**DEVELOPMENT OF AN ONLINE HUMAN**

**RESOURCE MANAGEMENT SYSTEM**

**FOR FUGELMAN SERVICES**

**PROVIDERS INC.**

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**CHAPTER 1**

**INTRODUCTION**

**Project Context**

Human Resource Management System (HRMS) is a simple web-based system that is designed and developed for Fugelman Services Providers Inc., (FSPI). HRMS is the term used to describe formal systems devised for the management of people within an organization. The responsibilities of a human resource manager fall into three major areas: staffing, employee compensation and benefits, and defining/designing work. Essentially, the purpose of HRM is to maximize the productivity of an organization by optimizing the effectiveness of its employees. This mandate is unlikely to change in any fundamental way, despite the ever-increasing pace of change in the business world.

Fugelman Services Providers Inc. was established in 1990. It is a manpower business or organization that established to provide a particular service that offers flexible, cost-effective and socially responsible solutions to the service contracting and outsourcing needs. The staffs can be relied upon as team players composed of professionals who get things done and deliver manpower and job services to hundreds of satisfied clients. Their management team, key branch personnel and the hundreds of their active manpower are self-motivated, proficient and trained professionals focused on raising the business productivity. FSPI has an average of 1500 workforces and are focused towards total customer satisfaction and beyond total customer delight.

During the FSPI’s first few years of operation, monitoring their workforces is not a problem. Their HR Manager knows all of the staff of FSPI and monitoring the Daily Time Record (DTR) of every employee is not a big deal. Thus, if one of their workforces has a problem, the managers or staffs assigned can easily monitor and recognized the said workforce and the HR can be able to follow up and solve the said problem easily. At present, this situation does not hold true anymore. The FSPI has now 4 branches in the Philippines and has an average of 1500 workforces. Every payroll of the month, the company’s Human Resource Manager would calculate every wages of their workforces according to their Daily Time Record paper manually. In result, there were workforces that would call to the office and will complain about inadequate wages that they have received because of there were not included days in their time keep. There was time that the office received lots of calls and their office staffs have to answer those calls one by one. Aside from that, there were times the office staff are much occupied answering phone calls every hour and in result their office work becomes overloaded.

It is for this reasons why, a proponent, being a former intern at Fugelman Services Providers Inc., gains an inspiration of developing an online called “Human Resource Management System” that will help the Human Resources of FSPI lessen the work and records their employees report systematically.

**Purpose and Description**

Human resource management system (HRMS or HR) is the strategic approach to the effective management of organization workers so that they help the business gain a competitive advantage, commonly known as the HR Department. It is designed to maximize employee performance in service of an employer's strategic objectives.

HR is primarily concerned with the management of people within organizations. HR departments are responsible for overseeing employee-benefits design, employee recruitment, training and development and performance appraisal.

Once the proposed Human Resource Management System is implemented for FSPI it will give benefits to the following:

1. **Workforces of FSPI.** The system helps them to have a contact directly to the HR provided of FSPI and they will no longer need to call or visit the company physically.
2. **HR staff of FSPI.** The proposed system will help the HR staff of FSPI lessen the work and records their workforces report systematically. Thus, it also helps them to monitor the DTR of their workforces.
3. **FSPI Company.** The system helps the company to lessen phone calls since the DTR of every workforce is not a problem anymore. All the records are consistent and can help the FSPI stay organized.

1. **Researcher.** It helps us to widen our knowledge when doing a website.
2. **Future Researcher.** This study will help the future researcher to gain knowledge and idea when doing Human Resource Management System.

**Objective of the Study**

The purpose of the study is to develop web-based Human Resource Management System that will increase the efficiency and productivity of human resource department will reduce the time consumption taken between processes by timely generating the necessary reports and statistics.

**General Objective**

The aim of this project is to provide and design a web-based application that allows the staff to simplify the human resource tasks and manage the employees in more effective and efficient way.

**Specific Objective**

1. To design a website for FSPI company with the following features:
2. Capable of adding an account to the system;
3. Capable of checking correctly the total attendance;
4. Capable of managing employee information;
5. Capable of updating and deleting the employee information;
6. Capable of sending the correct information of the workforces from the company to the clients HR department;
7. Capable of validating and managing the attendance;
8. Capable of storing information and data for each individual employee.
9. Able to meet daily transaction requirement such as marking absent and present and granting leave;
10. Able to store data in centralized location to reduce redundancy and increase consistency; and
11. To evaluate the proposed website using ISO/IEC 25010:2011.

