BUSINESS CASE
SURVEIRAMS

ASIA PACIFIC COLLEGE
3 HUMABON PLACE, MAGALLANES
MAKATI CITY, 1232 METRO MANILA

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1. EXECUTIVE SUMMARY

The SurveiRams system is a digital solution aimed at enhancing the security personnel's daily operations at APC. The existing manual verification 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. Overall, implementing a digital system can improve efficiency, accuracy, safety, and reduce the workload of guards.

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. The use of sensors or monitoring devices can help detect issues that might be missed by manual inspections, leading to greater accuracy and consistency. In addition, real-time updates can make it easier to track progress and ensure that issues are addressed promptly. Overall, implementing a system for tracking issues can increase efficiency, accuracy, and technology utilization while saving time and effort.

2. 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 of the project.

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

3. PROBLEM DEFINITION

3.1. 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.

3.2. 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.

3.3. Technology Migration

In order to address the issues brought on by the manual administration of security personnel, BMO, and ITRO departments, the team developed 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.

4. PROJECT OVERVIEW

4.1. 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.

4.2. 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:
- Develop a centralized location where the guards can log their patrols,
- Automate the manual process of documentation, and
- Provide analytical insights to interpret data reports and patterns for assisted and effective decision-making

4.3. Project Performance

SurveiRams will be considered a success if the following features are achieved:

- A repository shows that the user can access to create, read, and update incident reports and logs.
- An analytics dashboard is shown where an administrator can see the available insight for the accumulated reports. The said dashboard could present the following information:
    - Number of resolved and unresolved incident reports.
    - Which department and floor has the most incidents that occurred
    - Type of incident that occurred the most
    - Number of incidents that occurred on each level
    - Number of incidents addressed to each office

4.4. Project Assumptions

Below are the initial expectations about the proposed system:
1. The system built is only accessible for Asia Pacific College institution only.
2. The developers who will work on this project are fellow APC students who will continue the development of the system by providing additional features.

4.5. Project Constraints

The initial limitations for the proposed project are listed as follows:
- The amount of financial resources accessible to the team during the project's initial stage of development.
- The availability of resources, such as developers, that the organization can assign and concentrate exclusively on the project.

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.

Milestones/Deliverables	Target Date
Project Initiation	03/31/2023
Project Plan Review and Completion	04/14/2023
Project Kickoff	05/14/2023
Phase I Complete – Analysis	06/15/2023
Phase II Complete – Design	07/30/2023
Phase III Complete – Testing	09/15/2023
Phase IV Complete – Implementation	10/27/2023
Closeout/Project Completion	11/10/2023

5. STRATEGIC ALIGNMENT

SurveiRams has the same goal as Building Maintenance Office (BMO), and Information Technology Resource Office (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 resulted in a sustainable, innovative solution to revolutionize security personnel's operations while improving business productivity simultaneously.

6. 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 cost-effective in the long run.

Costs:
- Cost Savings: SurveiRams reduces the use of papers. This also results in cost savings and increased productivity. Paperless documentation increases the efficiency of data transmission by reducing paper works and physical contact like couriers and printers.
- Cloud Cost: According to Amazon AWS Pricing in the Asia Pacific region, their cloud storage will cost $0.025 (PHP 1.38) per GB for the first 50 TB and will cost $0.024 (PHP 1.33) per GB on the next 450 TB. This will be cheaper than physical storage in the long run.

7. 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.

8. APPROVALS

The project approval should come from the project sponsor and key stakeholder — Mr. Jojo F. Castillo, Executive Director, Technical Services.