T1 Connect: Streamlining T-One

A Capstone Project Proposal

Presented to the Faculty of the

Information and Communications Technology Program

STI College Dasmariñas

In Partial Fulfilment

of the Requirements for the Degree

Bachelor of Science in Information Technology

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# APPROVAL SHEET

This capstone project proposal titled: T1 Connect: Streamlining T-One prepared and submitted by Rameses A. Tan, Angelo R. Zuñiga, Jan Nicolas B. Ortega and Marc Dranreb A. Villaflores, in partial fulfillment of the requirements for the degree of Bachelor of Science in Information Technnology, has been examined and is recommended for acceptance and approval.

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Accepted and approved by the Capstone Project Review Panel

in partial fulfillment of the requirements for the degree of

Bachelor of Science in Information Technology

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# 2023

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# Introduction

Before the rise of digital project management software, project management was done using manual methods such as pen and paper or spreadsheets. Project managers would manually track project progress, assign tasks to team members, and communicate with stakeholders through email or phone calls. However, these methods were time-consuming and prone to errors, leading to delayed project completion and increased costs. In contrast, modern project management tools and techniques provide businesses with efficient and effective ways to manage projects, streamline workflows, and enhance communication and collaboration, ultimately leading to timely project completion and improved business success.

## Project Context

T-One Vision is a networking services provider that works as a subcontractor for major telecommunications firms in the Philippines. Established in 2008, the company has been offering networking solutions and services to its customers for over a decade. T-One has a corporate office located in Unit 408 4th Floor ITC Bldg. 337 Sen. Gil Puyat Avenue. Barangay Bel Air Makati City, where its team of experienced professionals provides high-quality networking solutions to its clients.

T-One Vision has made a name for itself as a trustworthy and respected business in the telecommunications industry. The company is dedicated to providing exceptional services to Globe, Watsons, All Home, Ace Energy, ST Lukes Medical Center Global City, Global Convergence and many more, which has helped it to build a loyal customer base over the years. T-One Vision products and services include network design and planning, network implementation, maintenance and support, and security solutions.

T-One Vision operates during regular business hours, from Monday to Friday, 8:00 am to 5:00 pm. The company has several branches located in different parts of the Philippines, allowing it to serve customers across the country.

T-One Vision's current process involves several steps that begin with finding a client. Once a client is identified, the implementation team proceeds to create a survey that will help them gather information about the client's needs and preferences. Based on the survey results, the team creates a business proposal that outlines the scope of the project and its associated costs. If the client agrees to the proposal, a purchase order is issued, and the team proceeds to order the necessary items to complete the project. Once the items are acquired, the team begins performing the necessary tasks to implement the project. This involves collaborating with the support and technical teams to ensure that the project is completed successfully. Once the project is implemented, the after-sales process begins, where the team provides ongoing support to the client to ensure that they are satisfied with the project. Finally, the billing process is initiated, where the client is billed for the project's total cost. This process involves verifying that all the work has been completed according to the project's scope and that the client is satisfied with the final outcome. Overall, T-One Vision's current project management process is designed to ensure that projects are completed efficiently and effectively while maintaining a high level of customer satisfaction.

The company's current system, which relies solely on spreadsheet software, is outdated and inefficient, resulting in significant difficulties in managing various aspects of the business process. For example, the support team faces challenges in managing tickets and resolving customer issues, leading to lower levels of customer satisfaction. Similarly, the technical team struggles with managing projects and ensuring timely delivery of services, negatively impacting the company's reputation.

The proposed system will provide features such as adding, editing, and deleting a list of clients, adding client profiles, and integrating with Gmail to enable the company to send and receive emails and notify them when an email is received. The system will enable the company to create survey reports, business proposals, and purchase orders, track their status, and maintain a list of vendors. Additionally, the system will enable the company to manage the implementation team effectively by ticking tasks or projects as ongoing, finished, or live project status, prioritize tasks, and schedule them accordingly. The system will also allow the company to manage the sales team's tickets, track their status, and integrate with Telegram to alert the team when a new ticket is assigned.