**Scope and Limitation**

A web-based HRMS is a human resource management system will compass information about each employee, such as name, address, personal details etc. It will also have a higher speed of retrieval and processing of data. It can classify and reclassify the data. It also has a better analysis leading to more effective decision making. Also have a higher accuracy of information/report generated. Improved the quality of reports. The system can be manage by different user levels such as HR staff, HR admin, Admin, and head of the organization. A centralized database contains all the present and historic information about active and non-active employees of the organization. This HRMS is a single source for flawless employee’s administration, registration, analysis, employee life-cycle management, and all other crucial employee related information.

This HRMS does not include modules such as appraisal form management, and online recruitment. Also the automated payroll is not included in the system, and the absence of continuous up-dating of HRMS makes the information stale.

**CHAPTER 2**

**REVIEW OF RELATED LITERATURE AND STUDIES**

This chapter provides an overview of previous research on knowledge sharing and internets. Also presents the application tools used in making a website/system. It introduces the framework for the case study that comprises the main focus of the research described in the thesis.

**Technical Background**

Human Resource Management System is basically concerned with managing the Administrator of Human Resource Department in a company. A Human Resource Management System (HRMS), refers to the systems and processes at the intersection between human resources management (HRM) and information technology. It merges HRM as a discipline and in particular its basic HR activities and processes with the information technology field, whereas the programming of data processing systems evolved into standardized routines and packages of enterprise resource planning (ERP) software. The main objective of this paper is to reduce the effort of Administrator to keep the daily events such as attendance, projects, works, appointments, etc. This paper deals with the process of identifying the employees, recording their attendance hourly and calculating their effective payable hours or days. This paper should maintain the records of each and every employee and their time spend in to company, which can be used for performance appraisal. Based on that transfer, removal, promotion can be done.

Web pages, which are the building blocks of websites, are documents, typically composed in plain text interspersed with formatting instructions of Hypertext Markup Language (HTML, XHTML). They may incorporate elements from other websites with suitable markup anchors. Web pages are accessed and transported with the Hypertext Transfer Protocol (HTTP), which may optionally employ encryption (HTTP Secure, HTTPS) to provide security and privacy for the user. The user's application, often a web browser, renders the page content according to its HTML markup instructions onto a display terminal.

In database, the following features are desirable in a database system used in transaction processing systems: Good data placement, the database should be designed to access patterns of data from many simultaneous users; Short transactions, enables quick processing. This avoids concurrency and paces the systems; Real-time backup, backup should be scheduled between low times of activity to prevent lag of the server; High normalization, this lowers redundant information to increase the speed and improve concurrency, this also improves backups; and good hardware configuration, hardware must be able to handle many users and provide quick response times.

**Related Literature**

According to the (statistics are obviously a major component of any analytical exercise, analytics involve a mental framework and logical understanding of the information at hand and the problems that need to be solved. In this way, analytics may be viewed as “communications device”, bringing together information from multiple sources to provide an actionable representation of current state and a likely future. By providing an evidenced-based approach to decision making, analytics is a logical method that enables technological manipulation of information to provide insight on relevant issues. [1]

This could be due to the fact that although HR professionals are excited about the potential of analytics, most of the literature surrounding this topic is more promotional than descriptive and provides title information about in how to translate ideas to practice. [2]

According to the analytics must be rooted in an understanding of the data to be used and the context under which that data was collected if any meaningful insight is to be gained. This understanding will help determine the resources that are required and the form that the analysis will eventually take. [3]

By measuring the 490 Human Resource Development Review 15(4) overall impact or “lift” of an intervention, these results may then be applied more broadly to provide further improvement of different areas. [4]

**The simple and first knowledge in an effective management of many enterprises. The article tackles concepts and techniques that will help the proprietors to manage inventories correctly. The study emphasized the importance of right and clean labelling system of storage and items. Inventory must be tracked properly by the use of available software which nowadays can be easily possible. Computer software ranging from spreadsheets, cloud-computing, document management system to different applications that allow easy storage and access of information. Implementation of “First In, First Out” policy in management ensures real time data and promotes good practice in tracking stocks and equipment status. The study explains that proper inventory management does more than ensuring neatness and organization. A well-executed inventory system reduces unworthy and inventory losses, reduces risk of theft, reduces item search time, consolidates product risk, and generally just makes running a business easier. [5]**

