import Operations Privileges Routines Events Triggers Tracking Designer More

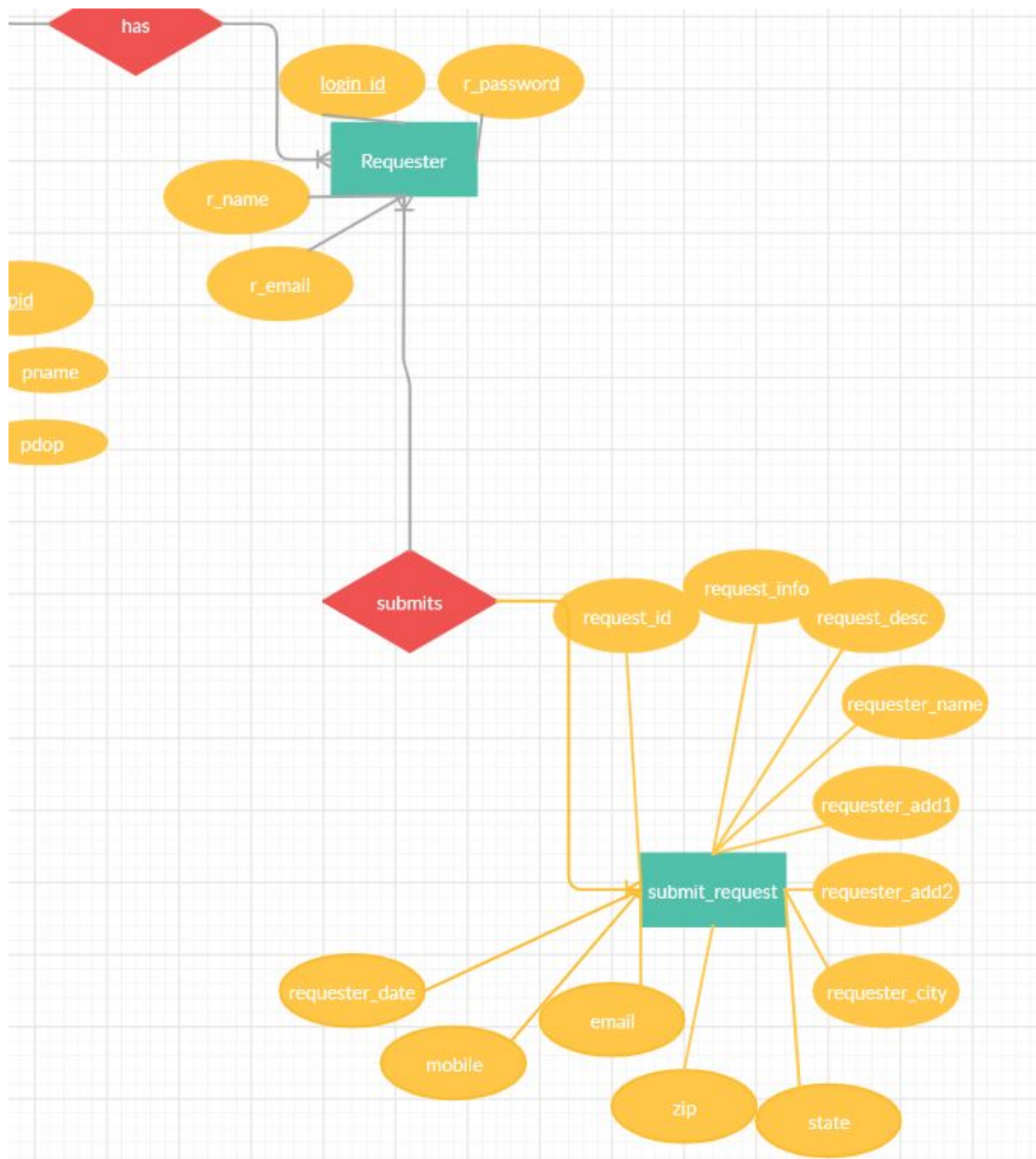
Untitled *

osms.customer_tb	osms.adminlogin_tb	osms.requesterlogin_db	osms.assets_tb
custid : int(11)	a_login_id : int(11)	r_login_id : int(11)	pid : int(11)
custname : varchar(60)	a_name : varchar(60)	r_name : varchar(60)	pname : varchar(60)
custadd : varchar(60)	a_email : varchar(60)	r_email : varchar(60)	pdop : date
cpname : varchar(60)	a_password : varchar(60)	r_password : varchar(60)	pava : int(11)
cpquantity : int(11)			ptotal : int(11)
cpeach : int(11)			poriginalprice : int(11)
cptotal : int(11)			psellingprice : int(11)
cupdate : date			

