**Business Case**

**RAM-IT: ITRO’s ChatBot & Ticketing System**

**Asia Pacific College**

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**April 13, 2023**

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# Executive Summary

This business case will tackle on business concerns regarding the proponents proposed project RAM-IT, business concerns like, the benefits of the project, the recommendations that the proponents can bring, the justifications to give importance to why the project is needed for the specific problem it is trying to solve. This document will also have information regarding the current details in its development cycle, for example, the milestones, the performance, the constraints, and the assumptions.

## Issue

APC’s ITRO has been able to handle inquiries ever since its establishment in the school, whether it was through their Outlook E-mail or through In-person inquiring. It was fully accepted by the community, but there are still some lacking capabilities with their existing methods on handling inquiries like:

* Being unable to provide support or answer inquiries in a time efficient manner due to unavailability of the ITRO staff because of demanding and abundant workload.
* Being unable to delegate, organize, and track the progress of current and incoming inquiries.
* Having no tracking mechanism on the priority levels of the inquiries that may be given to them that can lead to FAQs being answered one-by-one instead of the staff focusing more on specific concerns that need their attention.

## Anticipated Outcomes

Once the ITRO has implemented RAM-IT as a system for managing and handling their inquiries, it will enable them to have a faster way on handling FAQs through the chatbot, they will be able to answer the urgent and high-priority tasks with the priority feature, and they will also have the data like records, and reports be available to them in the system. This will also benefit APC and the community as it enables them to have their inquiries answered promptly and effectively. The end state of this project is for the system to be fully implemented in the ITRO and the APC community using this system for their inquiries and concerns.

## Recommendation

There are many types of technology that can solve the business problem, but the proponents have decided that a ticketing system with a chatbot feature will be the optimal choice. This is because it enables the ITRO to have a better and more efficient way of handling FAQs through the chatbot having prompted answers for frequent concerns that come from the community. A more effective way of handling specific concerns that are asked online is through the ticketing system and its chat feature in which the inquirer can communicate with an ITRO staff via chat. This also assists them in managing these inquiries, in terms of delegation of tasks and prioritizing the urgent concerns. It also enables them to have records and reports to give them data regarding the concerns that they face and how abundant they are given a span of time which are all available and displayed in the system.

## Justification

RAM-IT should be implemented as a system that enables ITRO to handle and manage inquiries, because it improves efficiency in terms of time and method of answering inquiries. Helpdesks and/or ticketing systems have been implemented in numerous companies and schools because they are helpful on enabling their respective technical offices on managing their inquiries, as well as have the inquirers having a designated platform to track and send their inquiries to the ITRO. It should also be implemented as the system can be further improved upon by the ITRO, for example, adding more features that are present in other existing ticketing systems that may benefit the project. The unique feature about RAM-IT is that it enables an efficient communication for two kinds of questions whether it be frequently asked questions which are answered through the chatbot if the inquiry is present there or specific questions which are addressed by the ITRO and will be communicated with them through the chat feature.

# Business Case Analysis Team

|  |  |  |
| --- | --- | --- |
| Member Name: | Role | Role Description |
| Jayson Aloya | Project Manager | Manages the whole project and leads the project to success. Communicates with Stakeholders and oversees the whole team’s works. |
| Marc Julian Sajul | Front End Developer | Programs the UI of RAM-IT. |
| Marc Zamora | Back End Developer | Programs the UX of RAM-IT. |
| John Christopher Langcauon | Documentation Specialists | Create the necessary paper deliverables of the project as well as documenting the whole process of completing the project. |
| Jan Gabriel Prion |

# Problem Definition

## Problem Statement

The ITRO has been handling inquiries regarding technical concerns, concerns can range from password problems, borrowing equipment, and many more. They do this with the use of Microsoft Outlook and allowing students to inquire in-person by visiting the ITRO office. The problem with this method however (especially for online inquiries) is that time for inquiries to be addressed will always vary with the ITRO’s availability. Another problem is that ITRO doesn’t have a method to track all their inquiries all at once in a single page, leading them to always backtrack within their e-mails. Lastly, they are unable to identify if the concerns being given to them are questions that already have answers to them before or specific questions that need their communication to be resolved.

## Organizational Impact

RAM-IT will influence how and where inquiries regarding ITRO will be sent and addressed. It will modify the way ITRO can track, delegate, and address inquiries, as well as make inquiries from APC community members more trackable and easier to follow.

Existing roles can change as documentation is given an emphasis in the first months of planning, with these developers are adjusted to assist on documentation roles, but later on when the development phase starts, they will continue on with their developer role.

## Technology Migration

The project will have a tremendous impact in terms of proficiency on handling the basic necessity on answering the problems of the previous system that was in-place The project will be implemented in the cloud servers and promote the website from there on

# Project Overview

The project overview for RAM-IT provides details regarding the project’s description, objectives, performance, and more details regarding the project’s identity. As the project progresses further into its development phase, these parts will be expounded and/or changed based on the circumstances that will appear when developing the project.