The researchers stated that management is an important task that can help an organization to achieve its target of maintaining necessary level of inventory and limiting waste. In this study, a model is presented for putting an online supply inventory system and placed in different parts of Bukidon State University, Alubijid External Studies Center. A type of system such as managing inventory in a university setting is assumed to help various facilities keep an updated status of their tools and equipment. [6]

Configure One’s Web-based E-Catalogue software called Concept E-Catalogue, is easy to implement and easy to use. Designed for both B2B (business to business) and B2C (business to consumer) operations, it fully integrates with Configure One’s configurator and CPQ software. The combined solution of Concept E-Catalogue, Concept E-Commerce, and Concept Enterprise Product Configurator provides you with a complete storefront solution that drives incremental revenue for your company. Featuring extensive content management tools, the E-Catalogue software may be administered and maintained without programming skills, freeing up your IT team. [7]

A leading provider of powerful and affordable it management software, announced the findings of its pro day 2018: a world powered by tech pros survey today. The results explore a world where technology professionals have the opportunity to be ‘tech proactive;’ in other words, what they would do if they had the time, resources, and ability to use their technology prowess to do anything—from improving it environments, to global societal challenges, and even their personal lives. The survey supports [it professionals day](https://www.globenewswire.com/Tracker?data=lOWOVBtbCwt1I6bUhIKTZfz25ndQ1Chq5vIF-2eA3ouYZq2IWBAwN1q0G4_Nli14YVlaBzvtMc-KgHb4cQ3hYEYaKpxcGhHT_CTmpezmVWra6A5TiIItwmhtp5lEUXRbw5-qmdUeAIotVe5KxZh1MhW0TzE9gXSn81UDFwu73rbO3g39jb0Dvpz6vQ_cMtst), which is observed on the third Tuesday of every September (September 18, 2018), and intends to emphasize appreciation for it professionals, the critical role they play in end users’ lives, and in operating a successful, modern business. “Today’s technology professionals face a tremendous amount of responsibility at work, from one-off user requests and help desk tickets to the expectation of continuous technology implementation,” said joseph kim, executive vice president and chief technology officer, solar winds. “as a result, they have very little time to dedicate to being tech proactive. In honor of all the work they do, we want to celebrate the fourth annual it professionals day by giving tech pros the freedom to explore all the ways they would use their technology aptitude to take their worlds forward—from it optimization to helping solve societal challenges like environmental sustainability.”[8]

The top performance issues faced by the service desk of the case organization are in areas of poor communication, high time consumption in service delivery, poor trouble shooting, poor knowledge of the agents, and confusing phone menu. The top four areas that need focus and improvement are Resolution Rate (RR), Customer Satisfaction (CSAT), Total Utilization, and Tickets per Agent per Week (TAW). In addition, there are mismatches between the employees and the management of the service desk regarding the rewards and recognition system. Performance of service desk is critical to an organization. The purpose of this paper is to examine the performance measurement system of a technical assistance center at one of the largest semi‐conductor manufacturers in the world. The study examines top performance issues faced by the service desk and provides recommendations to address these issues. [9]

Information technology has changed the way organizations function. This has resulted in reliance of HR to support users in dealing with a wide range of information technology-related problems such as hardware, software and telecommunication. The HR generally has to cover a wide range of information technology products and services. However, due to resource constraint, in particular the lack of HR staff, users often have to wait for a long time before their enquiries and problems are answered and solved. Literature has shown that the majority of incoming enquiries are considered to be “simple and routine”, and do not require specialized knowledge. The aim of this paper is to present the results of a survey that identifies the classification of simple and routine technical enquiries in a HR environment. This paper also discusses the development of help desks, ranging from support models to support structure. [10]

**Related Studies**

The researchers stated that HR management is an important task that can help an organization to achieve its target of maintaining necessary level of management and limiting waste. In this study, a model is presented for putting an online HR system and placed in different parts of Bukidnon State University, Alubijid External Studies Center. A type of system such as managing the management in a university setting is assumed to help various facilities keep an updated status of their tools and equipment. [1]