osms.submitrequest_tb	osms.assignwork_tb	osms.technician_tb
request_id : int(11)	mo : int(11)	emp_id : int(11)
request_info : text	request_id : int(11)	emp_name : varchar(60)
requester_name : varchar(60)	request_info : varchar(60)	emp_city : varchar(60)
requester_add1 : text	request_desc : text	emp_mobile : bigint(20)
requester_add2 : text	requester_name : varchar(60)	emp_email : varchar(60)
requester_city : varchar(60)	requester_add1 : text	
requester_state : varchar(60)	requester_add2 : text	
requester_zip : int(11)	requester_city : varchar(60)	
requester_email : varchar(60)	requester_state : varchar(60)	
requester_mobile : bigint(20)	requester_zip : int(11)	
request_date : date	requester_email : varchar(60)	
	requester_mobile : bigint(20)	
	assign_tech : varchar(60)	
	assign_date : date	

Console



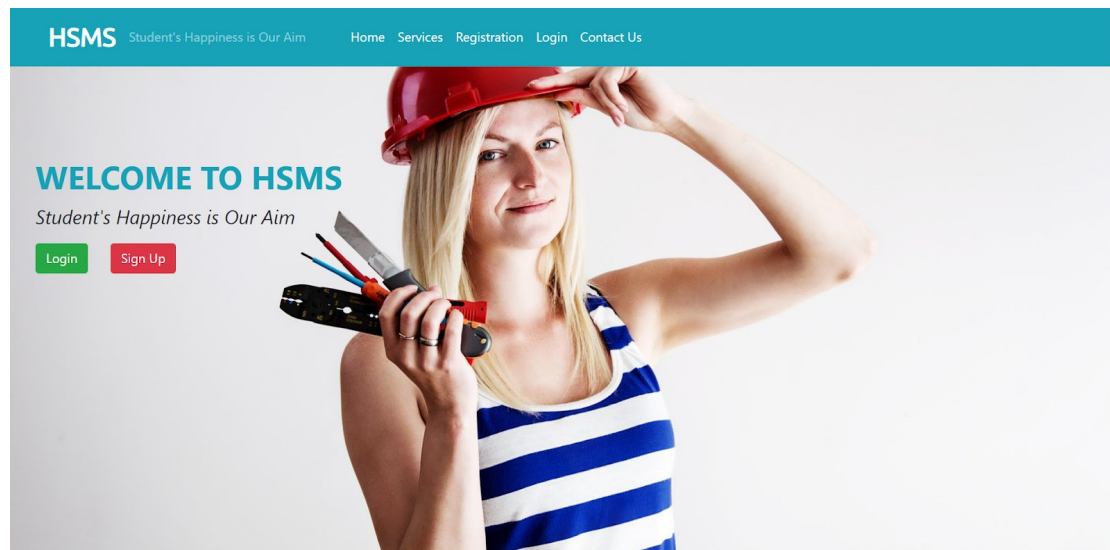




Normalisation

Code , Screenshots and WorkFlow

[Home Page](#)



HSMS Introduction

Lorem ipsum dolor, sit amet consectetur adipisicing elit. Aliquid quas consequatur, non praesentium eaque doloremque iusto. A excepturi animi minus dolore voluptas? Aliquid odio amet non architecto sit sequi asperiores alias ut a quod maiores quas est, placeat ab impedit illum at, voluptatum ex reiciendis, dolore corrupti iste tempore. Maxime accusamus nulla hic cupiditate incidunt! Architecto rem blanditiis commodi.

Our Services



Electronic Appliances



Preventive Maintenance



Fault Repair

A testimonial section titled "Happy Customers" on a teal background. It features four white rectangular cards, each containing a circular portrait of a customer and a block of placeholder text. The customers are Jane Smith, Hannah Abbott, Xin Yan, and Bill Carter. The text on each card is: "Lorem ipsum dolor sit, amet consectetur adipisicing elit. At, possimus officia. Nisi minus eos ut vero perspiciatis unde omnis sint?"

