**INFO8000 Assignment 1** Team #

Student 1: Yuhe Yuan

Student 2: Kaixin (Jerry) Wang

Student 3: Fei Yun

***TASK I:***

**Information Technology Service Desk (ITSD) Project Charter**

1. **System Objective:**

At present the service desk requires a new information technology service system to replace the current application which was written about ten years ago, which is no longer supported by the current volume of the company. The new system is aiming to improve the handling of incident, service request, problem and change tickets through a new and more comprehensive streamline ticket management system.

1. **Project Roles/Responsibilities**

**Title and role should be in project**

**Client Staff**

*Dipali Mhhsalkar* -Service Desk Manager Project Sponsor

Responsibilities:

*Zong Liu*-Service Desk Supervisor Product Owner

Responsibilities:

*Evgeny Filipov* -Senior Service Desk Analyst Project Contacts

Responsibilities:

*Britta Landos*-Service Desk Analyst Project Contacts

Responsibilities:

**Technical Staff**

*Regina Boyd-*Manager of Information Systems Project Manager

Responsibilities:

*Antonia Clery*-Project Coordinator Development Team Leader

Responsibilities: leading the technical team and working with the product owner on a day   
to day basis.

*Jing Xu-*Systems Analyst Developer

Responsibilities:

*Egadi Uchendu*-Senior Programmer/Analyst Developer

Responsibilities:

Example:Client Staff

Ima Manager - Project sponsor, responsible for approving the project initially and then approving deliverables as the project proceeds

Technical Staff

Larry Stooge - Project leader, responsible for working with the product owner on project planning and ensuring deliverables satisfy client requirements and are on time

1. Business Benefits - Yuhe

Correct and correctly phrased business benefits

The new system will:

* Improve monitoring and managing the service desk
* Provide quicker and more consistent ticket response and resolution times
* Ensure known remedies can be used to resolve new tickets
* Enhance the relationship between clients and services desk
* Improve the efficiency of purchasing and provide better control of IT assets

1. Requirements

Functional Requirements Functional Requirements state what the system must do

At least one correct use case (verb+noun) for Manager of IT Services

Manager of IT Services need to maintain information service desk employees.

At least one correct use case (verb+noun) for Service Desk Supervisor

The Service Desk Supervisor needs to maintain information about the organization of the business

At least two correct use cases (verb+noun) for Requester

Prompts the Requestor for necessary information to open an incident ticket

Prompts the Requestor for necessary information to open a service request ticket

At least four correct use cases (verb+noun) for Service Desk Agent

Category: Service Desk Agent

Maintain information about IT assets

Maintain information about the vendors that supply IT assets

Maintain information about software licenses

Accepts a ticket from the queue of tickets

Resolves a ticket and closes it

Search the knowledge base

Maintain information in the knowledge base

Non-Functional Requirements

Correct and correctly phrased non-functional requirements

1.security Access to HR information must be controlled

2.responsiveness and usability:response time must be under 2 seconds,the system must be easy for new employee to use, the new system must be made guidebook

3.Reliability the system must be back up on cloud regularly

4.Performance

5.maintainability

Access to HR information must be carefully controlled

The system must be easy for new employees to learn and use

The production system must be available 99.9% of the time

Response time must not exceed 5 seconds

The system must be backed up regularly

1. Project Critical Success Factors - Fei

Correct and correctly phrased project critical success factors

The Project Sponsor must make timely decisions when project milestones are reached

The Product Owner must be co-located and work with the development team on a daily basis

Project Contacts must be readily available to answer questions and provide feedback for the technical staff

Project Contacts must be available to attend product demonstrations and provide feedback to the technical staff

The development staffing level and development staff time commitment must not drop

1. Preliminary Technical Architecture

One reasonable development environment

One reasonable server production environment

One reasonable client production environment

a. Development Environment

b. Server Production Environment

c. Client Production Environment

LAMP

* Linux operating system
* Apache web server
* MySQL database
* PHP programming language
* Hosted by an ISP
* PC or laptop clients

WAMP

* Windows Server operating system
* Apache web server
* MySQL database
* PHP programming language
* Hosted by an ISP
* PC or laptop clients

Oracle / Java

* Oracle Linux operating system
* Oracle Application Server
* Oracle database
* Java programming language
* IBM Cloud
* PC or laptop clients

Microsoft / C#

* Windows Server operating system
* IIS web server
* Microsoft SQL Server database
* C# programming language
* Microsoft Cloud
* PC or laptop clients

TASK 2

1. JERRY Who are the stakeholders for SBRU? For each type of stakeholder, which subsystems of the SBRU booking system are of particular interest?

