ASP.NET Web Application

Group Members

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# Executive Summary - Micheal

This project design document examines and explains the project being completed by our group. We plan to develop and desktop application follow the instructions of our employers. The following document covers the background of the project, data gathering methods techniques, stake holders of the company, the purpose & constraints, scope and project requirements.

# Introduction – Waleed

Program called Techsupport is a desktop application flexible with Max, Linux, and Windows Operating system. This software is designed for the organizations that can store records of their customers and products with open and close dates. This app requires registration and also have a unique log in and log off menu. There are six different pages with different options for adding, tracking, deleting, editing customers and products including brief details like Titles, ID numbers, Contact details, City, Zip code, Country, Descriptions. Furthermore, these details once added can be searched with a unique Id number to find records of each Customer and products.

# Data Gathering Methods and Techniques - Corey

The group started our data gathering with text-based analysis of the supplied documents including assessments sheets and templates. As a team we identified important information within the documents and discussed it as a group to make sure we had an in depth understanding of task. Afterwards the team used an in person interview with the employers for this task. We used question which we had developed as a team to find any necessary information that was not covered in the text-documents. With the conducted interview the team was able to set out to complete the task with the information we accumulated as a result. At the end of this document the questions used during our data gathering can be viewed.

# Scope – Waleed

Scopefor Techsupport Application was consist of the following essential work that was required to complete the project successfully.

* The main objectives for the project is to make the application flexible that can be run on different Operating systems.
* Application will not cost a huge amount to company and will be completed on time.
* Other phases include Planning and requirements, Design phase, Development phase, Implementation phase, Maintenance phase.
* **Planning and Requirements**
* In Planning and requirement phase we focusing on begin phase, Read the assessment requirement sheet, discussing the details with each other, Creating MS project plan, preparing Interview questions, Interviewing client, Analysing answers, Create project requirement documents, Sign off and End phase.

# Background - Corey

The company which has given us the task is currently downsizing but they plan to franchise the operation ‘out’. Our employers work by selling to two type of customers, one is a user purchasing the product and the second is a user who already owns the software and his inquiring assistance. The problem is the company wishes to branch out internationally however their current software cannot be used on a desktop. The goal is to allow software over more platforms to allow minimum fuss for the customers hence why our software development team has been hired.

# Purpose – Andrei

The purpose of this project is to develop a software program to help companies and their staff with creating workplace incidents and reviewing them at the same time. Another purpose is of this program is to provide staff with Company product information and also keeps data of the company’s technical support staff members.

# Constraints – Andrei

The software will be only available for national use as of now and will be available to use internationally in the near future. Companies, Admins, and staff members needs to register and log-in their accounts to be able to use this application.

# Project Requirements – Waleed

**Company:** TechSupport

**General Manager:** David Hunt

**Project Manager:** Scott Green

**Developers:** Ben, Michael, Andrei, Corey, Waleed

**Over all program:** Home page, Login Page, Account page. Technician maintenance, Products maintenance, Customers Incidents, Add Customers.

|  |  |  |
| --- | --- | --- |
| **Req#** | Requirement Description | Priority |
| 1 | High authority level will make the account for users. | High |
| 2 | Login is must for the Customers, admins, users, Techsupport to use the software. | High |
| 3 | Software Must run on different operating systems | High |
| 4 | Installation of software is must to use it | High |
| 5 | User Name and password are require to login | High |
| 6 | Client and server system must meet the requirement installation. | High |
| 7 | Software has the install and uninstall package plan. | Medium |
| 8 | Software have the options to add records, modify records. | Medium |
| 9 | Program generates a unique ID for each client that registers | Medium |
| 10 | Records details can be searched by ID | Medium |

# Stake Holders – Ben

**Software Company which develop desktop solution** is the direct sponsor for this project, they have come to us to develop a system that helps sort companies technical support.

**Companies, Administrators and Staffs** are all direct stakeholders as they are end-users of this program.

**Developers** are direct stakeholders as they have an active interest in completing the project.

**Operator** picks up, verifies that the software license is legitimate, raises ticket, attempts to clear ticket with customer. If unsuccessful, ticket is escalated to level two.

**Field Technician** will claim ticket, attempt to clear ticket. If unsuccessful, ticket is elevated to level 3.

# Questions

.Would you describe the software as having a large scope, or a small one?

Large scope, but national-only at present.

.Is there a desired aesthetic for the application?

Up to you.

.What kind of security concerns do you have regarding the software?

Separate logins for level 1 and level 2 support. Administration login should be present in order to add additional level 1 and level 2 users.

Level 1 will be able to add customers if they are not registered.

.Should the software be constrained to a single webpage?

No.

.Does the software contain any form of login or account system?

Yes.

.If the software supports logins, should the main menu reflect on whether the user is an admin or not?

Yes.