Lorem ipsum dolor sit, amet
 consectetur adipiscing elit.
 At, possimus officia. Nisi
 minus eos ut vero perspiciatis
 unde omnis sint?

Lorem ipsum dolor sit, amet
 consectetur adipiscing elit.
 At, possimus officia. Nisi
 minus eos ut vero perspiciatis
 unde omnis sint?

Lorem ipsum dolor sit, amet
 consectetur adipiscing elit.
 At, possimus officia. Nisi
 minus eos ut vero perspiciatis
 unde omnis sint?

Lorem ipsum dolor sit, amet
 consectetur adipiscing elit.
 At, possimus officia. Nisi
 minus eos ut vero perspiciatis
 unde omnis sint?

Contact Us

How can we help you?

Submit Your info

HeadQuarter:
HSMS pvt Ltd,
Vasant Vihar, Indore-652030
Phone: + 00000000
www.hsms.com

Bangalore Branch:
HSMS pvt Ltd,
New Villy, Bangalore-264623
Phone: +0006560000
www.hsms.com

HSMS pvt Ltd,
Vasant Vihar, Indore-652030
Phone: +00000000
www.hsms.com

HSMS pvt Ltd,
New Villy, Bangalore-264623
Phone: +0006560000
www.hsms.com

5. Contact Us Form

6. Social media icons

7. Admin Login at the bottom right

Code

Link-https://github.com/Shuddhatm22/Hostel-Service-managment-system/blob/master/HSMS_php/index.php

Code

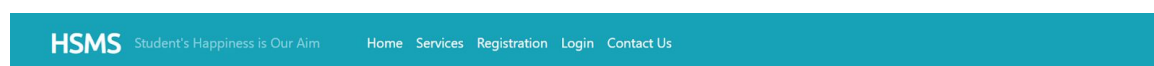
Link-https://github.com/Shuddhatm22/Hostel-Service-managment-system/blob/master/HSMS_php/contact_form.php

User Section

User Signup

New Student/User can create an Account/Signup.

- 1.The database is checked if the user already exists
2. Signup success if validated successfully



Create An Account

Name

Email

We'll never share your email with anyone else

New Password

Sign Up

Note- By clicking Sign Up, you agree to our Terms, Data Policy and Cookie Policy

Create An Account

Name

User Signup Successful

Now user can move to login Page


Code

Link-https://github.com/Shuddhatm22/Hostel-Service-managment-system/blob/master/HSMS_php/user_reg.php


User Login Page

Hostel Service Management System

 Requester Area (Demo)

 **Email**

We'll never share your email with anyone elsee

 **Password**

Login

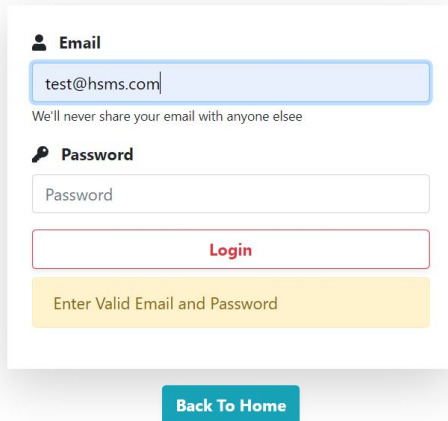
Back To Home

Registered User can login using email id and Password

1. User Validation is done
2. Password authentication is done

Hostel Service Management System

 Requester Area (Demo)



