

APPENDICES

APPENDIX A
Request Letter



Republic of the Philippines
CAVITE STATE UNIVERSITY
Silang Campus
Biga 1, Silang, Cavite

March 14, 2019

Owner
Cavite State University Silang Campus
Biga1, Silang, Cavite

Dear Mr. Henry C. Panganiban,

We the 4th year BSIT students are currently conducting a research study titled "**CvSU – SC Computer Laboratory Ticketing System**". The main objective of the study was geared towards the development and assessment of its functionalities based on software/web/hardware quality standards.

In this regard, we would like to ask permission from your good office to allow us to have our research output be evaluated by 60 student-representatives of your school. Rest assured that the data gathered will remain strictly confidential and will be used for no other purpose except for this research.

We sincerely express our thanks for your support, time and effort which we have consider as your unique contribution to this study.

Respectfully yours,

BAUYON, JOHN ERICK M.
Student Researcher

LAMADRID, JOHN MICHAEL N.
Student Researcher

Noted:

ERWIN L. CAHAPIN
Thesis Adviser

APPENDIX B
Certifications

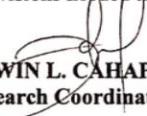


Republic of the Philippines
CAVITE STATE UNIVERSITY
Silang Campus
Biga I, Silang, Cavite

DEPARTMENT OF INFORMATION TECHNOLOGY

CERTIFICATE TO DEPLOY

This certifies that the undergraduate thesis software application/system “**CvSU Computer Laboratory Ticketing System**” of **Bauyon, John Erick and Lamadrid, John Michael** has satisfactorily met all the revisions needed and is ready for deployment.


ERWIN L. CAHAPIN
Research Coordinator, DIT 02-14-2019
Date

APPENDIX C
Sample Evaluation Instrument



Republic of the Philippines
CAVITE STATE UNIVERSITY
Sillang Campus
Blg. Sillang, Cavite

Thesis Title: CvSU – SC Computer Laboratory Trouble Ticketing System

Name (Optional): _____ Date: _____
Potential User: _____ Subject Matter Expert: _____ IT expert: /

Instruction: Please evaluate the project material by using the given scale and placing a checkmark (✓) under the corresponding numerical rating.

Numerical Rating: 5 - Excellent, 4 - Very Good, 3 - Good, 2 - Fair, 1 - Poor

Indicators	5	4	3	2	1
A. Functionality					
1. Suitability (Can application perform the task required?) Kaya ng aplikasyon magawa ang hinihilingi ng Isang Gawaln.	/				
2. Accurateness (As the result expected.) Naayon sa inasahang kalalabasang resulta.	/				
3. Interoperability (Can the application interact with another application?) Kaya nitong makipag-sabayan sa iba pang aplikasyon?	/				
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*Based on ISO 9126-1

Comments/Suggestions:


Signature



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Silang Campus
Bilao, Silang, Cavite

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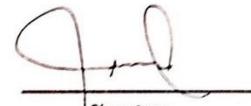
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Comments/Suggestions:

goodluck!!!



Signature



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CAVITE STATE UNIVERSITY
Silang Campus
Biga, Silang, Cavite

Thesis Title: CvSU – SC Computer Laboratory Trouble Ticketing System

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Comments/Suggestions:

Improve UI/UX , add instruction

Ditcal
Signature



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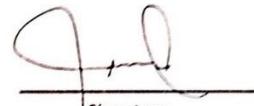
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Ditcal
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Comments/Suggestions:

Add folder where you can save to so easy to find.



Signature



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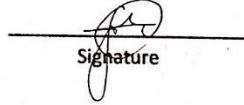
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2. Fault tolerance (Is the application capable of handling errors?) Ang aplikasyon ba ay may kakayahang humawak ng kamalian?	✓				
3. Recoverability (Can application resumes working and restores lost data?) Ang aplikasyon ba ay nagpapatuloy at ibinabalik ang nawalang datos pagkatapos?	✓				
C. Usability					
1. Understandability (Does the user comprehend how to use the application easily?) Ang gumagamit ba ay naintindihan kung paano gamitin ang aplikasyon?	✓				
2. Learnability (Can the user use the application easily?) Kaya bang gamitin ang aplikasyon sa madaling paraan?	✓				
3. Operability (Can the user use the system without the much effort?) Kaya bang gamitin ang aplikasyon ng walang gaanong pagsisikap?	✓				
4. Attractiveness (Does the interface look good?) Ang itsura ba ng aplikasyon ay nakakawiling gamitin?	✓				
D. Efficiency					
1. Time behavior (How quickly does the application respond?) Gaano kabilis rumisponde ang app?	✓				
2. Resource Utilization (Does the application utilize resources efficiently?) Ang app ba ay ginagamit ang pagkukuhanan ng mahusay?	✓				

