

BUSINESS CASE
SURVEIRAMS

ASIA PACIFIC COLLEGE
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MAKATI CITY, 1232 METRO MANILA

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TABLE OF CONTENTS

1.	EXECUTIVE SUMMARY	3
1.1.	Issue	3
1.2.	Anticipated Outcomes	3
1.3.	Recommendation	3
1.4.	Justification	4
2.	BUSINESS CASE ANALYSIS TEAM.....	4
3.	PROBLEM DEFINITION	5
3.1.	Problem Statement	5
3.2.	Organizational Impact	5
3.3.	Technology Migration.....	5
4.	PROJECT OVERVIEW	5
4.1.	Project Description	5
4.2.	Goals and Objectives	6
4.3.	Project Performance.....	6
4.4.	Project Assumptions.....	6
4.5.	Project Constraints	7
4.6.	Major Project Milestones	7
5.	STRATEGIC ALIGNMENT	7
6.	COST BENEFIT ANALYSIS	7
7.	ALTERNATIVES ANALYSIS.....	8
8.	APPROVALS.....	9



EXECUTIVE SUMMARY

The SurveiRams system is a digital solution aimed at enhancing the security personnel's daily operations at APC. The existing manual logging system used by security personnel is inefficient, time-consuming, and compromises productivity and efficiency.

To address this issue, the project team aims to develop a mobile application that focuses on the reporting system aspect, which provides real-time feedback data to the management team. The SurveiRams system will serve as a ticketing system for recording incident reports and logs, insights into guards' routes, and a tactical transition to a digital approach to stakeholder's present difficulties. By implementing the SurveiRams system, the project team aims to increase accuracy and efficiency in determining whether security personnel have completed their assigned tasks.

1.1. Issue

Manually monitoring maintenance in a tall school building can be time-consuming, error-prone, and overwhelming for guards who have other duties. To address this issue, implementing a digital system for monitoring maintenance issues could significantly reduce the time and effort required to monitor maintenance, improve accuracy and consistency, and ensure timely issue resolution.

1.2. Anticipated Outcomes

Implementing a digital system for tracking and addressing maintenance issues in a building has several benefits. By streamlining the process of identifying and resolving issues, it reduces the time and effort required for maintenance tasks. The centralized system provides quick access to information on issues that need attention and tracks progress in resolving them. The result is a more efficient environment for employees tasked with maintenance, allowing them to focus on other important tasks, such as preventative maintenance and improving safety standards. Overall, this creates a safer and more comfortable environment for everyone in the building and benefits the institution and its employees.

1.3. Recommendation

Providing training for employees responsible for building maintenance can enhance their ability to efficiently identify, prioritize, and provide solutions for issues in each room. Through training, employees can learn how to effectively use tracking systems, troubleshoot complex issues, and develop problem-solving skills. Additionally, regular

reviews of the maintenance program can help identify areas that need improvement and ensure that issues are promptly addressed, resulting in a safer and more comfortable environment for occupants.

1.4. Justification

Implementing a system to track issues in a building can bring many benefits, including reducing manual effort and maximizing technology usage. Such a system can automatically identify and track issues in each room, freeing personnel to focus on other tasks. In addition, real-time updates in the application can make it easier to track progress and ensure that documents and issues are addressed promptly. Overall, implementing a system for tracking issues can increase efficiency, accuracy, and technology utilization while saving time and effort.

BUSINESS CASE ANALYSIS TEAM

This section describes the roles of the team members who developed the business case. It is imperative that participants and roles are clearly defined for the business case as well as throughout the life cycle of the project.

Role	Description	Name
Project Manager	Manages the business case and the team. Provides support in overseeing the project's completion	Ian Onrubia
Document Specialist	Provides support in the project's process improvement.	Karlo Boongaling
Development Team	Provides technical support in the project.	Alexis Martin Vladimir Perez Yuan Serafico
Executive Sponsor	Provides executive support for the project.	Mr. Jose Manuel V. Garcia Mr. Jojo F. Castillo

PROBLEM DEFINITION

1.5. Problem Statement

The process of handwritten reports can be tedious and time-consuming, leading to inefficiency and errors in the documentation process. This can result in a lack of clarity and accessibility to important information for stakeholders such as managers and other employees who require accurate data in a timely manner. The current system also has unnecessary steps that could be eliminated when digitized such as rewriting the information from the logbook onto an incident report to be submitted to the Information Technology Resource Office (ITRO) or Building Maintenance Office (BMO).