Email

We'll never share your email with anyone elsee

Password

Login

Enter Valid Email and Password

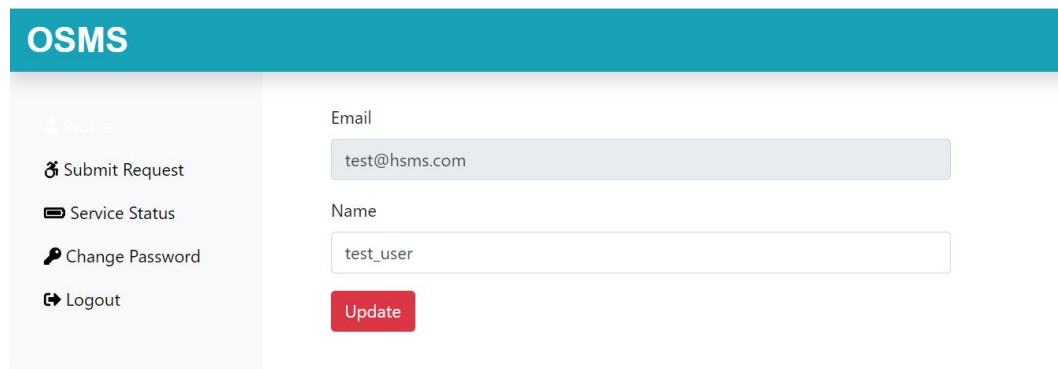
Back To Home

Login Failure Message, if Password does not matches the signup time Password

Code

Link-https://github.com/Shuddhatm22/Hostel-Service-managment-system/blob/master/HSMS_php/Requester/Requester_login.php

User Dashboard (Login Success)



The screenshot displays the OSMS (Hostel Service Management System) User Dashboard. On the left, a navigation menu includes links for Profile, Submit Request, Service Status, Change Password, and Logout. The main content area shows a form for updating the user's profile. The form has two input fields: 'Email' with the value 'test@hsms.com' and 'Name' with the value 'test_user'. Below these fields is a red 'Update' button.

OSMS

Profile

- Submit Request
- Service Status
- Change Password
- Logout

Email

test@hsms.com

Name

test_user

Update

User Dashboard contains

1. Navigation Menu
2. User can update his name

Code

Link-https://github.com/Shuddhatm22/Hostel-Service-managment-system/blob/master/HSMS_php/Requester/Requesterprofile.php

User Submit Request

User can fill the form details regarding his complaint

1. All Fields should be filled by the User
2. User can only type numbers in some specific fields
- 3.

Code

Link-https://github.com/Shuddhatm22/Hostel-Service-managment-system/blob/master/HSMS_php/Requester/submit_request.php

After Successful Request Submission User gets to the request success page

1. User should not down request Id for future references
2. User can save and take Print of the Receipt

OSMS

- Profile
- Submit Request
- Service Status
- Change Password
- Logout

Request ID	12
Name	Testname
Email ID	test@hsms.com
Request Info	Fan is not working
Request Description	Fan stopped working since last night. Probably due to improper maintenance

Print

Code

Link-https://github.com/Shuddhatm22/Hostel-Service-managment-system/blob/master/HSMS_php/Requester/submit_request_success.php

User Check Status

User can check his complaint status using the Request id

- Profile
- Submit Request
- Service Status
- Change Password
- Logout

Enter Request ID:

Search

This Request is not yet handled by the Administrator

A Message will be displayed stating "Your Request is Still Pending"

The screenshot shows a web application interface. On the left is a sidebar with a light blue background containing five navigation links: 'Profile' (with a person icon), 'Submit Request' (with a document icon), 'Service Status' (with a status icon), 'Change Password' (with a key icon), and 'Logout' (with a door icon). The main content area has a white background. At the top, there is a search bar with the text 'Enter Request ID:' followed by an input field containing '12' and a red 'Search' button. Below the search bar, a light blue message box displays the text 'Your Request is Still Pending'.

Code

Link-https://github.com/Shuddhatm22/Hostel-Service-managment-system/blob/master/HSMS_php/Requester/check_status.php

User Change Password

User can change his/her password and update it

1. New Password cannot remain empty
2. User can successfully Logout using Logout button to the home page

The screenshot shows a web application interface. On the left is a sidebar with a light blue background containing five navigation links: 'Profile' (with a person icon), 'Submit Request' (with a document icon), 'Service Status' (with a status icon), 'Change Password' (with a key icon), and 'Logout' (with a door icon). The main content area has a white background. At the top, there is a teal header bar with the text 'OSMS'. Below the header, there is a form with two input fields: 'Email' (containing 'test@hsms.com') and 'New Password' (containing 'New Password'). Below the input fields, there are two buttons: a red 'Update' button and a grey 'Reset' button.

Code

Link-https://github.com/Shuddhatm22/Hostel-Service-managment-system/blob/master/HSMS_php/Requester/change_pass.php

Admin Section





Admin Login

Existing system provides admin login from the bottom right corner of the Home Page

How can we help you?

