

I. Narrative

A. Executive Summary

R.B.A. Consultancy & General Services - Client Servicing System is intended to work as a website in order to support its clients' need to know the status of the transaction they've acquired. As part of the project, the project developers will design a system that would start from the clients' inquiry about the services and the service that clients would want to acquire.

The client servicing system is intended to be managed by R.B.A. Consultancy & General Services – Client Servicing Systems project manager and the administrator assigned by the company. The administrator is the only one responsible for managing the information in the system.

The client servicing system will provide a servicing system that includes the status of the transactions of the clients. It will also include an inquiry section so that other possible clients can apply for the services being offered by the company.

After the client has applied for a certain service, the requirements needed for the service will be displayed. The system also allows the client and or the administrator to update or change the client's basic information.

The client servicing system is for the use of the company and the client in updating transaction statuses based on the processing of a certain service.

B. Introduction

1. Client Profile

RBA Consultancy and General Services is a duly recognized business entity by the Department of Trade and Industry, Department of Labor and Employment and Bureau of Immigration. It was established in 2001 through the leadership and management of Mr. Ricardo B. Alegre. His expertise and efficient processing of working permits and immigration visas gained the respect of big companies as his clients. RBA Consultancy and General Services is committed to bringing 100% satisfaction to its clients, that's why they strive hard

to give the clients all the services that they need in the most efficient and economical way possible.

2. Project Objectives

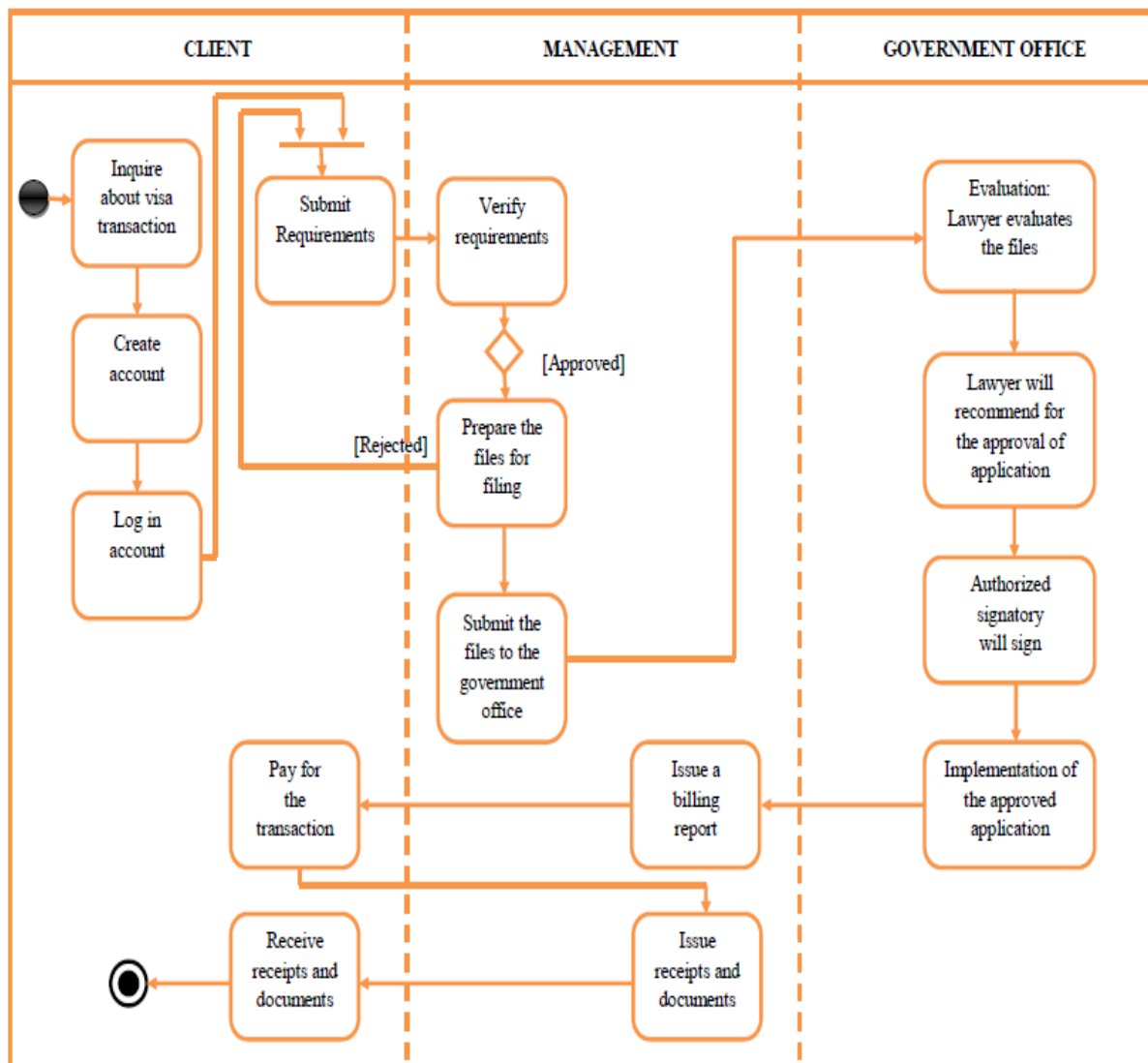
R.B.A. Consultancy & General Services – Client Servicing Systems is intended to work as a website in order to satisfy the clients' need for a servicing system that tracks the status of the transaction of the processing of their Visa.

