Comments Matrix

# MNTSDEV – Re-defense Finals

**(Mr. Jayvee M. Cabardo)**

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| **COMMENT** | **RESPONSE** |
| *I want to see what you are presenting written on the paper.* | The proponents connected their presentation to the finals paper after the re-defense. |
| *The basis of the percentage on the second specific objective is unclear.* | The proponents removed the percentage. |
| *Why are you targeting the percentage on the second specific objective as a basis that you have successfully delivered your promise to ITRO? Include in paper.* | The proponents removed the percentage. |
| *Tell more about your understanding of the pain points to the audience.* | The proponents added an explanation in the **technical background of the current system** about the pain points. |
| *Technical Feasibility, you stated that the computer is able to run on Windows 7, you might want to update that to a better system.* | The previously stated “Windows 7” spec, written in the technical feasibility, is now updated to:  **“…OS: Windows 10 Pro (64-bit)…”** |
| *Clearly identify the client and server.* | The proponents clearly identified the client and server. Client is the APC community, and the server is the ITRO. |
| *In technical feasibility, not sure if it’s the client side or server side.* | The proponents fixed the technical feasibility to determine the client and server side. Interaction explained between the client and server side. |

**(Ms. Rhea-Luz R. Valbuena)**

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| **COMMENT** | **RESPONSE** |
| *Is the project just a website?* | No, the project is still a web portal because of the Login System using the APC’s Microsoft account, which can also Inquire and ask for assistance from the ITRO. |
| *What example of information are you getting from the outside?* | The information that the web portal and the ITRO gets from outside sources are the links with solutions to a problem the ITRO has no ownership of.  An example of this are information about creating a linked in account. |
| *What specific issue is asked that requires an information that is retrieved from the outside?* | Issues that the ITRO has no ownership of, but are using to provide quality education such as Linked In Learning. |
| *clarify what are external information that will be linked in the web portal?* | Links that have solutions coming from a site or location where the concern is such as Information about Linked In Account. |
| *Web Portal title does not matter; you are making a website that would produce some links that will possibly answer questions.* | The proponents updated the project to have customer service provided with the help of the following features:   * **A monitored chat system** * **A search algorithm** * **A notification system.** |
| *What in the SOP is being answered by Objective Number 1?* | The proponents fixed the objectives to relate them to the statement of the problem |
| *Some SOP and Objectives are disconnected.* | Statement of the problem and objectives are fixed and connected |
| *Will your system be able to address issues that are not inquiries such as "Miss Rhea needs help with access to her laptop, right now."?* | Yes, with the help of the notification system, the ITRO can have an immediate depending on the availability of the ITRO Personnel response to the school personnel. |
| *Customer support is not just asking questions.* | The web portal does not provide only simple questions and inquiries but also immediate assistance depending on the availability of the ITRO Personnel, especially for the school personnel. |
| *Objective No.1 is linked to SOP no.2.* | The proponents fixed the statement of the problem to relate them to the objectives. |
| *Be very careful when using the word Customer Support.* | The web portal has features that helps provide customer support such as a monitored chat system, a search algorithm, and a notification system. |
| *Customer support that are non-inquiries shouldn't exist on your website since you have stated that it is only an informative system.* | The web portal has features that helps provide customer support such as a monitored chat system, a search algorithm, and a notification system. |
| *Why do you have a chat system and an objective that gives costumer support if it is only informative?* | The web portal has features that helps provide customer support such as a monitored chat system, a search algorithm, and a notification system. |
| *If you want to provide customer support, then it shouldn't only be informative.* | The web portal has features that helps provide customer support such as a monitored chat system, a search algorithm, and a notification system. |
| *No. 1 Objective already has a disconnect.* | Objective No.1 is connected to SOP No.1. |
| *If you want to provide customer support, then add a ticketing system.* | The difference between the ticketing system and our project is that an individual can expect an immediate response, depending on the availability of the ITRO Personnel, with the assistance of a notification system to an individual problem. |