Submit Your info

NEW Entry, Bangalore-2019-2020
Phone: +0006560000
www.hsms.com


Follow us    

Designed By Sid © 2019 Admin Login


After clicking The above Link The Admin gets directed to its Login Page

Online Service Management System

Admin Area (Demo)

 **Email**

We'll never share your email with anyone else

 **Password**

Login

Back To Home

Password Verification is enabled

Code

Link-https://github.com/Shuddhatm22/Hostel-Service-managment-system/blob/master/HSMS_php/Admin/admin_login.php

Admin Dashboard (Login Success)

OSMS

- Dashboard
- Work Order
- Requests
- Assets
- Technician
- Requester
- Sell Report
- Work Report
- Change Password
- Logout

Requests Received

12

View

Assigned Work

4

View

No. of Technician

3

View

List Of Requesters

Requester ID	Name	Email
21	test_user	test@hsms.com

Admin Dashboard Contains



1. Navigation Sidebar

2. Cards which Show information

Requests Received

Assigned Work

No. of Technician

3. List Of Requesters showing

Requester ID

Requester Name

Requester Email

We can see that our test user requester is visible on the list of requester with requester Id 21

Code

Link-https://github.com/Shuddhatm22/Hostel-Service-managment-system/blob/master/HSMS_php/Admin/dashboard.php

Admin Requests

The Requests page shows all the pending Requests/Complaints filed by the users

The screenshot displays the OSMS (Operational Support Management System) interface. On the left is a sidebar with navigation links: Dashboard, Work Order, Requests, Assets, Technician, Requester, Sell Report, Work Report, Change Password, and Logout. The main content area is divided into two sections. The left section, titled 'Request ID: 12', contains 'Request Info: Fan is not working', a description 'Fan stopped working since last night. Probably due to improper maintenance', and the 'Request Date: 2020-06-18'. It includes 'View' and 'Close' buttons. The right section, titled 'Assign Work Order Request', is a form with fields for 'Request Id', 'Request Info', 'Description', 'Name', 'Address Line 1', 'Address Line 2', 'City', 'State', and 'Zip'.

OSMS

Dashboard
Work Order
Requests
Assets
Technician
Requester
Sell Report
Work Report
Change Password
Logout

Request ID: 12

Request Info: Fan is not working
Fan stopped working since last night.
Probably due to improper maintenance
Request Date: 2020-06-18
[View](#) [Close](#)

Assign Work Order Request

Request Id

Request Info

Description

Name

Address Line 1

Address Line 2

City

State

Zip

Our Request regarding Fan by Test User is visible in admin Requests Page

Admin Will click On view Button and the Request Will be Displayed on The right Form named Assign Work Order Request

Assign Work Order Request

Request Id

Request Info

Description

Name

Address Line 1

Address Line 2

City

State

Zip

Email

Mobile

Assign to Technician

Date

Now Admin can

1. Update Information (if required)
2. Assign Technician Name to the complaint
3. Enter Date of assignment
4. All fields are required

Code



Link-https://github.com/Shuddhatm22/Hostel-Service-managment-system/blob/master/HSMS_php/Admin/requests.php

Code

Link-https://github.com/Shuddhatm22/Hostel-Service-managment-system/blob/master/HSMS_php/Admin/assignworkform.php

Admin Work Order

After assigning the request to the technician the following details regarding the complaint will be visible in the work Order Page

OSMS									
<ul style="list-style-type: none"> Dashboard Requests Assets Technician Requester Sell Report Work Report Change Password Logout 	Req ID	Req Info	Name	Address	City	Mobile	Technician	Assigned Date	Action
	12	Fan is not working	Testname	Block-2	surathkal	565456	technician1	2020-06-19	 

Code

Link-https://github.com/Shuddhatm22/Hostel-Service-managment-system/blob/master/HSMS_php/Admin/work.php

1. The Eye icon to the right enables admin to view complete information about the complaint/request as follows

Assigned Work Details	
Request ID	12
Request Info	Fan is not working
Request Description	Fan stopped working since last night. Probably due to improper maintenance
Name	Testname
Address1	Room no -45
Address2	Block-2
City	surathkal
State	karnataka
Pin Code	575025
Email	test@hsms.com
Mobile	565456
Assigned Date	2020-06-19
Technician Name	technician1
Customer Sign	
Technician Sign	

print Close

Admin can save and take a printout of this receipt

(The same receipt will be received by the user. We will see when we will user login).