## Project Description

With the ITRO having abundant online inquiries by the HyFlex status of Asia Pacific College, the e-mails that contain inquiries from the members of the APC community might get ignored or be buried by other e-mails, especially if the ITRO staff is not available at that time due to workload that requires them to be elsewhere. ITRO also has a problem where they cannot track the current inquiries that they have started addressing, details like when the inquiry was addressed, solved, and who solved it, these are data that are hard to track in the form of just writing down notes from the taken inquiries in Outlook. The project team had decided that they will create a system where both FAQs and specific inquiries will get answered by the ITRO as soon and as effectively as possible. The team will do this in the form of developing a ticketing system along with features like a display of all tickets, open, pending, and closed, a chatbot where the inquirer can prompt out FAQs and their solutions, notifications, and a ticketing system that comes with a chat, where once inquirers tickets have been accepted, inquirers are allowed to communicate with the ITRO staff assigned to them.

## Goals and Objectives

These are the following business goals and objectives.

* Have a system in which ITRO can manage inquiries, track inquiry data, and answer FAQs immediately.
  + This is the main objective where the team must develop the system that contains all the promised features that were mentioned in previous parts of the business case.
* Have better ITRO-to-APC community member communication regarding technical inquiries that need to be addressed by the ITRO.
  + The project can create better communication as it also promotes little to no interaction with the chatbot as the chatbot itself can answer frequent inquiries from the APC community members. With this, ITRO staff can focus more on communicating with the ticket submissions and high-priority inquiries and concerns.
* Have the ticketing system promoted and used across the whole APC community.

## Project Performance

The following table lists the key resources, processes, or services and their respective business outcomes that will measure the performance of the project.

|  |  |
| --- | --- |
| Key Resource/Process/Service | Performance Measure |
| Inquiry Response | The system will be able to help ITRO and inquirers to have a centralized platform resulting to inquirers having more assurance and promptness to be answered. |
| Chatbot feature | RAM-IT Chatbot will be able to answer 70-90% of the frequently-asked-questions that are sent by the inquirers. |
| ITRO Specialists | With the assigning function, the person delegated to the ticket will have proper knowledge and will be able to assist the inquirer effectively. |
| Communication with the ITRO | The chat feature allows the inquirer and the ITRO to have a better communication line to solve the concern or inquiry. |

## Project Assumptions

* Resources and budget will be secured for the whole development cycle of the project.
* The project team will have the skills and knowledge required to develop the project successfully.
* The stakeholders will be able to provide input to further improve the project during its development.
* The project with complete features will be tested for approval from the stakeholders and the client.
* The project will remain in its scope for the whole duration of the project.

## Project Constraints

These are all the current constraints that the project is facing. The list will change as the project goes through all the changes during its phases of development.

* The system can only be accessed by Asia Pacific College members with a working APC Microsoft account.
* The current project is limited to being a website that can be accessed through Desktop and Mobile by Asia Pacific College community members.
* The project requires internet access to be able to use the system.

## Major Project Milestones

|  |  |
| --- | --- |
| **Summary Milestone Schedule – List key project milestones relative to project start.** | |
| **Project Milestone** | **Target Date (05/28/2024)** |
| 1. Design Thinking | 04/05/2023 |
| * First Meeting with Project Team | 05/18/2023 |
| 1. Send Documents for Project Sponsor Approval | 09/01/2023 |
| 1. Create System Mock-Up | 09/29/2023 |
| 1. Develop Chat Bot Feature | 11/01/2023 |
| 1. Develop Ticketing Feature | 11/28/2023 |
| 1. Implement UI | 03/22/2024 |
| 1. Training the ITRO | 04/24/2024 |
| 1. Transferring roles to ITRO | 05/01/2024 |
| 1. Transferring deliverables to ITRO | 05/08/2024 |
| 1. Confirmation of Project Completion | 05/28/2024 |
| 1. Project Complete | 05/28/2024 |

# Strategic Alignment

The implementation of RAM-IT aligns with the business goals that the ITRO envisions, this includes:

* Efficient Inquiry Response
  + The system allows for efficiency in terms of time and effectiveness with its chatbot for FAQ responses, and the ticketing system accompanied with the chat feature that allows communication between inquirer and ITROIT specialist.
* Ticket/Inquiry Tracking
  + The system allows the ITRO supervisor and specialists to keep track of the tickets that are open, pending, and closed. It also enables the supervisor to delegate tasks and set the priority levels of the inquiries coming from the members of the APC community.

# Cost Benefit Analysis

The benefits of the developed project wouldn't be costly due to the client's and the university resources, with the given assistance it will be more than enough for the project to be deployed making it less costly than the other projects. The analysis of the cost will be beneficial to the client and the developers that wouldn't need additional resources that will need financially. Developing the project will not be encountering financial issues.

# Alternatives Analysis

Implementing Signages – During the earlier developments of the project, signages were proposed to accompany the system as it enables people inside APC to view information regarding ITRO, but this was debunked as the project already abundant amounts of features that are unnecessary.

Having automated delegation – When development was ongoing, the stakeholders proposed that the delegation feature of supervisor to IT specialist can be automated, it was considered by the project team but it wasn’t aligned with the ITRO’s system of delegation, leading for the idea to be debunked but considered.

# Approvals

The business case is a document with which approval is granted or denied to move forward with the creation of a project. Therefore, the document should receive approval or disapproval from its executive review board.