| *A ticketing system is linked to Objective 1 and 2.* | The proponents fixed the project to relate them to the objectives. |
| *Objectives are not clear.* | The proponents updated the objectives to ensure clearness. |
| *What is Objective 3 linked to?* | Objective No.3 is linked to SOP No.3 & No.4. |
| *There is a better way to address SOP 3 & 4 because you are just saying there is info in just one location? You can say "through a module that identifies available numbers of resources that can be borrowed."* | The proponents took this suggestion with slight changes such as replacing the module with a system. |
| *What is that one location on the objectives?* | The proponents fixed the project to relate them to the statement of the problem. The one location means one page or dashboard. |
| *Where is the mobile version in the product vision.* | The proponents updated the product vision to include the mobile version of the web portal. |
| *The product vision should have all the promises.* | The proponents updated the product vision to include all of the features of the web portal:   * List of FAQs Article (via text, image, & video). * A search algorithm for the FAQ Article. * A monitored chat system that tracks progress of inquiries. * A notification system that sends notification online (via a page in the web portal) and offline (via sms). |
| *The chat system is a good idea.* | The chat system was improved more with the help of an additional notification system. |
| *How do you intend to do the Digital Signage?* | The proponents removed the digital signage in the project. |
| *One of the papers required in making a Digital Signage is the layout.* | The proponents removed the digital signage in the project. |
| *Are you sure you want to add a Digital Signage? Or a website that has information could suffice for now?* | The proponents removed the digital signage in the project and focused on the information and customer support web portal. |
| *Committing to making the software first is better, and let Digital Signage be done on SOFTDEV if there is time.* | The proponents removed the digital signage in the project. |
| *Software and Digital Signage is the same system but two different implementations.* | The proponents removed the digital signage in the project. |
| *There are a lot of releases in the release plan.* | The proponents reduced the releases from 9 to 5. |
| *Even if there is no presentation, will there be a release?* | The proponents mark their release every mid and final term of a semester until March 2023. |
| *You can make many innovations in your current prototype.* | The proponents reduced and changed some major and minor features of the web portal knowing that there is a lot of opportunities of innovation. |
| *Search algorithm isn't easy to create.* | The proponents are ready for the hardship they may encounter creating the project. |
| *Where would I type in my inquiries on your prototype?* | An individual will go to chat on the ITRO dashboard and add chat to send an inquiry. |
| *Where is the chat progress in the prototype? That should be in the documentation.* | The chat progress is the above of the send a message bar. |
| *When someone sends you a message, it will notify the person, it will have automatic sms sent to the person. That is an intelligent notification algorithm. For example, "Three inquiries about \_\_\_".* | The web portal added a notification system related to this. |
| *Where is the monitoring system in the documentation?* | The chat progress is the above of the send a message bar, it will monitor if an inquiry is done or in progress. The monitor also can be seen in the Notification. |
| *You are the system analysts and your client is the Technologists.* | The proponents kept this in mind while updating the project. |
| *You also have reports for the systems.* | Reports of the system will be based on the records of the database. |
| *You are right with the costumer support when you add the monitoring and notification system.* | The proponents kept this and added minor improvements. |
| *Revised your paper that highlights that system that your web application/mobile application does.* | The paper, specifically the Proposed Technical Background highlights the features of the system and what it does. |
| *One of the processes, is the ability of the costumers to put in concerns, issues, and inquiries.* | A chat system will be the ability of the customers to put in concerns, issues, and inquiries. |
| *Second process is the ability of the system to notify.* | The notification methods will notify the ITRO online and offline if there are newly posted inquiries, concerns, and needed assistance.  Online through web portal notifications.  Offline through sms notifications. |
| *Third process is attending to the request by the manual people. The chat bot should be able to help.* | A chatbot is one of the innovations we look for in the project, knowing that there are few numbers of ITRO personnel. |
| *Fix the app first.* | The proponents decided to omit the Digital Signage and focus on creating the software system first. |