The researchers stated that there is an alarming demand to build Human Resource Management System that cater the needs of easy management. The researchers designed an integrated management system to ensure smooth and quick registrations, real-time stock-taking of consumables, and crowd management. [2]

Features are a single console for comprehensive management of the endpoint environment. The “single pane of glass” management capability is good for both midsize organizations with generalist-type IT skills or companies with disparate management systems, Quest said. It helps businesses proactively provision, manage, secure and service their growing endpoint environments. Through a single-pane-of-glass view, businesses can easily manage devices, mitigate security risks, address service tickets and audit for [compliance.](https://www.channelpartnersonline.com/2018/07/13/80-percent-of-companies-still-not-gdpr-compliant/) IT admins can also ensure that software licensing is being used efficiently to avoid waste, and to reduce time and resources required for troubleshooting errors. Additionally, KACE is future-ready to manage next-generation technologies such as IoT.Kace users will also see new dashboards for service desk, asset management, and endpoint communications that put widgets, links and new feeds all in one place.  A SysTray application has also been added to show the connection status of the agent for Windows and Mac and allows for easy restart of the agent or a forced inventory with just the click of a mouse. [3]

Adrenalin is a Web-based HR Software that automates critical   
business-to-employee strategic and administrative processes.  
Adrenalin HCM offers complete suite of solutions that span the entire  
HR Processes spectrum. 700 customers and over 800,000 users  
worldwide trust Adrenalin. With Adrenalin, Talent management is unified with recruiting, Onboarding, Performance Management, Talent Development, Compensation Management and Succession Planning in one system. [4]

Nadler (1979)3 made a distinction between human resource utilization and human resource development. He state that human resource utilization covers traditional functions of personnel administrations, whereas human resource development includes mainly training, education and development. He further identifies three main roles for the human resource development managers with some sub roles. [5]

Pereira (1985)6 studied Larsen and Tourbo’s (L & T), human resource development system. L & T introduced an integrated human resource development system before 1985. He traced process and history of human resource development system (HADS) and changes in it. They covers performance appraisal, training and organizational development. He pointed out that HRD department is now separated from the personnel department, critical attributes required for the job have been identified and the organization is heading towards the establishment of potential appraisal system. [6]

Sachdeva and Arora (1989)17 studied relationship between improving employee relations climate and human resource development in Eicher good Earth. They explored in detail the experiences in developing HRD system in the company. The feedback intervention was carried out, including an attitude survey to assess employer satisfaction covering 19 aspects of their jobs and organizational climate, ranging from job content and compensation to opportunities for development and union management relations. SWOT analysis was also carried out to identify areas requiring improvement and then HRD was implemented. After 15 months later, a significant change was observed. [7]

Get the skills needed to enter a career in management or human resource management. In Management you’ll focus on challenges facing managers, such as the relationship between people and organisations, performance, change, innovation and technology. In Human Resource Management you’ll cover topics such as staff selection, promotion, learning and development, and remuneration. You’ll discover how to engage a highly committed and capable workforce to operate in the global business world. During your first year of the Bachelor of Commerce you’ll complete common core units which will provide an introduction to the various aspects of business. You do not need to make a final decision on a single or combined major until your second semester. [8]

Keye (1984)5 studied relationship between performance appraisal and career development and shown that both performance appraisal and career development have potential for developing human resources; potential that can be increased by linked them together to meet the needs of the both individual employees and the organizations.[9]

Verughese (1989)16 studied Crompton Greaves Ltd. (CGL). He observed that task force identified role analysis, performance appraisal and counseling as 73 there priority areas were suggested by company’s consultant and that was implemented by company. The study indicates a high degree of commitment towards HRD and climate diagnostic survey was conducted and used/adopted periodically. [10]

**Definition of Terms**

**HTML, PHP** a software used to develop a websites, web apps, and web services.

**CodeIgniter** is an open-source software rapid development web framework, for use in building dynamic web sites with PHP.

**Cascading Style Sheet (CSS)** is a style sheet language used for describing the presentation of a document written in a markup language like HTML.