E. Maintainability						
1. Analysability (Can faults be easily diagnosed?)	Ang mga kamalian ba ay madaling malaman?	/				
2. Changeability (Can the software be easily modified?)	Ang app ba ay madaling baguhin?	/				
3. Stability (Can the software continue functioning if changes are made?)	Ang app ba ay patuloy na gumagana sa kabilang ng pagbabagong ginawa?	/				
4. Testability (Can the software be tested easily?)	Ang app ba ay madaling subukan?	/				
F. Portability						
1. Adaptability (Can the application be move to other environments?)	Ang app ba ay maaaring ilagay sa iba pang kapaligiran?	/				
2. Installability (Can the application installed easily?)	Ang app ba ay madaling e-install?	/				
3. Conformance (Does the application comply with portability standards?)	Ang app ba ay sumusunod sa standard ng portalidad?	/				
4. Replaceability (can the application easily replaces other application?)	Ang app ba ay madaling palitan ng iba pang app?	/				

*Based on ISO 9126-1

Comments/Suggestions:

Implement this system now!!!



Signature



Republic of the Philippines
CAVITE STATE UNIVERSITY
Silang Campus
Blg, Silang, Cavite

Thesis Title: CvSU – SC Computer Laboratory Trouble Ticketing System

Name (Optional): _____ Date: 4/24/19
Potential User: Subject Matter Expert: IT expert: _____

Instruction: Please evaluate the project material by using the given scale and placing a checkmark (✓) under the corresponding numerical rating.

Numerical Rating: 5 - Excellent, 4 - Very Good, 3 - Good, 2 - Fair, 1 - Poor

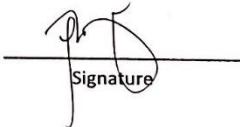
Indicators	5	4	3	2	1
A. Functionality					
1. Suitability (Can application perform the task required?) Kaya ng aplikasyong magawa ang hiniling ng isang Gawain?	✓				
2. Accurateness (As the result expected.) Naayon sa inaasahang kalalabasang resulta.	✓				
3. Interoperability (Can the application interact with another application?) Kaya nitong makipag-sabayan sa iba pang aplikasyon?	✓				
4. Compliance (Does the application comply with laws or regulations.) Ang aplikasyon ba ay sumusunod sa regulasyon o batas?	✓				
B. Reliability					
1. Maturity (Have most of the faults in application been eliminated?) Halos lahat ba ng kamalian ay naayos na?	✓				
2. Fault tolerance (Is the application capable of handling errors?) Ang aplikasyon ba ay may kakayahang humawak ng kamalian?	✓				
3. Recoverability (Can application resumes working and restores lost data?) Ang aplikasyon ba ay nagpapatuloy at ibinabalik ang nawalang datos pagkatapos?			✓		
C. Usability					
1. Understandability (Does the user comprehend how to use the application easily?) Ang gumagamit ba ay naintindihan kung paano gamitin ang aplikasyon?	✓				
2. Learnability (Can the user use the application easily?) Kaya bang gamitin ang aplikasyon sa madaling paraan?	✓				
3. Operability (Can the user use the system without the much effort?) Kaya bang gamitin ang aplikasyon ng walang gaanong pagsisikap?	✓				
4. Attractiveness (Does the interface look good?) Ang itsura ba ng aplikasyon ay nakakawiling gamitin?	.	✓			
D. Efficiency					
1. Time behavior (How quickly does the application respond?) Gaano kabilis rumisponte ang app?	✓				
2. Resource Utilization (Does the application utilize resources efficiently?) Ang app ba ay ginagamit ang pagkuhanan ng mahusay?	✓				