Code

Link-https://github.com/Shuddhatm22/Hostel-Service-managment-system/blob/master/HSMS_php/Admin/viewassignwork.php

Now when our test user will check The service status of his request he will get the following page

localhost/OSMS_php/Requester/check_status.php

OSMS

Profile
Submit Request
Change Password
Logout

Enter Request ID: Search

Assigned Work Details

Request ID	13
Request Info	Fan is not working
Request Description	Fan stopped working since last night. Probably due to improper maintenance
Name	testname
Address1	Room no -45
Address2	Block-2
City	surathkal
State	karnataka
Pin Code	575025
Email	test@hsms.com
Mobile	565456
Assigned Date	2020-06-19
Technician Name	sonam
Customer Sign	
Technician Sign	

print Close

localhost/OSMS_php/Requester/Requesterprofile.php

User can view the assigned technician name and can save and take a printout of the receipt

Code

Link-https://github.com/Shuddhatm22/Hostel-Service-managment-system/blob/master/HSMS_php/Requester/check_status.php

Admin Requesters

Admin Requesters page shows the list of all requesters along with info regarding them.

OSMS

Dashboard
Work Order
Requests
Assets
Technician
Sell Report
Work Report
Change Password
Logout

List Of Requesters

Requester Id	Name	Email	Action
21	test_user	test@hsms.com	edit delete

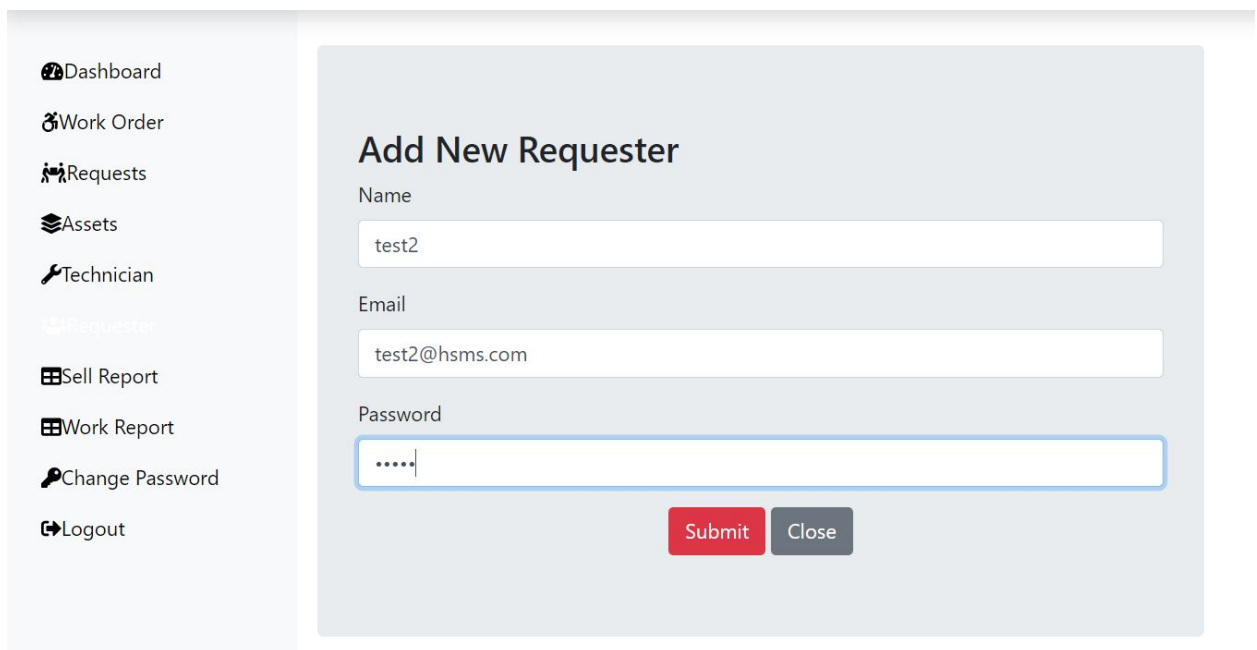
+

Code

Link-https://github.com/Shuddhatm22/Hostel-Service-managment-system/blob/master/HSMS_php/Admin/requester.php

Admin can

1. Edit and update Requester Information
2. Delete Requester Information
3. Add new Requester (By clicking on Plus icon on the top right).