**Development** is the process of developing or being developed.

**Online** controlled by or connected to another computer or to a network.

**Website**  a location connected to the Internet that maintains one or more pages on the World Wide Web.

**CHAPTER 3**

**METHODOLOGIES**

This chapter discussed the methods we use for our system. The techniques we used with our research method as well as the data gathering tools and statistical tools use will be discussed in this chapter as well as the diagrams we used.

**Requirement Analysis**

This Requirement analysis is intended to provide the software requirements for human resource management system. Based on information gathered from the end-users and the Admin of the organization, the end-product will meet the needs of the organization, Fugelman Services Providers Inc., in managing its HR function.

**Requirement Documentation**

Supervisor/Manager

View Employee details

Mark attendance

Manual approving attendance

Send leave form

Manual approving of request leave form

Employee

HR Admin

Manual computation of time in - time out

*Figure 1: Use case diagram of Manual HRMS of Fugelman services Providers Inc.*

The diagram shows the old HRMS system of FSPI. It’s a manual process that leads to a problem. The HR admin is the one who manage the attendance and compute it manually. Also, the HR admin is the one that keeps the records of the employees. The Manager is the one who will approve the daily attendance and the leave form of the employee. It’s also a manual process. The employee is the one who will mark his DTR for his attendance and the Manager will sign it if the employee are really working in that particular day.

Register New Employee

Create account for new employee

Supervisor/Manager

Register New Employee

Create account for new employee

Update Employee Details

Manage time in - time out

Manage request leave form

View Employee details

Login for attendance

Validating attendance

Send leave form

Validating request leave form

Employee

HR Admin

*Figure 2: Use case of Online HRMS of Fugelman Services Providers Inc.*

This diagram shows the three role of our end-user. The first role is the employee which only have two task, he needs to login his user account for his attendance, the second is when he is about to request a leave form. The second role is the manager that have 3 task, the manager is the one who will validate or approve the attendance and the leave form through our proposed system. The manager also has the access on viewing the employee’s information. The last one is the HR admin that have a six task, the admin will manage the attendance and the leave form when the manager validate it. Also, the admin is responsible in registering the new employee and create a new account for them. And lastly the admin has a full access in updating all the employee’s information, and all access in viewing the confidential information about the employee.

HUMAN RESOURCE MANAGEMENT SYSTEM

Approving Documents

View Details

Registration

Attendance

Admin User

Employee Information

Employee’s attendance

New Employee

Leave form

Benefits

Clients Information

New Workforces

Clients company

*Figure 2: Functional Decomposition Diagram of Manual HRMS of Fugelman Services Providers Inc.*

This diagram shows that the proposed system has a function that is works according to its functionalities.

**Design of Software, System, Product and Processes**

EVALUATION

Online Hyman Resource Management System foe Fugelman Services Providers Inc.

Project Development

\*Planning Stage

\*Analyzing Stage

\*Analysis of Project

Requirements

\*Requirements Documentation

\*Designing Stage

\*Testing Stage

\*Implementing

Knowledge Requirement

\*Web Development

\*Web Design

\*Human Resource Management System

\*Database Management

Software Required

\*PHP

\*CSS

\*HTML

\*JavaScript

Hardware Required

\*PC-Laptop

Output

Process

Input

*Figure 3: Conceptual Framework*

The diagrams show the Input-Process-Output that will be one of the basis for developing the system. Also includes all the materials and information that are required for the process, the details of the process and the description of the result of the process. Lastly, this conceptual framework will help the researchers to explain and discuss their proposed system easily

**Development and Testing**

**Project Development**

The Rapid Application Development (RAD) model used in developing the system. Each phase of the development is elaborated on this part of the study and discusses how the project was conducted and developed. Its covers the procedure of construction of the mobile application and the website, as well as how the system was conceptualized and developed.

Requirements Planning

Construction

User Design

Cutover

*Figure 4: Rapid Application Development (RAD) model for FSPI*

The figure 4 shows the Project Development of the Online Website

with Transaction Processing System using the Rapid Development method. We use the RAD model because in software development methodology RAD uses minimal planning.

The RAD method divides the process into four phases which the study begins by requirement planning phase where discussed the system planning and also a system analysis, followed by user design phase which the users will understand the model design of the work the\at meet their needs. Next, the construction phase that focus on the program development of the system. And lastly, is the cutover phase that includes the testing and user training.

