** MINISTRY OF EDUCATION AND TRAINING**

**FPT UNIVERSITY**

Capstone Project Document

Outsourcing HRM

|  |  |
| --- | --- |
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| **Capstone Project code** | OHRM |

-Ho Chi Minh City, 05/2015-

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# Definitions, Acronyms, and Abbreviations

|  |  |
| --- | --- |
| **Name** | **Definition** |
| OHRM | Outsourcing Human Resource Management |
| Admin | Administrator |
| HR | Human Resource |

Table 1: Definitions

# Report No. 1 Introduction

## Project Information

* Project name: **Outsourcing HRM**
* Project Code: **OHRM**
* Product Type: **Website**
* Start Date: **May 11th, 2015**
* End Date:

## Introduction

Along with the development and growing size of the outsourcing company, human resource management for each project is important.

Human resource management in an outsourcing software firm isn’t simply as manage staff but also ensure to assign work for staff with right skills and interests for the appropriate projects.

Thus the development of specialized management system for human resource involve in specific projects are needed.

OHRM is a system like that. It helps to reduce the pressure management for managers and improve the productivity of works of employee’s project.

## Current Situation

Below are some human resource managements:

* Nowadays, there are a lot human resource management systems in different fields are available on internet and users can easily use it but for outsourcing field it still may not have it yet.
* Some companies develop management system but only internal employees can use it like Fsoft company... The systems provide management specialized functions in outsourcing HRM software such as employee records and assign employees into projects … But there are still some limitations.

## Problem Definition

Below are the disadvantages of current OHRM system:

* The request recruitment for a project or receive the evaluation from customer … Still be done through email.
* System can’t suggest employees with right skills and interests for appropriate project.

## Proposed Solution

System will provide functions that focus on outsourcing resource management‘s efficiency, manage resource for each specific project, sharing experience system …..

### **Feature functions**

* System suggest people that criteria consistent with specific conditions of the project.
* Manager can establish human resource for project that they are involved.
* Director can approve the request from manager.
* Human resource department can select employees and assign them base on the request of manager.
* Manager, Leader, Engineers could hand down experiences of projects as a reference documents to support future projects.
* Admin can manage employee and customer’s account.
* Customer can feedback

### Advantages and disadvantages

The advantages and disadvantages of the proposed solution:

* Advantages:
* With system suggest
  + - Saving energy and time for manager to easily select employees for each project base on automatic system suggest.
    - Each employee will be assigned on projects matching their skills and interests.
    - Productivity of project will be increased.
* With experiences from storage system
* The employee can refer experiences from previous projects.
* With application form management system
* Manager, Director can review the stored application form for hiring.
* System matching the data in order to create new employee profile.
* Disadvantages:
* System only suggests these criteria: skill and interest. It can’t control in term of specific staff’s time.
* Storage system experiences can only save each project under text form. It can’t support text of project content to be searched.
* System can’t manage over time works.

## Functional Requirements

Function requirements of the system are listed as below:

### Project Management

* Director can create new projects and update projects.
* Manager can choose engineers for project which they have been assigned to.

### System Management

* Admin can manage company account.
* Admin can manage criteria for assessment system.
* Engineer can change their profile.

### Assessment Management

* System can provide assessment form for users.
* Manager can appraise project engineer.
* Manager, Director can perform period evaluation for their employes
* Customers can make feedback project after project ends.

### Recruitment Management

* Director can post new recruitment’s need.
* Human Resource Management can reply director hire post.

### Knowledge Management

* Engineer, Manager, Director can post experience knowledge from existing projects and comment on the post.

### Suggestion System

* System can find and suggest engineer with skills and interests that fit the project.

## Role and Responsibility

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No | Full Name | Role | Position | Contact |
| 1 | Lai Duc Hung | Project Manager | Instructor | hungld@fpt.edu.vn |
| 2 | Nguyen Thi Xuan Mai | Developer | Leader | Maintxse60910@fpt.edu.vn |
| 3 | Le Minh Hoang | Developer | Member | HoangLMSE60937@fpt.edu.vn |
| 4 | Nguyen Huu Phuoc | Developer | Member | PhuocNHSE61138@fpt.edu.vn |
| 5 | Ngo Trac Kien | Developer | Member | KienNTSE61016@fpt.edu.vn |

Table 2: Roles and Responsibilities

# Report No.2 Software Project Management Plan

## Problem Definition

### Name of this Capstone Project

Outsourcing HRM (OHRM)

### Problem Abstract

Human resource management is always a complex problem for enterprises. Especially for Software Outsourcing company.

Managing human resource efficiently will help software projects complete on time with high quality.

To manage that resource outsourcing, we can build a system that supports human resource management in the projects. Supporting the assessment of employee based on multiple criteria and store experience knowledge from projects.

In addition, system supports management of employee‘s task and assigns them to appropriate position which will not only optimizes the performance of outsourcing resource but also increases the quality of software projects.