For the online travel service system that books spring break trips to resorts for college students. The stakeholders are identified from different perspectives, the external stakeholders are the parties who are primarily using and interacting with the completed system such as students looking for bookings as well as resort companies who are in partnership with the booking organization to advertise their rooms and service etc. The listed information below is the stakeholder analysis from both external and internal potentially involved groups.

**External Stakeholders:**

College students

Resorts companies

**Internal Stakeholders:**

Spring Break R Us (SBRU) Management Team

**College Students**

These potential customers are directly linked to the user-interaction experience with the upgraded booking system. Students are interested in efficiently and conveniently to book a room at a resort for spring break weeks. The subsystem should be able to demonstrate detailed information on each resort which includes price, available rooms and special features. From this subsystem, students can research and book a room, enter contract information, and pay deposits and final payments.

**Resorts companies**

Resort companies located in key spring break destinations are the potential partners for SBRU to advertise their room qualities as well as resort unique qualities. The subsystem for resort companies should provide them access to statistics regarding their bookings for each week. The room types that are booked and reviews etc. In addition, the subsystem need to provide the opportunity for companies to report and collect for damages caused by spring breakers during their stay.

**Spring Break R Us (SBRU) Customer Relation Team**

This internal stakeholder might be interested in the subsystem of technical support from the system developers. The subsystem should be able to log and track data changes throughout the entire bookings. In case of network issues or potential bug reporting, the subsystem should locate the last change of log before the error to smooth the process of troubleshooting for customer relations team.

2.YUHE What are the main functional requirements for each of the four major subsystems?

Main functional requirements by subsystem

**Resort relations**

Access booking information

Enter information(price, feature)

Report damages

Collect for damages

**Student booking**

Display information(price, availability, features) on each resort

Book room

Search rooms

Enter contact information

Pay deposit and final payment

**Accounting**

Pay resorts

Receive payment

**Social networking**

Collect information from customers

3.FEI Describe some usability requirements for student booking interactions and social networking interactions.

Student booking interactions:

Accessibility: accessable from different devices(pc,mobile,web,app)

Booking,price,payment method on conspicuous position

Easy to request cancel and undo

Easy to check booking statement

Function logic same as the OS and device user use

Social networking interaction:

Simple questions for feedback form

Show total feedback form

Fast reply

Online chat for emergency problem

Different ways to connect user supporter

4.YUHE Assuming that social networking at the resorts will require wireless communication and connection to the Internet, what are some reliability requirements that resorts might be asked to maintain? What are some performance requirements? Is this a bigger issue because resorts are in international locations?

In terms of reliability and performance requirements, resorts may be asked to maintain a sufficient internet connection(e.g. wifi) at all times to students to ensure the availability and usability of the social networking feature.

This might be an issue in the regions that lacks internet technology such as Cuba or rural areas, however most resorts should have internet/wifi on site. The social networking feature is primarily for researching possibilities and collecting information from prospective customers about desirable features and functions to increase future bookings. Therefore, the system can collect locally on the system then upload the data to the server when internet is available.

5.FEI What are some security requirements? Is there any reason why students in Europe, Asia, or other locations could not book rooms through SBRU? What issues might be anticipated?

Only can be accessed by user who creat the account

Sign up with college mail address, local verify via local phone number,payment avaliable on local debit card

Sign in with 2-step verification

IP address login checking

System only serve for college student.Students in other locations are refused to access because cannot pass IP checking,and college mail address checking, and cannot make payment

Via local debit card and local phone number verification.

Issues might be people who haven’t local phone number or havent local debit card also might be refused to pay, and once user changed phone number, it would be complicated to process to change account information

6. JERRY To collect information on functional requirements for the social networking subsystem, what are some techniques that might be used? Be specific and include some sample questions you might ask by using various techniques.

To collect information on functional requirements for the social networking subsystem for SBRU, in this case one of the most important functional requirements is to maintain reliable wifi in each resort room as well as maintaining a healthy interactive review section from customers on the spring booking system. To collect information, the techniques that are useful to gather accurate data are directly interviewing the customers. The college students are the primary customers who are interacting with the booking system; therefore, their direct response are the most valuable input for the foundation of social networking subsystem.

Two gathering techniques can be demonstrated, the online surveying questions for students or interviews to gather information for the social networking subsystem, it is important to ask the key questions regarding the functionality. For example, in order to promote the social networking experiencing, asking the students “If there was an opportunity for you to review your place of stay during the break and offer any suggestions to the resort companies, would you take the time and use it? The answers gathered from this type of question can indirectly show potential functional requirements demanded from the customers for this particular subsystem.

Stakeholders & their subsystems of interest

Resort Relations

Student Booking

Accounting & Finance

Social Networking

Student usability requirements: bookings & social networking

Reliability & performance requirements

Security requirements

International considerations

Techniques & sample questions to gather requirements