Comments Matrix

# MNTSDEV – Finals

**(Mr. Jayvee M. Cabardo)**

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| **COMMENT** | **RESPONSE** |
| Outdated terminology such as the “Online Bulletin board” | The proponents changed **Online Bulletin Board** and replaced it with **Digital Signage**. |
| Not appreciating the current systems of APC compared to other schools | The proponents aim to provide a Web Portal that helps the ITRO answer inquiries so that the emails sent to the Outlook of ITRO is focused on news and updates from the school. |
| lacks understanding in the problem, solution, and process. | The proponents went back to study research design thinking and held meetings with their Client, Adviser, & Instructor.  They then proceeded to update their SOP. |
| No problem in communication, lacks innovation | The proponents updated the SOP, and it does not mention communication anymore.  **Innovative features** of the Web Portal are the **inquiring chat systems, digital signage,** and **Mobile version of the Web Portal.** |
| *Try to create a project about the ITRO outlook email.*  *The ITRO email is used a lot for inquiries from the students.*  *Use this as a guide to create a project for ITRO.* | The proponents' proposed web portal will handle customer inquiries, with the intent that inquiries sent to the ITRO email will be reduced.  The Web Portal will be handling the inquiries through:   * **Inquiring through a chat system that tracks the completion of an inquiry.** * **How-to articles (text & video)** * **FAQs** * **Digital Signage (showing a dashboard of the availability of equipment, personnel, and laboratories.** |

**(Ms. Rhea-Luz R. Valbuena)**

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| **COMMENT** | **RESPONSE** |
| Not compelling as alternative solution compared to the existing platforms | The proponents added:   * **Notification System** * **Digital Signage** * **Mobile Version of the Web Portal** * **Inquiring system through chat that tracks completion of inquiry** |
| Extra process for the teachers | The Web Portal is now specified for ITRO. |
| Adding another platform may not be the solution for students not checking their email | The proponents updated their SOP in the perspective of ITRO such as:   * **ITRO receives multiple inquiries of similar problem.** |
| E bulletin board is not necessary | The proponents changed it into digital signage. |
| Still not clear why people want to adapt our proposal. | This will serve as a Web Portal specifically where the APC Community can inquire to the ITRO. It has features such as:   * **Notification System** * **Digital Signage** * **Mobile Version of the Web Portal** * **Inquiring system through chat that tracks completion of inquiry** |
| Too much solution without understanding the problem. | The proponents once again interviewed their client to further understand the problem before removing and refining the SOP, Objectives, and Proposal. |
| The problem is not connected with the solution. | The proponents re-wrote their SOP and Objectives to make sure they are connected. An example is:  **SOP:** ITRO receives multiple inquiries of similar problem. **Objective:** To reduce the number inquiries on the same issue/concern by 50%. |
| Maybe think about notifications? | The proponents added a notification system to their proposal. |
| Don't include other offices, focus your scope on ITRO. | The Web Portal is now specified for ITRO. |
| Maybe the problem you are presenting is a process problem. | The proponents updated their SOP, and omitted the specific problem that is a process problem.  All the specific problems now are not specific problems. Example: **ITRO receives multiple inquiries of similar problem.** |
| Maybe FAQs are the only thing the client needs. | The ITRO email is used a lot, so an FAQ will not solely be able to solve the problem, which is why the proponents are proposing a Web Portal. |
| The wireframe is not connected with what you're proposing. | The proponents re-did their wireframe. |
| The Bulletin Board is too old of a term. | The proponents changed **Online Bulletin Board** and replaced it with **Digital Signage**. |
| New terms are Message Boards, Internet Fora, Discussion Groups. | The proponents are now using an updated term, **Digital Signage**. |
| Maybe think of a search algorithm. | The proponents will have a search system that will perform a search algorithm within the Web Portal. |
| The design of the wireframe is not appealing. | The proponents re-did their wireframe. |
| Information focus on ITRO. | The Web Portal is now specified for ITRO. |
| Web Portal can help with who will answer an inquiry, and you may also provide a chat bot. | The proponents added features where the ITRO’s customers can inquire through a chat system. The chat system can also track if an inquiry is successfully answered or still in the process.  The proponents will not add a chat bot since there will also be a search system that will perform a search algorithm within the Web Portal. |