E. Maintainability					
1. Analysability (Can faults be easily diagnosed?) Ang mga kamalian ba ay madaling malaman?		/			
2. Changeability (Can the software be easily modified?) Ang app ba ay madaling baguhin?		/			
3. Stability (Can the software continue functioning if changes are made?) Ang app ba ay patuloy na gumagana sa kabilang ng pagbabagong ginawa?		/			
4. Testability (Can the software be tested easily?) Ang app ba ay madaling subukan?		/			
F. Portability					
1. Adaptability (Can the application be move to other environments?) Ang app ba ay maaaring ilagay sa iba pang kapaligiran?		/			
2. Installability (Can the application installed easily?) Ang app ba ay madaling e-install?		/			
3. Conformance (Does the application comply with portability standards?) Ang app ba ay sumusunod sa standard ng portalidad?		/			
4. Replaceability (can the application easily replaces other application?) Ang app ba ay madaling palitan ng iba pang app?		/			

*Based on ISO 9126-1

Comments/Suggestions:

I suggest that the system have a
backup option just in case the application encountered
problem.



Signature

APPENDIX D
Time Table of Activities

APPENDIX E
Budgeting Estimate

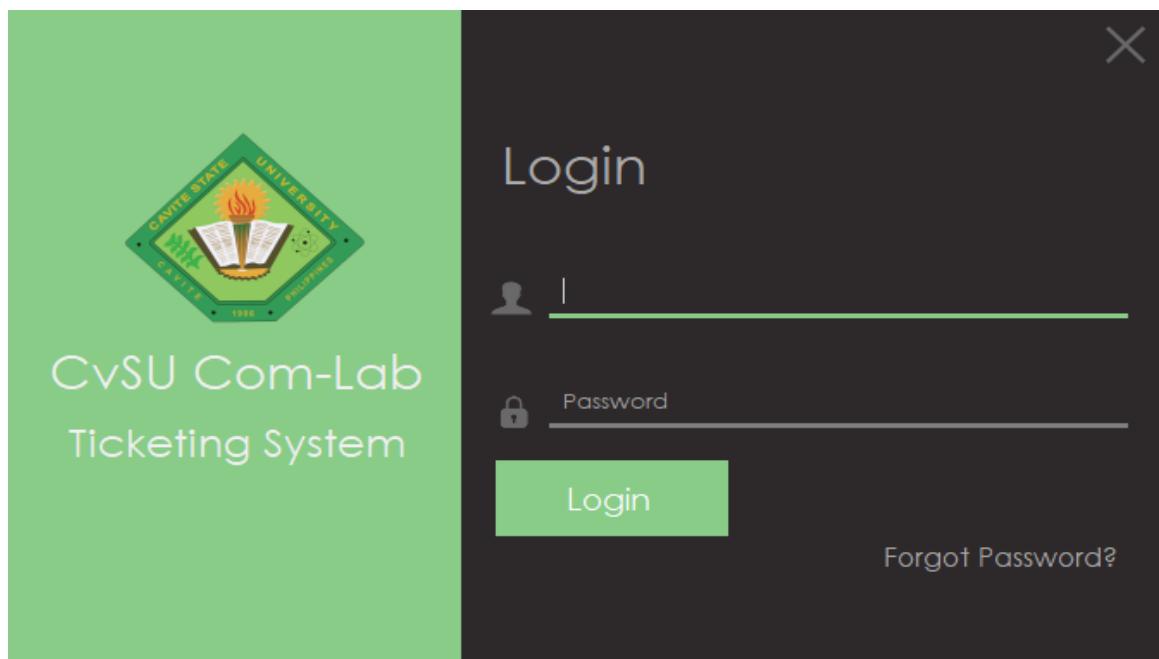
Appendix Table 2. Budgetary requirements.

PARTICULARS	AMOUNT
1. Maintenance and other Operating Expenses (MOOE)	
1.1 Electric Bill	Php 5,000.00
1.2 Transportation and Food Expenses	Php 5,000.00
1.3 Internet Connection	Php 2,800.00
1.4 Materials and Supplies	Php 25,000.00
Total Maintenance and other Operating Expenses	Php 37,800.00
TOTAL BUDGET	Php 37,800.00