The proposed system's benefits to T-One are significant. The system will help the company to streamline its operations, reduce manual errors, and enhance collaboration among the teams. The system will also provide real-time data on the company's performance, enabling the management to make informed decisions and plan their strategies accordingly. Moreover, the proposed system will help the company to keep track of its clients' data, including their orders and preferences, provide better services, and tailor its solutions to meet their needs. The system will also help the company to maintain a good relationship with its vendors by providing a centralized platform for managing purchase orders and vendor lists.

In conclusion, the proposed system will help T-One to overcome the current challenges it is facing in managing its clients, survey reports, business proposals, purchase orders, implementation team, and sales team. The system will provide a comprehensive solution for managing the company's business processes and enable the company to improve its operations, increase productivity, and enhance customer satisfaction. The proposed system will be a valuable investment for the company, providing a long-term solution for its business needs.

## Purpose and Description of the Project

## Objectives of the Study

* To design and develop an integrated system that includes an internal ticketing system for T-One Vision, a networking services company in the Philippines.
* To design and develop an integrated system that includes a project management tool for T-One Vision, a networking services company in the Philippines.
* To automate the process of ticket creation, prioritization, tracking, and reporting in order to improve the efficiency and effectiveness of T-One Vision's support team in addressing client requests.
* To provide T-One Vision's implementation team with a project management tool that enables them to schedule tasks, manage the progress of each task, and ensure that projects are completed on time and within budget.
* To improve the overall service delivery of T-One Vision to its clients by providing a more streamlined and organized approach to ticket management and project management.

As it strives to solve the urgent need for an effective and efficient internal ticketing system and project management tool, the proposed capstone project is of relevant to T-One Vision. The existing manual procedure for processing support requests is labor-intensive, prone to mistakes, and lacks automation, which increases the risk of delays in resolving urgent problems. The proposed system will considerably increase the effectiveness and efficiency of T-One Vision's support team in responding to customer requests by automating the ticket creation, prioritization, tracking, and reporting process.

The suggested project management solution will also give T-One Vision's implementation team the ability to plan activities, monitor each task's progress, and make sure that projects are finished on time and within budget. This will provide a more streamlined and organized approach to project management, assisting T-One Vision in improving its overall service delivery to its clients.

The project's beneficiaries are T-One Vision's clients, who will experience better and quicker service as a result of the support team's increased efficacy and efficiency. The project management tool will also help T-One Vision's implementation team better manage their tasks and projects, which is another advantage.

The implications of this project are that it may inspire other companies in the networking services industry to adopt the same integrated systems to improve their service delivery. Additionally, it may motivate T-One Vision to continue exploring new and innovative ways to improve its business processes and provide better service to its clients.

## Scope and Limitations of the Study

The general purpose of this study is to develop an integrated ticketing and project management system for T-One Vision, a subcontractor of Globe in the Philippines. The target users of the system are the support and implementation teams of T-One Vision, who will use the system to manage support tickets and projects more efficiently. The study period will cover the development and implementation of the system, which is expected to take six months.

The integrated system will have the following specific features:

* Ticket creation automation: The system will automatically get some information for the tickets from support requests submitted by clients, reducing the workload of the support team.
* Prioritization of tickets: The system will prioritize tickets based on their urgency and severity, ensuring that high-priority issues are addressed promptly.
* Ticket tracking: The system will enable the support team to track the progress of each ticket and update clients on the status of their requests.
* Reporting and analytics: The system will generate reports and analytics on support ticket trends, enabling T1 to identify areas where improvements can be made.
* Task scheduling: The system will enable the implementation team to schedule tasks and assign them to team members, ensuring that projects are completed on time and within budget.
* Task management: The system will enable the implementation team to monitor the progress of each task and resolve any issues that arise during the project.

However, it is important to note that the scope of this study is limited to the development and implementation of the integrated system for T-One Vision. The system wont be responsible for getting the informations of the tickets that are sent via other means of communications other than email.