### Project Overview

#### Current Situation

Here are some current workflows:

* Communicating via mail:
  + Director establishes recruitment’s need and send mail to Human Resource Department. Simultaneously receive the result list form Human Resource Department also via email
  + Enterprises receive feedback about project from customer via email.
  + The feedback criteria are sent to manager in order to perform the appraisal.
* Mainly, recruit new employee through interview. Employee information is stored does not include employee’s skills and interests.
* Appraise employee based on criteria and the assessment results are written on paper.
* The experiences, tips from previous projects mainly obtained through training from manager are not stored.

The limitations of current workflows:

* Communicating via email require user to manually formatting text, drawing table … It’s consuming time, easy to make mistakes and has no standard format.
* Employee’s skills and interests aren’t store will make manager harder to choose appropriate employee for suitable project, time-consuming for interview….
* The assessment results aren’t stored in system will make it difficult for director to review the assessment results, and it takes a lot of time to plan and pay salary for employee.
* The experience from existing projects are saved that won’t support similar projects in the future. At the same time, new managers will take time to learn from experience manager, it’s wasting resources.

#### The Proposed System

This System is a web application that can solve these problem by helping users manage outsourcing human resource with following functions:

* Director can establish recruitment’s need, project management and review employee’s assessment result.
* Manager can manage their own project, arrange engineer on project and appraise engineers.....
* Engineer can view and edit their personal information, view project information which they are assigned to, post experience knowledge anf log timesheet….
* Human Resource Department can view and respond to recruitment post.
* Admin can manage account, manage assessment criteria and routine evaluation.
* Customer can make feedback for project after project is completed.
* System can suggest engineers in accordance with project, notify users about the changes of human resource, project.....

#### Boundaries of the System

* This system operation requires users to have a computer/laptop with Internet connection.
* Language that system uses is English.
* This system is web application with function for director, manager, engineer, admin, human resource department.

#### Development Environment

##### Hardware requirements

**For server**

|  |  |  |
| --- | --- | --- |
| Windows | Minimum Requirements | Recommended |
| Internet Connection | Cable, Wifi (4 Mbps) | Cable, Wifi (8 Mbps) |
| Operating System | XP, Vista, 7, 8 | XP, Vista, 7, 8 |
| Computer Processor | Intel® Core 2 Duo | Intel® Core(TM) i5 CPU , M 460 @ 2.53GHz |
| Computer Memory | 1GB RAM | 3GB or more |

Table 3: Hardware Requirement for Server

##### Software requirements

* Microsoft Windows 7 Ultimate: operating system and platform for development.
* SQL Server 2008 Enterprise R2: used to create and manage the database for system.
* StarUML 5.0: used to create models and diagrams.
* Skype: used for communication and meeting.
* Microsoft Visio: used to draw models and diagrams.
* NetBeans IDE 7.4 JDK 7u51: used to implement website.
* GitHub & TortoiseSVN: used for source control.

## Project organization

### Software Process Model

Project is developed under waterfall model.

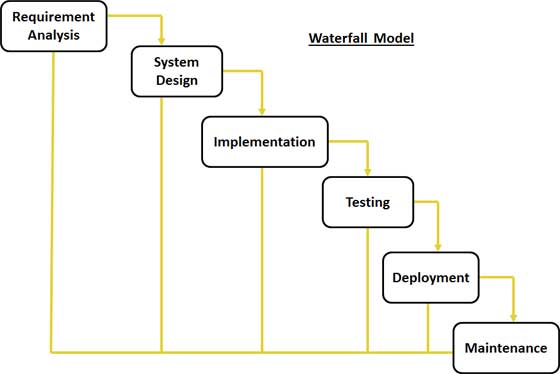


Figure 1: Waterfall Development Model

For more information: <http://www.tutorialspoint.com/sdlc/sdlc_waterfall_model.htm>

(Owner tutorialspoint.com. Tutorials Point)

### Roles and responsibilities

|  |  |  |  |
| --- | --- | --- | --- |
| **No** | **Full name** | **Role in Group** | **Responsibilities** |
| **1** | Lai Duc Hung | Project manager | * Specify user requirement * Control the development process * Give out technique and business analysis support |
| **2** | Nguyen Thi Xuan Mai | Team Leader, BA, DEV, Tester | * Managing process * Designing database * Clarifying requirements * Prepare documents * GUI Design * Create test plan * Coding * Testing |
| **3** | Le Minh Hoang | Team Member, BA, DEV, Tester | * Designing database * Clarifying requirements * Prepare documents * GUI Design * Create test plan * Coding * Testing |
| **4** | Nguyen Huu Phuoc | Team Member, BA, DEV, Tester | * Designing database * Clarifying requirements * Prepare documents * GUI Design * Create test plan * Coding * Testing |
| **5** | Ngo Trac Kien | Team Member, BA, DEV, Tester | * Designing database * Clarifying requirements * Prepare documents * GUI Design * Create test plan * Coding * Testing |

Table 4: Roles and Responsibilities Details

### Tools and Techniques

- Front-end technologies: HTML5, CSS3, JavaScript, jQuery, AJAX.