The screenshot shows the 'Add New Requester' form in the HSMS admin interface. On the left is a sidebar menu with icons and labels for: Dashboard, Work Order, Requests, Assets, Technician, Requester (highlighted), Sell Report, Work Report, Change Password, and Logout. The main content area has a title 'Add New Requester' and three input fields: 'Name' (containing 'test2'), 'Email' (containing 'test2@hsms.com'), and 'Password' (containing masked characters '....'). At the bottom right of the form are two buttons: 'Submit' (red) and 'Close' (grey).

Code

Link-https://github.com/Shuddhatm22/Hostel-Service-managment-system/blob/master/HSMS_php/Admin/insertreq.php

Admin Technicians

Similarly, Technicians Page Lists Out Information of all the Technicians hired by the Service Organization

OSMS						
<ul style="list-style-type: none"> Dashboard Work Order Requests Assets Requester Sell Report Work Report Change Password Logout 	List Of Technicians					
	Emp Id	Name	City	Mobile	Email	Action
	3	sonam	pune	156468464	sonam@hsms.com	 
	4	zakir	indore	451646464	zakir@hsms.com	 
	5	mohan	patna	987546	kajol@hsms.com	 

Admin can

1. Edit and Update existing information regarding Technician
2. Add new Technician using Plus icon on the top right corner.

Code Link-

https://github.com/Shuddhatm22/Hostel-Service-managment-system/blob/master/HSMS_php/Admin/technician.php







Admin Assets

Another unique functionality of HSMS is the facility of selling equipment and tools by the service organization to the customer.

Assets Page Lists Out all The Information about Assets

Code Link-

https://github.com/Shuddhatm22/Hostel-Service-managment-system/blob/master/HSMS_php/Admin/assets.php

OSMS								
<ul style="list-style-type: none"> Dashboard Work Order Requests Technician Requester Sell Report Work Report Change Password Logout 	Product/Part Details							
	Product Id	Name	DOP	Available	Total	Original Price Each	Selling Price Each	Action
	2	keyboard	2020-06-02	0	5	350	400	  
	3	mouse	2020-06-01	5	10	100	150	  

Admin can

1. Edit and Update asset information using a pencil icon
2. Delete Asset info using the Trash icon
3. Sell the asset to the customer using the handshake icon

OSMS	
<ul style="list-style-type: none"> Requests Technician Requester Sell Report Work Report Change Password Logout 	<h3>Customer Bill</h3> <div> <div>Product ID</div> <input type="text" value="3"/> </div> <div> <div>Customer Name</div> <input type="text" value="customername"/> </div> <div> <div>Customer Address</div> <input type="text" value="custadd"/> </div> <div> <div>Product Name</div> <input type="text" value="mouse"/> </div> <div> <div>Available</div> <input type="text" value="5"/> </div> <div> <div>Quantity</div> <input type="text" value="2"/> </div> <div> <div>Price Each</div> <input type="text" value="150"/> </div> <div> <div>Total Price</div> <input type="text" value="300"/> </div> <div> <div>Date</div> <input type="text" value="06-2020"/> </div> <div> <input type="button" value="Submit"/> <input type="button" value="Close"/> </div>

Insert all the data required by this form

Code Link-

https://github.com/Shuddhatm22/Hostel-Service-managment-system/blob/master/HSMS_php/Admin/sellproduct.php

And on submission, a receipt will be generated for both customer and admin

OSMS

Dashboard

Work Order

Requests

Admin

Technician

Requester

Sell Report

Work Report

Change Password

Logout

Customer Bill

Customer ID	9
Customer Name	customername
Customer Address	custadd
Product	mouse
Quantity	2
Price Each	150
Total Cost	300
Date	2020-06-17

Print

Close

Code Link-

https://github.com/Shuddhatm22/Hostel-Service-managment-system/blob/master/HSMS_php/Admin/productsellsuccess.php

Admin Work Report

It is very important for any service organization to keep track of all its services provided.