1.6. Organizational Impact

SurveiRams facilitate the digitization of work processes by reducing the use of paper among employees. Security personnel quickly report incidents they encounter, which allows for a faster response time and enhances overall safety measures within the organization. BMO and ITRO faculty members will also receive the incident reports as soon as a guard logs it, instead of waiting for the rewritten version.

1.7. Technology Migration

In order to address the issues brought on by the manual administration of security personnel, BMO, and ITRO, the team will develop a mobile application called SurveiRams that automates the manual documentation procedure. The migration from manual administration to SurveiRams will improve the overall efficiency and accuracy of the security personnel reporting process. As the data will be securely stored and easily accessible to the cloud, it will enable faster decision-making and reduce the risk of errors or discrepancies in reporting.

PROJECT OVERVIEW

1.8. Project Description

This project will be concerned with the creation of a mobile application for the security personnel and several offices of APC, wherein they can log and view incident reports. This is to digitize the security personnel's recording process, as well as boost their

productivity. There will be different accessible features available depending on the user, which is based on what office or department they are from.

1.9. Goals and Objectives

The main goal of this project is to create SurveiRams, a ticketing mobile application for APC's security personnel, ITRO, and BMO.

Specifically, said application should:

- Serve as a centralized location that the guards will log their patrols on
- Digitize the manual documentation processes of Security, ITRO, and BMO
- Assist users in making decisions by providing insights based on data collected

1.10. Project Performance

The mobile application SurveiRams must have the following features for the project to be successful:

1. A repository wherein the user has the ability to create, read, and update incident report and logs.
2. A dashboard where an administrator is able to view insights drawn from the stored data from the reports. The following information should be seen on the dashboard:
 - a. How many resolved and unresolved incident reports there are
 - b. The department and floor that ranks highest with regard to the number of incidents that occurred
 - c. What kind of incident occurred the most
 - d. How many incidents occurred per floor
 - e. How many incidents are reported per office

1.11. Project Assumptions

Below are the initial expectations about the proposed system:

1. Resources requested in the Cost Management Plan will be provided.
2. The project team have the skills required to complete the project
3. Stakeholders will provide necessary information to the project team regarding their current system and business needs.
4. Relevant stakeholders will cooperate with the team during training and implementation.
5. The project team is using a Hybrid Methodology (Agile mixed with Waterfall).

1.12. Project Constraints

The initial limitations for the proposed project are listed as follows:

1. Only two (2) developers are focused on developing the mobile application.
2. This project aims to solve business needs only for the BMO, ITRO, and Security Personnel
3. The features of the mobile application are for aiding the processes regarding logs, patrolling, and incident reports.

4.6 Major Project Milestones

In order to facilitate the team's advancement towards project completion, the subsequent milestones and deliverables have been recognized for this project.

Project Milestones	Start Dates
Initiation	04/11/2023 – 05/12/2023
Develop a Project Plan	05/15/2023 – 09/12/2023
Analysis	09/13/2023 – 10/10/2023
Design	10/11/2023 – 04/01/2024
Testing	04/02/2024 – 04/25/2024
Implementation	04/18/2024 – 06/26/2024
Close Project	07/27/2024 – 08/12/2024

STRATEGIC ALIGNMENT

SurveiRams has the same goal as BMO, and ITRO in enhancing and refining the manual verification system into a mobile application that serves as a patrolling assistant focusing on its reporting system aspect to develop a more digitalized, efficient, and sustainable method of keeping up with the security personnel's daily operations. That also improves employees' productivity by creating a more effective and efficient environment. Overall, this strategic alliance is expected to result in a sustainable and innovative solution to revolutionize security personnel's operations while improving business productivity simultaneously.

COST BENEFIT ANALYSIS

The process of cost-benefit analysis will assist in evaluating the relative advantages of the SurveiRams System project compared to the expenses it entails.