**Phase 1: Requirement Planning**

In this phase, system processes definition and description occurs. The gathering data is very important in this phase for proper system planning. The researchers and the admin representative discusses the need of the project its scope and system requirements. The other data we collected are through online research in the internet for proper content of the system. The purpose of our meeting with the admin representative is to verify the gathered data. After gathering all the data to the admin representative and agrees to the discussion on the meeting and also have the management authorization the next phase process will perform next.

**Phase 2: User Design**

In this phase there were an interactive process of the user were done to represent all system processes, inputs and outputs. This is to know and verify the design needed by the users. The gathered data were adopted to design that would be the outcome of the system. The researchers allow the user to understand desired outcome of the system. The content of the Online Website with Transaction Processing System where designed and followed based on the need and want of the costumer.

**Phase 3: Construction**

In this phase it focuses on the development of the system. An online Website Transaction Processing System was developed using PHP combination of Hypertext Markup Language (HTML), and JavaScript, Cascading Style Sheet (CSS) was also used to design.

**Phase 4: Cut-over**

In this phase, the system was tested for actual survey by the users to confirm if the program meets the requirement of the users and to validate also if the programmer had satisfied the objectives of the research. The Transaction Processing System was presented to the Fugelman Services management and to show the final outcome of the system. It’s also introduced to the employee for testing and evaluation of the performance of the developed system. In this stage, the system was presented to train the employee and also the representative admin on how the system works and how to use it. Maintenance operation conduction when a defect is found ensure the standard quality of the developed Transaction Processing System.

**Testing**

In this topic the researchers show the testing of the proposed system. This topic also indicated the testing procedures of the system.

Table 1

Testing procedure undertaken by the proponent

|  |  |
| --- | --- |
| Component/Module | Test Conducted |
| Online Database connection | A. Log in first (For HR Administrator/IT Staff only).  B. Updated files should be loaded. |
| Data sending from PC to the website | A. Select the text box, type in some transaction text message and tap the send button.  B. Sending time in and time out |
| Personnel Administration | A. Admin validation  B. We check if the Administrator will encompass the information of each employee such as name, address, personal details etc. |
| Leave and Absence Recording | A. We also check if the Administrator will be able to provide comprehensive method of controlling leave/absences. |

This Table shows the testing procedure we need to use in order to test our research. In Online database connection the Administrator and the IT staff is the only person that can access all the data in database. In the data sending form pc to the website, it shown how we use textbox when we are sending a massage. We checked if the workforces can send their time in and time out. In personnel administration, the admin will validate if the workforce truly worked on the sent time in and went out in the sent time out. Leave and absence recording shows if the admin will be able to provide comprehensive method of controlling leave/absences.

**Table 2. Likert Scale**

|  |  |  |
| --- | --- | --- |
| **SCALE** | **RANGE OF MEAN VALUE** | **INTERPRETATION** |
| **5** | **4-5** | **EXCELLENT** |
| **4** | **3-4** | **VERY GOOD** |
| **3** | **2-3** | **GOOD** |
| **2** | **1-2** | **FAIR** |
| **1** | **0-1** | **POOR** |

The researchers designed a survey form from the average responses to determine if every users is satisfied in our proposed system.

In the component ‘Online Database Connection’ the employee and admin/staff can log in and also their files should be always updated.

Respondents of the study were the individual users of the system such as the 10 employee who are in high position and 40 simple employees. We used this purposive sampling to know the judgement of every user.

This purposive sampling is to determine the average responses of the five option in each item, namely, 5(excellent), 4(very good), 3(good), 2(fair) and 1(poor). Those were used to compute overall evaluation mean.

**Implementation**

**Table 3: Implementation Table**

|  |  |  |  |
| --- | --- | --- | --- |
| **Strategy** | **Activities** | **Persons Involved** | **Duration** |
| Approval from the FSPI Administrator | Letters for the administrator | Researchers and administrators | I Day |
| System’s Installation | Installation of the system required software and hardware | Researchers and administrators | 5 Hours |
| Information Distribution | Evaluation | Administrators and students | 1 Day |
| 3 Day Training | Hands on training and lecture | Administrators and students | 3 Days |

In the implementation stage as a developer of the system we use obliged to implement our existing system. This table present the step by step procedure on how we are going to implement the system.