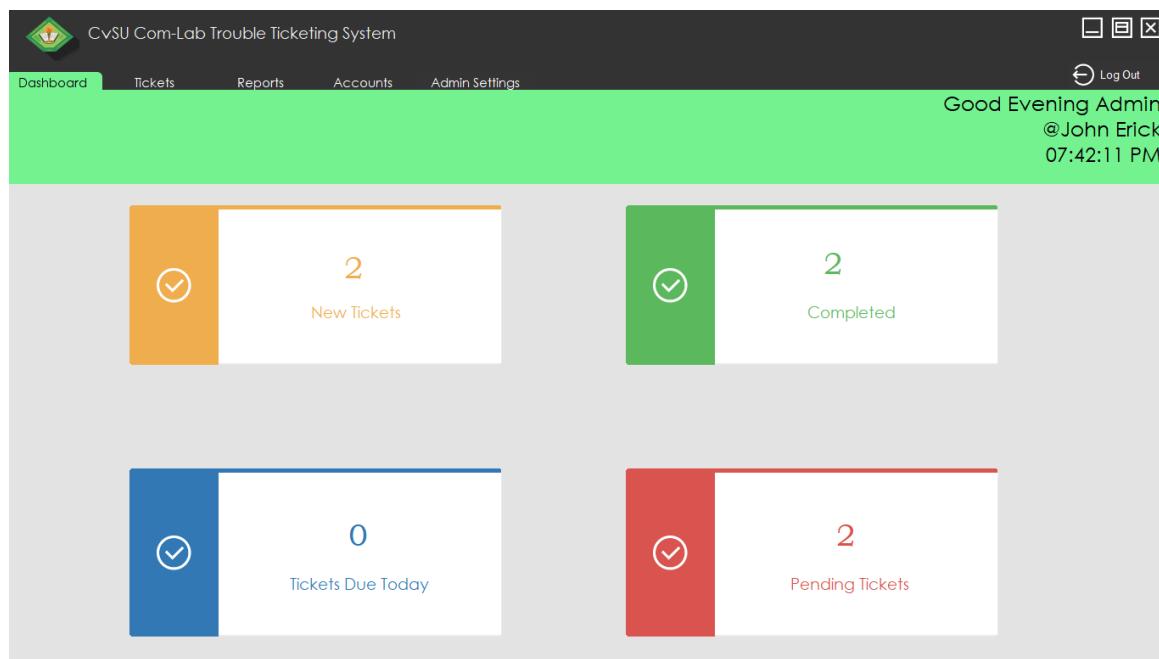
Appendix Table 3. Bill of Materials and Supplies

ITEMS	QUANTITY	AMOUNT (PHP)
Hardware		
Samsung Laptop	1	Php 20,000.00
SSD	1	Php 3,000.00
Documentation		
Prints	1 black and 3 colored ink	
	3 reams	Php 2,000.00
TOTAL		Php 25,000.00

APPENDIX F
Screenshot of The Application



Appendix Figure 1. Login Form



Appendix Figure 2. Admin Dashboard

CvSU Com-Lab Trouble Ticketing System

Dashboard Tickets Reports Accounts Admin Settings Log Out

All	Due Today	New Tickets	Pending Tickets	Search				
Ticket ID	Reported By:	Subject	Priority	Status	Category	ComLab No.	Date	Due Date
58	Sange	Keyboard	Not Set	Pending	Hardware	CL1	2019-05-05 13:01	Not Set
57	user	Application	Not Set	Pending	Software	CL1	2019-05-05 13:01	Not Set
56	user	Keyboard	Not Set	unread	Hardware	CL3	2019-05-04 18:06	Not Set
55	Sange	Lan	High	Pending	Network	CL1	2019-05-04 18:06	Not Set
54	Sange	Keyboard	Not Set	Completed	Hardware	CL3	2019-05-04 17:05	2019-05-04
53	Sange	Application	Low	Completed	Software	CL3	2019-05-04 17:05	2019-05-04

Activate Windows
Go to Settings to activate Windows.

Appendix Picture 3. Admin Tickets

CvSU Com-Lab Trouble Ticketing System

Dashboard Tickets Reports Accounts Admin Settings Log Out

Monthly Report	Annual Report	Specific Date	Action Taken log
May 2019			
Select Month	May 2019		
Total tasks this month: 6			
Total tasks completed: 2			
Pending Tickets this month: 3			

33% Total tasks Completed

Export File

Ticket ID	Username	Subject	Priority	Status	Category	ComLab No.	Date Added	Due Date
58	Sange	Keyboard	Not Set	Pending	Hardware	CL1	2019-05-05 13:01	Not Set
57	user	Application	Not Set	Pending	Software	CL1	2019-05-05 13:01	Not Set
56	user	Keyboard	Not Set	unread	Hardware	CL3	2019-05-04 18:06	Not Set
55	Sange	Lan	High	Pending	Network	CL1	2019-05-04 18:06	Not Set
54	Sange	Keyboard	Not Set	Completed	Hardware	CL3	2019-05-04 17:05	2019-05-04
53	Sange	Application	Low	Completed	Software	CL3	2019-05-04 17:05	2019-05-04

Activate Windows
Go to Settings to activate Windows.