Benefits:

The SurveiRams project can provide several benefits, including:

- **Improved efficiency and productivity:** The implementation of a digitalized system can optimize reviewing system reports by reducing paper documents, which can result in more efficient and effective work by allowing employees to focus more on higher value tasks.
- **Enhanced accuracy:** The automated system can help reduce human error, providing a more accurate method of determining whether the security personnel have completed their assigned tasks.
- **Better decision-making:** The application can provide analytical insights that can help the stakeholders interpret data reports and patterns, making decision-making more informed and strategic.
- **Increased security:** The SurveiRams can help ensure building security by identifying anomalies or incident reports, aiding in monitoring and preventing future security breaches.
- **More sustainable and cost-effective:** By digitizing the current system, the project can eliminate the need for excessive paperwork, making the entire process more sustainable and cheaper in the long run.

Costs:

- **Cost Savings:** SurveiRams reduces the use of paper. This also results in cost savings and increased productivity. Paperless documentation increases the efficiency of data transmission by reducing paperwork and physical contact like couriers and printers.
- For more details regarding the project costs, see the Appendix.

4. ALTERNATIVES ANALYSIS

Status Quo – One alternative to this project is keeping the current system. This means that no changes in personnel or materials will occur. Sticking to the status quo was rejected as an option, as this system proved to be tedious and time-consuming.

Modification of Current System – Another alternative for SurveiRams is simply adding some minor changes to their current system, but will not be digitized. An example of this is removing the logbook from the process and having the guards directly log their reports on an Incident Report form. This is also not a viable option because it is still going to be time-consuming. The forms will still be then digitized by the concerned office.

APPROVALS

Approved by the Project Sponsors:

Date: April 2023

Mr. Jojo F. Castillo
Executive Director, Technical Services

Mr. Jose Manuel V. Garcia
Campus Architect



APPENDIX: PROJECT BUDGET BREAKDOWN

SurveiRams Ticketing System				
Budget	PHP 1,547,950.80	Project Duration	9.5 months	
Project Cost Elements				
Manpower Cost: Estimate <i>*based on glassdoor</i>				
Role	Average Salary (monthly)	Number of persons	Number of months	Total Salary
1. Quasar Front-end developer – junior level	PHP 35,000.00	1	4	PHP 140,000.00
2. Back-end developer – junior level	PHP 25,000.00	1	4	PHP 100,000.00
3. Project Manager	PHP 42,250.00	1	9.5	PHP 401,375.00
4. Software Tester	PHP 25,485.00	1	1	PHP 25,485.00
5. Documentation Specialist	PHP 16,000.00	1	9.5	PHP 152,000.00
Total				PHP 818,860.00
Hardware				
Item(s)	Price per Unit	Number of Units	Total Cost	
1. Laptops (Lenovo IdeaPad 5 15)	PHP 40,999.00	5	PHP 204,995.00	
2. Logitech Mouse (Wireless mouse Logitech M191)	PHP 804.60	5	PHP 4,023.00	
3. Keyboard (A4Tech KRS-92 Natural_A FN Keyboard)	PHP 499.00	5	PHP 2,495.00	

4.	Printer(Canon Pixma E3370 Inkjet Printer)	PHP 5,595.00	1		PHP 5,595.00
					Total
					PHP 217,108.00
Software					
	Item(s)	Price per License	Number of Licenses	Number of Months	Total Cost
1.	Quasar	*free of use	2	10	
2.	Github	*free of use	2	10	
3.	Visual studio	*free of use	2	10	
4.	Openproject	*free of use	5	10	
5.	MS Teams Essentials MS 365	PHP 1,126.00	5	10	PHP 11,260.00
					Total
					PHP 11,260.00
Recurring Payment					
	Item(s)	Fee per Month	Number of Months		Total Cost
1.	Monthly Rent 25 sqm – Better Living Triple Tech bldg.	PHP 20,000.00	10		PHP 200,000.00
2.	Electric bill Meralco	PHP 5,000.00	10		PHP 50,000.00
3.	Internet bill FlexiBiz 120	PHP 6000.00	10		PHP 60,000.00

			Total	PHP 310,000.00
Onetime Payment				
	Item(s)	Price	Number of months	Total Cost
1.	Internet bill FlexiBiz 120 – installment fee	PHP 5,000.00	1	PHP 50,000.00
			Total	PHP 50,000.00
Contingency Cost				
	Item(s)	Price		Total Cost
1.	Estimated contingency cost (Total overall costings * 10%)	PHP 140,722.00		PHP 140,722.00
Estimated Total Project Cost				
Grand Total				PHP 1,547,950.80