- Back-end: Website: Website: NetBeans IDE 7.4 JDK 1.7.

- Web Server: Microsoft IIS.

- Database Management System: MS SQL Server 2008 Enterprise R2.

## Project Management Plan

### Software Development Life Cycle

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Phase** | **Description** | **Deliverables** | **Resource needed** | **Dependencies and Constrains** | **Risks** |
| **Preliminary Investigation or Analysis** | - Collect requirements from customer.  - Identify and clarify requirements for the system in general. | - Introduction of proposed system.  - Software requirement specification  - Project Task Plan.  - Prototypes. | 20 man-days | N/A | - Missing requirement- Unclear scope of project.  - Lack of member share of understand. |
| **Design** | - Architecture design for the system.  - Detail design using top-down.  - Choose Architecture style. | - Software Design Document  - Base code structure. | 20 man-days | Depend on “Requirement Analysis”. | - Lack of experience.  - Not fulfil requirement |
| **Implementation** | - Coding system core functions and other feature with GUI.  - Unit test | - Main user’s functions on web. | 40 man-days | Depend on “Design”. | - Lack of experience and knowledge.  - Human’s mistake. |
| **Testing** | - Integration test the system.  - Alpha test.  - Correct bugs.  - Beta test.  - Acceptance test. | - Test document. | 20 man-days | Depend on “Implementation”. | - Lack of experience.  - Missing test case. |
| **Deployment** | N/A | - Installation guide.  - User Manual. | 10 man-days | Depend on “Testing”. | - Lack of experience. |
| **Maintenance** | N/A | N/A | N/A | N/A | N/A |

Table 5: Development Phases

### Phase Detail

#### Phase 1: Requirement Analysis

|  |  |  |
| --- | --- | --- |
| **Task** | **Description** | **Author** |
| **1. Collect requirements** | Find which systems currently provide similar service, their strengths and weakness. | MaiNTX, HoangLM, PhuocNH, KienNT |
| **2. Identify and clarify main functions** | Define which main functions system should provide. | MaiNTX, HoangLM, PhuocNH, KienNT |
| **3.** **Create System Introduction** | Complete Introduction Report. | MaiNTX |
| **4. Software Project Management Plan** | Prepare Project Management Plan. | MaiNTX |
| **5. Prototype** | Build a prototype of proposed system (Website). | MaiNTX, HoangLM, PhuocNH, KienNT |
| **6. SRS** | Create SRS document. | MaiNTX, HoangLM, PhuocNH, KienNT |

Table 6: Phase 1: Requirement Analysis

#### Phase 2: Design

|  |  |  |
| --- | --- | --- |
| **Task** | **Description** | **Author** |
| **1. Detailed Design** | Which feature this function should have and how to implement. | MaiNTX, HoangLM, PhuocNH, KienNT |
| **2. Database Design** | Design a database which contains all entities information. | MaiNTX, HoangLM, PhuocNH, KienNT |
| **3. Design Document** | Create software design document. | MaiNTX, HoangLM, PhuocNH, KienNT |

Table 7: Phase 2: Design

#### Phase 3: Implementation

|  |  |  |
| --- | --- | --- |
| **Task** | **Description** | **Author** |
| **1. Front-end web functions** | Implement front-end functions on web. | MaiNTX, HoangLM, PhuocNH, KienNT |
| **2. Back-end web functions** | Implement back-end functions on web. | MaiNTX, HoangLM, PhuocNH, KienNT |
| **3. Unit testing** | Write test case and testing for web functions. | MaiNTX, HoangLM, PhuocNH, KienNT |

Table 8: Phase 3: Implementation

#### Phase 4: Testing

|  |  |  |
| --- | --- | --- |
| **Task** | **Description** | **Author** |
| **1. Integration testing** | Write test case and testing systems. | MaiNTX, HoangLM, PhuocNH, KienNT |
| **2. Alpha testing** | Do alpha test with customer. | MaiNTX, HoangLM, PhuocNH, KienNT |

Table 9: Phase 4: Testing

#### Phase 5: Deployment

|  |  |  |
| --- | --- | --- |
| **Task** | **Description** | **Author** |
| **1. Installation guide** | Write installation guide. | MaiNTX |
| **2. User Manual** | Write user manual. | HoangLM, PhuocNH, KienNT |

Table 10: Phase 5: Deployment

#### Phase 6: Maintenance

N/A

### All Meeting Minutes

Refer to Meeting Minutes folder.

## Coding Convention

Use Java coding convention to develop website.

Summary:

* Naming Convention.
  + Use camel case for both variable and function name.
  + Use Pascal case for class name.
* Indentation.
  + Avoid lines longer than 80 characters, since they are not handled well by many terminals and tools.
* Declaration.
  + One declaration per line is recommended since it encourages commenting.
  + In absolutely no case should variables and functions be declared on the same line.
  + Do not put different types on the same line.
* Code Examples

Follow “Code Conventions for the Java TM Programming Language, by Sun Microsystems, rev April 20, 1999”.

<http://www.oracle.com/technetwork/java/codeconventions-150003.pdf>