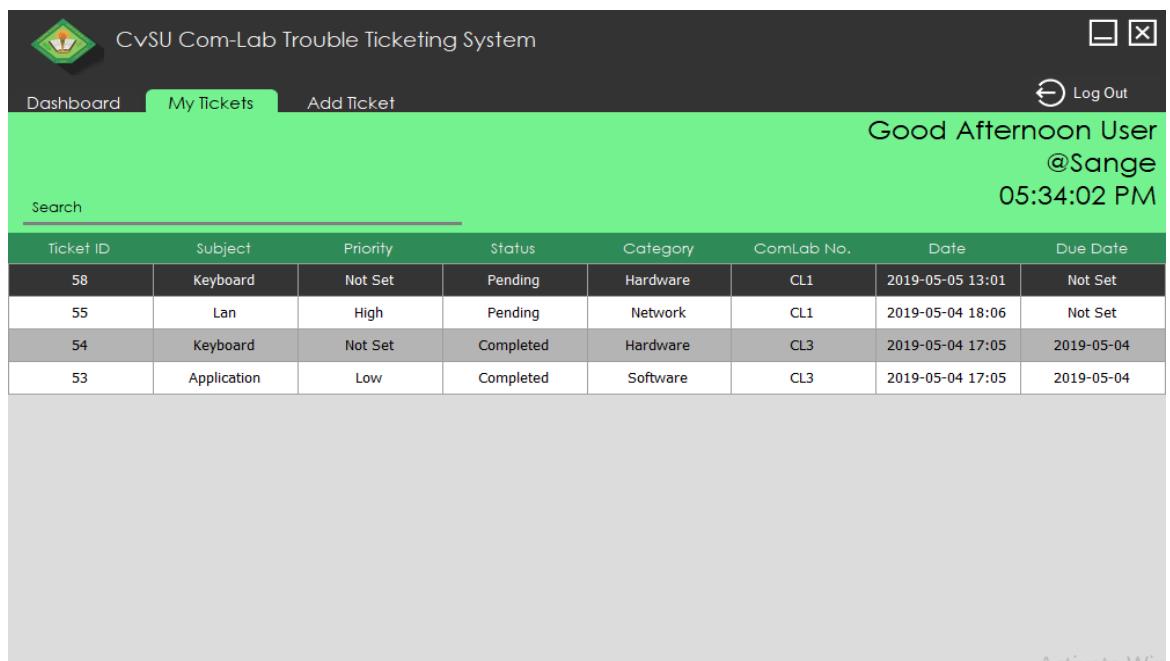
Appendix Figure 4. Reports

The screenshot shows the 'Admin Settings' section of the CvSU Com-Lab Trouble Ticketing System. At the top, there's a header bar with the system name and navigation links for Dashboard, Tickets, Reports, Accounts, and Admin Settings. On the far right of the header are icons for maximizing the window and a log-out button. Below the header, a green bar spans across the page. In the center, there's a summary card for 'Total Computer Laboratories' showing the number '6'. To the right of this card is a green button labeled 'Edit ComLab'. Below the summary card, there's a note: 'Double click to remove a subject'. Underneath this note, there's a dropdown menu labeled 'Category' set to 'Hardware' and a green button labeled 'Add Subject'. A scrollable list of subjects follows, including Keyboard, Mouse, Monitor, System Unit, Ram, Video Card, Speaker, heat sync, and system. The 'heat sync' and 'system' items have a note: 'Activate Windows' and 'Go to Settings to activate Windows' respectively. The bottom of the page has a light gray footer.

Appendix Figure 5. Admin Settings

The screenshot shows the 'User Dashboard' of the CvSU Com-Lab Trouble Ticketing System. At the top, there's a header bar with the system name and navigation links for Dashboard, My Tickets, and Add Ticket. On the far right of the header are icons for maximizing the window and a log-out button. To the right of the header, a greeting message reads 'Good Evening User @Sange 07:44:47 PM'. Below the header, there's a green bar. The dashboard features four cards: one for 'Unread' tickets (0), one for 'Completed' tickets (2), one for 'In progress' tickets (0), and one for 'Pending' tickets (1). Each card has a large numerical value and a descriptive label below it. The bottom of the page has a light gray footer.