Work Report provides a function to view information about work done by giving the start date and end date

OSMS

- Dashboard
- Work Order
- Requests
- Assets
- Technician
- Requester
- Sell Report
- Change Password
- Logout

01-05-2020 To 19-06-2020 Search

Details

Request Id	Request Info	Name	Address Name	City	Mobile	Technician	Assigned Date
12	Fan is not working	Testname	Block-2	surathkal	565456	technician1	2020-06-19

Print

Work report shows work done regarding our test users complaints

Code

Link-https://github.com/Shuddhatm22/Hostel-Service-managment-system/blob/master/HSMS_php/Admin/work_report.php

Admin Sell Report

Similarly, admin can view information about all the sold products on sell report page by specifying start and end dates

Dashboard

- Work Order
- Requests
- Assets
- Technician
- Requester
- Work Report
- Change Password
- Logout

01-05-2020 To 18-06-2020 Search

Details

Customer Id	Customer Name	Address	Product Name	Quantity	Price Each	Total	Date
5	raj	add	keyboard	1	400	400	2020-06-02
6	aman	add	mouse	2	150	300	2020-06-02
7	raj	add	keyboard	3	400	1200	2020-06-03
8	aman	add	keyboard	1	400	400	2020-06-03
9	customername	custadd	mouse	2	150	300	2020-06-17

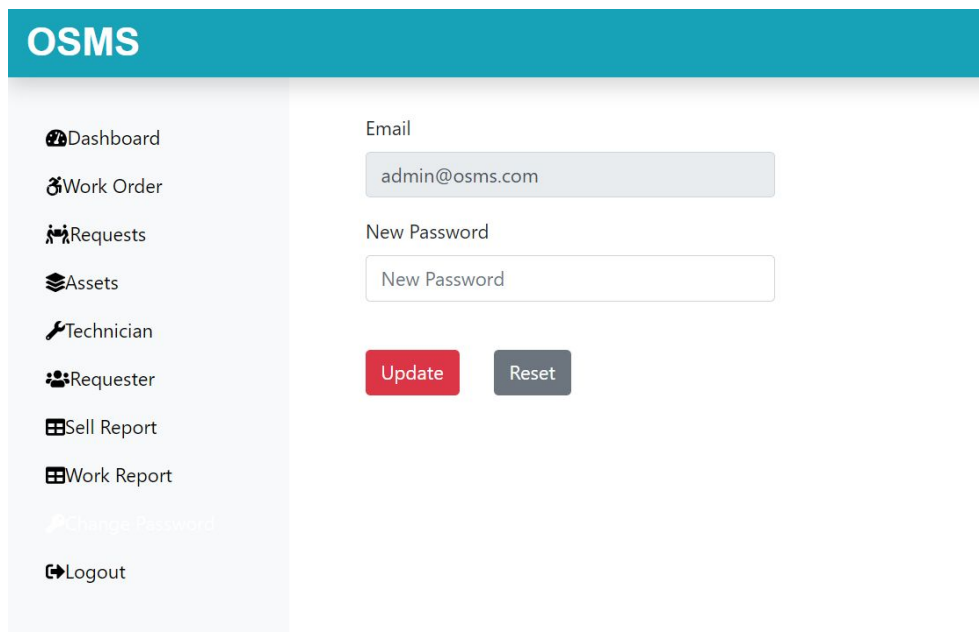
Print

Code Link-

https://github.com/Shuddhatm22/Hostel-Service-managment-system/blob/master/HSMS_php/Admin/sell_report.php

Admin Change Password

Admin can change password



The screenshot shows the OSMS Admin interface for changing a password. On the left is a sidebar menu with icons and labels for: Dashboard, Work Order, Requests, Assets, Technician, Requester, Sell Report, Work Report, Change Password (highlighted), and Logout. The main content area has a teal header with 'OSMS'. Below it, there are two input fields: 'Email' with the value 'admin@osms.com' and 'New Password' with the placeholder 'New Password'. At the bottom of the form are two buttons: a red 'Update' button and a grey 'Reset' button.

Code Link-

https://github.com/Shuddhatm22/Hostel-Service-managment-system/blob/master/HSMS_php/Admin/change_pass.php

By Clicking on Logout Admin can successfully Logout to the Home Page

Conclusion

The Hostel Service Management system has been completed successfully. It is user friendly and has required options, which can be used by the user to perform the desired operations.

The software is developed using HTML, CSS, JS, Bootstrap as front end and PHP, MySQL as back end in windows environment.

The goals that are achieved by the software are:-

1. Simplification of the operations.
2. Less processing time and getting required operations.
3. User friendly.
4. Portable and flexible for further enhancements.

References

- 1.<https://www.w3schools.com/php/DEFAULT.asp>
- 2.<https://www.w3schools.com/html/default.asp>
- 3.<https://www.w3schools.com/css/default.asp>
- 4.<https://getbootstrap.com/>
- 5.<https://www.javatpoint.com/mysql-tutorial>