





+ MAKE INFORMED DECISIONS



+ BE MORE EFFICIENT

## What is Assessware?



Assessware is an idea for a web-based tool for our own in-house use to help us:

Easily keep track of the failure reviews / assessment queue.

Make better decisions with real-time metrics.

Spend less time copying assessment data in a Google spreadsheet and improve our efficiency on handling the workload.

## Why Do We Need Assessware?

"We need to identify and measure the assessments that need be resolved / rejected every day."

### **Online Dashboard**

When we need to stay organized and efficient, we'll have an appealing way for identifying each assessment we need to focus on at a point in time, quickly spot and reject / reload the easy stuff.

"We spend time checking each assessment on prod for type, submission date, and failure message."

## **Real-time Assessment Analytics**

When we need the details for an assessment, we can get an accurate insight and see them logically grouped.

"We are not always on the same page."

## **Easy Assignment Tracking**

When we need to know what is going on and minimize the duplication of resources, we can easily check the dashboard to **find out who's working on which assessment, assign assessments,** and more.

# Functional Requirements:

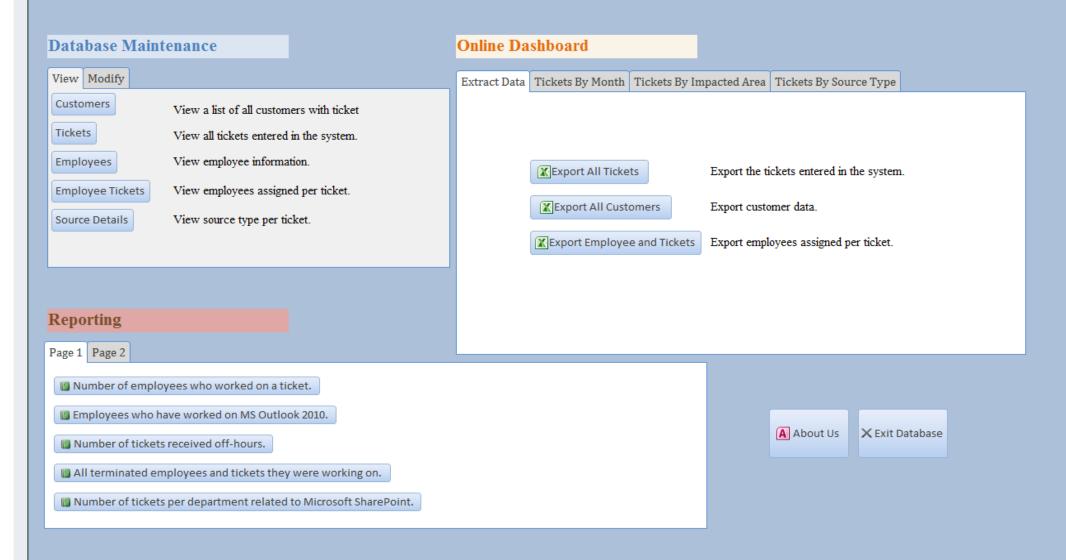
- 1. An online dashboard to analytically represent the:
  - Number of failures by type and submission date.
  - Number of assessments running on dev / prod
- 2. An automated up-to-date report with all failures on prod.
- 3. Easy way to track who is working on each assessment.
- 4. An up-to-date to-do list for each user.
- 5. Assign ownership for an assessment.
- 6. Mark a task as complete.
- 7. Automated e-mail alerts for a new assigned assessment to a user.
- 8. Automated e-mail reminders for updating the status of an assigned assessment.
- 9. Automate the process of sending an Assessment Report twice per day.

# Nonfunctional Requirements:

- 1. The tool needs to be accessible only within MiTrend.
- The tool needs to be accessible with each user's MiTrend username and password.
- The graphical user interface should use the company's standard logo and color scheme.
- 4. The tool must be accessible in Google Chrome.
- 5. Appealing view of what assessments we need to focus on at a given time.

# WPI Technology Helpdesk Ticketing System Final Project Business Data Management (MIS 3720, A'12)

#### **WPI** Technology Helpdesk Database



#### Online Dashboard