Appendix Figure 6. User Dashboard



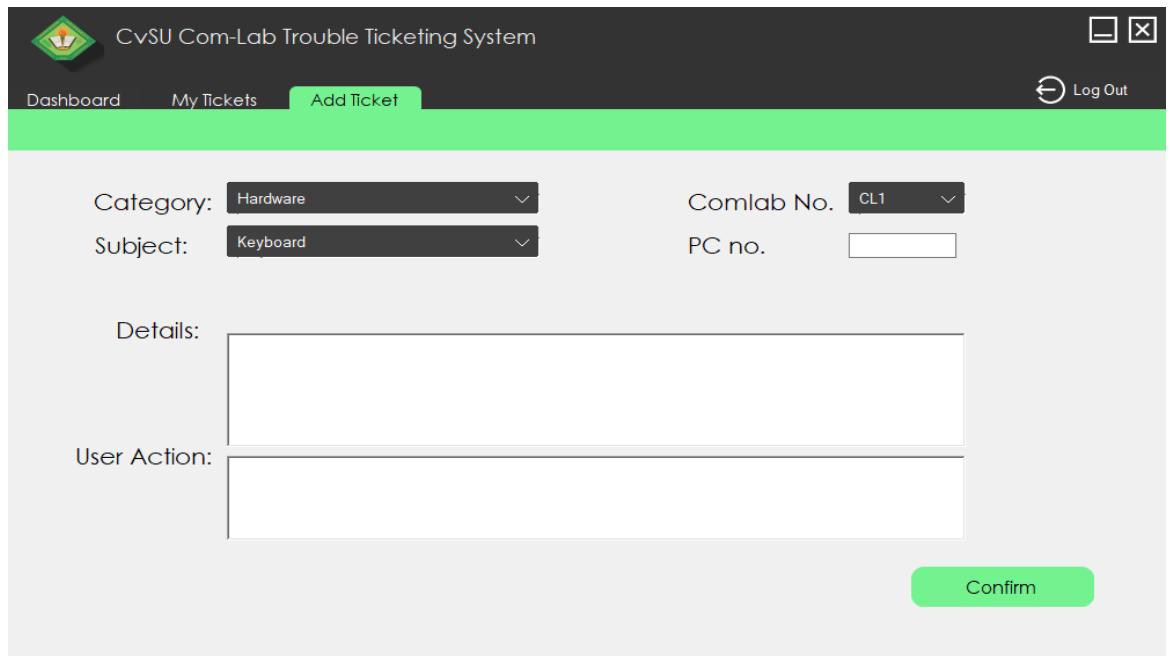
CvSU Com-Lab Trouble Ticketing System

Dashboard My Tickets Add Ticket Log Out Good Afternoon User @Sange 05:34:02 PM

Search

Ticket ID	Subject	Priority	Status	Category	ComLab No.	Date	Due Date
58	Keyboard	Not Set	Pending	Hardware	CL1	2019-05-05 13:01	Not Set
55	Lan	High	Pending	Network	CL1	2019-05-04 18:06	Not Set
54	Keyboard	Not Set	Completed	Hardware	CL3	2019-05-04 17:05	2019-05-04
53	Application	Low	Completed	Software	CL3	2019-05-04 17:05	2019-05-04

Appendix Figure 7. User Tickets



CvSU Com-Lab Trouble Ticketing System

Dashboard My Tickets Add Ticket Log Out

Category: Hardware Comlab No. CL1

Subject: Keyboard PC no.

Details:

User Action:

Confirm

Appendix Figure 8. User adding form

APPENDIX G
Curriculum Vitae

JOHN ERICK M. BAUYON

Address: Blk. 13 Lot 9 Afp housing Zone 1 Bulihan,Silang,Cavite
Phone: 09260798853
Email: johnerickbauyon@gmail.com



CAREER OBJECTIVES

To utilize my knowledge and skills in the top likely way for the implementation of organizational goals.

EDUCATION

CAVITE STATE UNIVERSITY – SILANG CAMPUS
Bachelor of Science in Information Technology

2015-2019

Biga I. Silang, Cavite

PHILTECH

Information Technology

2013-2015

GMA, Cavite

BULIHAN NATIONAL HIGH SCHOOL

SECONDARY

2009-2013

Bulihan, Silang, Cavite

BAGONG BUHAY ELEMENTARY SCHOOL

PRIMARY

2003-2009

Bulihan, Silang, Cavite

TECHNICAL SKILLS

- Basic Knowledge in:
 - ANDROID STUDIO, JAVA, and SQL,VB,C#
 - PHOTOSHOP
 - COMPUTER TROUBLESHOOTING
- Oriented in MS Office Application such as:
 - MS WORD
 - MS EXCELL
 - MS POWERPOINT
- Management Skills

SEMINAR ATTENDED

DREAM BIG: THINK DIFFERENT, BE THE DIFFERENCE

Web Designing & Development Tools

Advanced Website Trends

CAVITE STATE UNIVERSITY – SILANG CAMPUS

NOVEMBER 24, 2018

Investing to Leadership

A Tool Towards Creating a Difference

Cavite State University - Silang Campus,
Biga 1, Silang Cavite

PERSONAL PROFILE

AGE: 21

BIRTHDAY: November 18, 1997

BIRTHPLACE: Silang, Cavite

CIVIL STATUS: Single

SEX: Male

CITIZENSHIP: Filipino

NAME OF MOTHER: Jessica Bauyon

NAME OF FATHER: Ely Bauyon

CHARACTER REFERENCE

- **Mr. Erwin L. Cahapin**
Department Research Coordinator
Thesis Adviser
Cavite State University – Silang Campus
Biga 1 Silang Cavite

 - **Mr. Jared E. Alabanza**
Technical Critic
Cavite State University – Silang Cavite
Biga 1 Silang Cavite
-
-
-
-
-
-

JOHN MICHAEL N. LAMADRID

Address: 119 5R St. Sungay West Tagaytay City Cavite
Phone: 09198150676
Email: lamadridjm0604@gmail.com



CAREER OBJECTIVES

To pursue a career in a growing and dynamic organization, putting my all efforts and knowledge to firm's activities, thus rendering all possible services in my capacity to the organization, to effectively contribute to the optimal growth of the organization.

EDUCATION

CAVITE STATE UNIVERSITY – SILANG CAMPUS

Bachelor of Science in Information Technology

2015-2019

Biga I, Silang, Cavite

TAGAYTAY CITY SCIENCE NATIONAL HIGH SCHOOL

SECONDARY

2011-2015

Sungay West Tagaytay City, Cavite

TAGAYTAY CITY CENTRAL SCHOOL

PRIMARY

2005-2011

Sungay West Tagaytay City, Cavite

TECHNICAL SKILLS

- Basic Knowledge in:
 - ANDROID STUDIO, JAVA, and SQL
 - PHOTOSHOP
 - COMPUTER TROUBLESHOOTING
- Oriented in MS Office Application such as:
 - MS WORD
 - MS EXCELL
 - MS POWERPOINT
- Management Skills

SEMINAR ATTENDED

Cisco Configuration

Stepping up for Career Success

Cavite State University – Silang Campus

Biga-1, Silang, Cavite

November 17, 2016

3rd CvSU Wide Sascolympics

Karakol: Kaleidoscopic Attainment of Receptive Activities for Keen Outstanding Leaders

Cavite State University CCAT

Rosario, Cavite

DREAM BIG: THINK DIFFERENT, BE THE DIFFERENCE

Web Designing & Development Tools

Advanced Website Trends

CAVITE STATE UNIVERSITY – SILANG CAMPUS

NOVEMBER 24, 2018

Investing to Leadership

A Tool Towards Creating a Difference

Cavite State University - Silang Campus,

Biga 1, Silang Cavite

PERSONAL PROFILE

AGE: 19

BIRTHDAY: June 04, 1999

BIRTHPLACE: Sungay West, Tagaytay City, Cavite

CIVIL STATUS: Single

SEX: Male

CITIZENSHIP: Filipino

NAME OF MOTHER: Brigida N. Lamadrid

NAME OF FATHER: Ireneo B. Lamadrid

CHARACTER REFERENCE

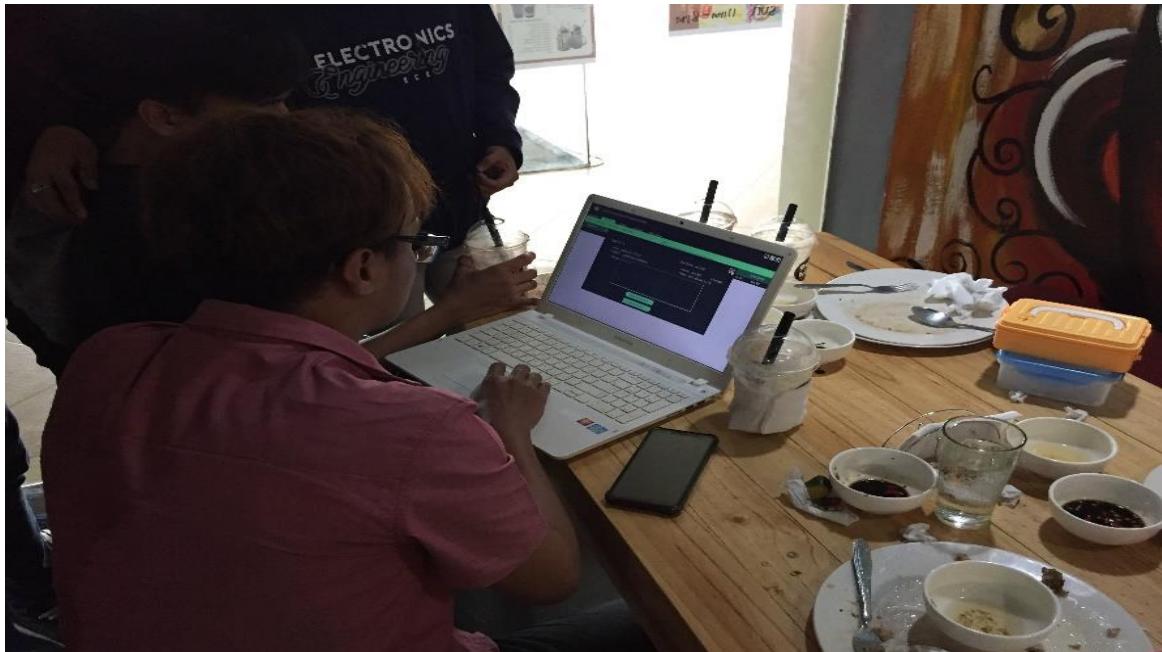
• **Mr. Erwin L. Cahapin**
Department Research Coordinator
Thesis Adviser
Cavite State University – Silang Campus
Biga 1 Silang Cavite

• **Mr. Jared E. Alabanza**
Technical Critic
Cavite State University – Silang Cavite
Biga 1 Silang Cavite

APPENDIX H
Photo Documentation



Appendix Figure 10. The researcher conducts evaluation for IT experts



Appendix Figure 10.1 The researcher conducts evaluation for IT experts



Appendix Figure 10.2. The researcher conducts evaluation for IT experts



Appendix Figure 11. The researcher successfully defended their study

APPENDIX I
Routing Slip



Republic of the Philippines
CAVITE STATE UNIVERSITY
 Silang Campus
 Biga I, Silang, Cavite

DEPARTMENT OF INFORMATION TECHNOLOGY

ROUTING SLIP FOR THESIS

NAME OF STUDENT: BAUYON, JOHN ERICK M.
LAMADRID, JOHN MICHAEL N.

TITLE OF STUDY: DEVELOPMENT OF CVSU-SC COMPUTER LABORATORY
 TROUBLE TICKETING SYSTEM

Please Check: Capsule Outline Manuscript

Designation: Name of Faculty Concerned	Date		Remarks
	Received	Released	
Adviser: ERWIN L. CAHAPIN			
1	05-15-2019	05-15-2019	see corrections
2	05-20-2019	05-20-2019	see corrections
3	05-20-2019	05-20-2019	proceed to next reader
Technical Critic: JARED E. ALABANZA			
1	5/20/19	5/21/19	see corrections
2	5/20/19	5/21/19	see corrections
3	5/20/19	5/21/19	proceed to next reader
Department Research Coordinator: ERWIN L. CAHAPIN			
1	05/28/2019	05/28/2019	see corrections
2	05/29/2019	05/29/2019	see corrections
3	05/29/2019	05/30/2019	proceed to next reader
Chairperson: BRYLLE D. SAMSON			
1		6-3-19	See Corrections
2		6-6-19	PULSE doc.
3			by: the Nat reader
Statistician:			
1		6/17/19	okay! ✓
2			
3			
English Critic:			
1			okay
2			
3			
Campus RDE Coordinator: CERENEJO S. SANTIAGO JR.			
1	06/13/19	6/17/19	see corrections
2		6/17/19	okay!
3			
Campus Administrator: AMMIE P. FERRER, Ph.D.			
1			
2			
3			