3. Purpose of the Project

R.B.A. Consultancy & General Services - Client Servicing System is intended to work as a website in order to support its clients' need to know the status of the transaction they have acquired. As part of the project, the project developers will design a system that would start from the client's inquiry about the services and the service that client would want to acquire.

4. Rationale of the Project

a. The Current Process Flow



C. Systems Features and Functions

1. Software Environment

a. Programming Languages

The system was created using Drupal. It is an open source system which helps

maximize and build a truly interactive system.

b. Specific Software

The software used by the developers is the Microsoft paint which helps to edit the images in order to improve the interface of the system.

c. Web Server Application

The system will be Using Xampp. Xampp server is a free and open source cross-platform web server solution stack package, consisting mainly of the Apache HTTP Server, MySQL database, and interpreters for scripts written in the PHP and Perl programming languages.

d. Operating System

The system will operate in any Windows Operating System such as Windows XP, Windows Vista, Windows 7, Windows 8, etc.

2. Hardware Environment

The system runs on a single computer with minimum requirements of 1.0 GHz Processor with 1.0 Gig Ram and at least 450 mb of free disk space.

3. Networking and Security

a. Security

The computer where the client servicing system will run must have an updated version of its firewall, anti-virus and other necessary drivers.

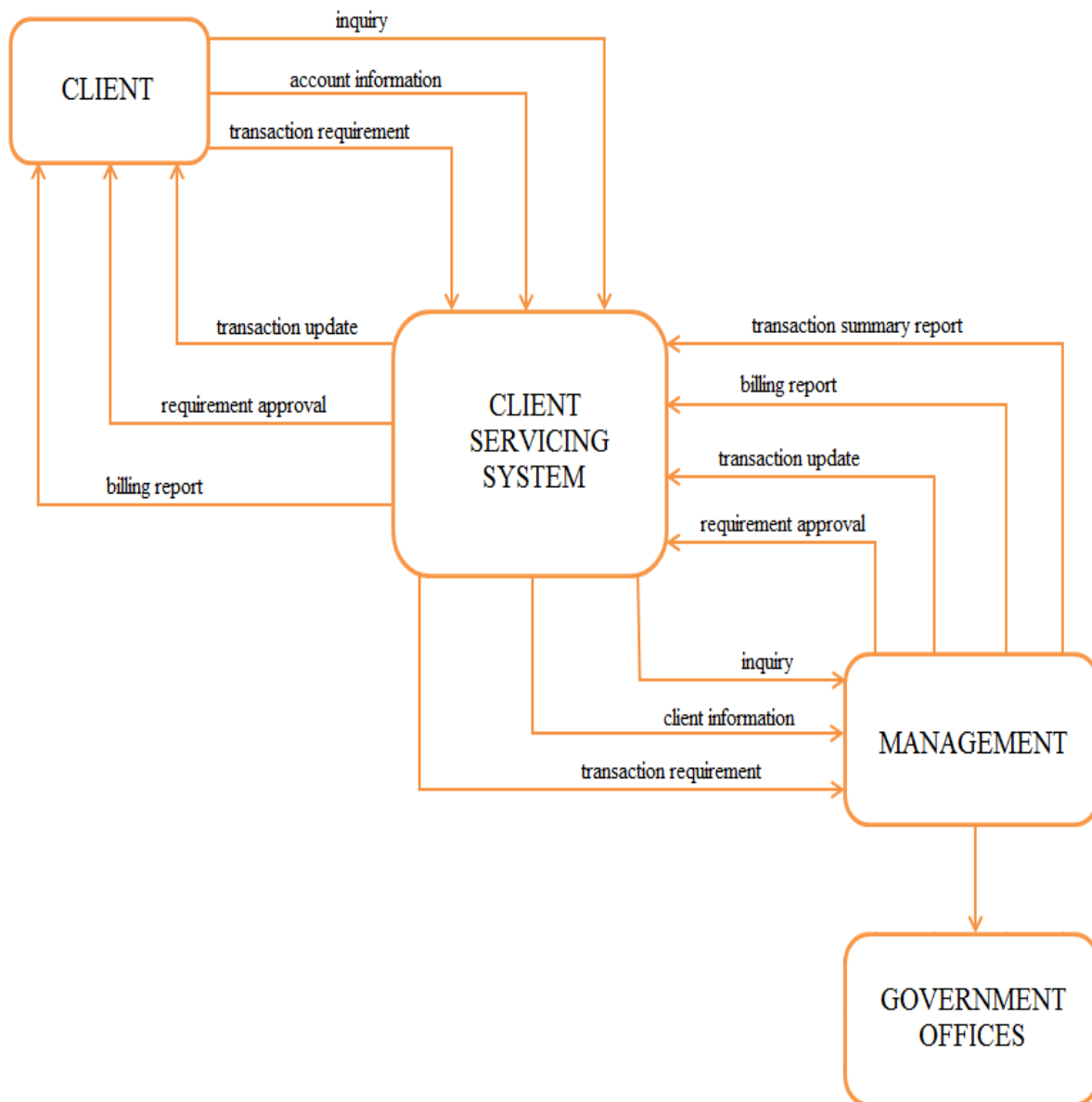
b. Server

The system will be Using Xampp. Xampp server is a free and open source cross-platform web server solution stack package, consisting mainly of the Apache HTTP Server, MySQL database, and interpreters for scripts written in the PHP and Perl programming languages

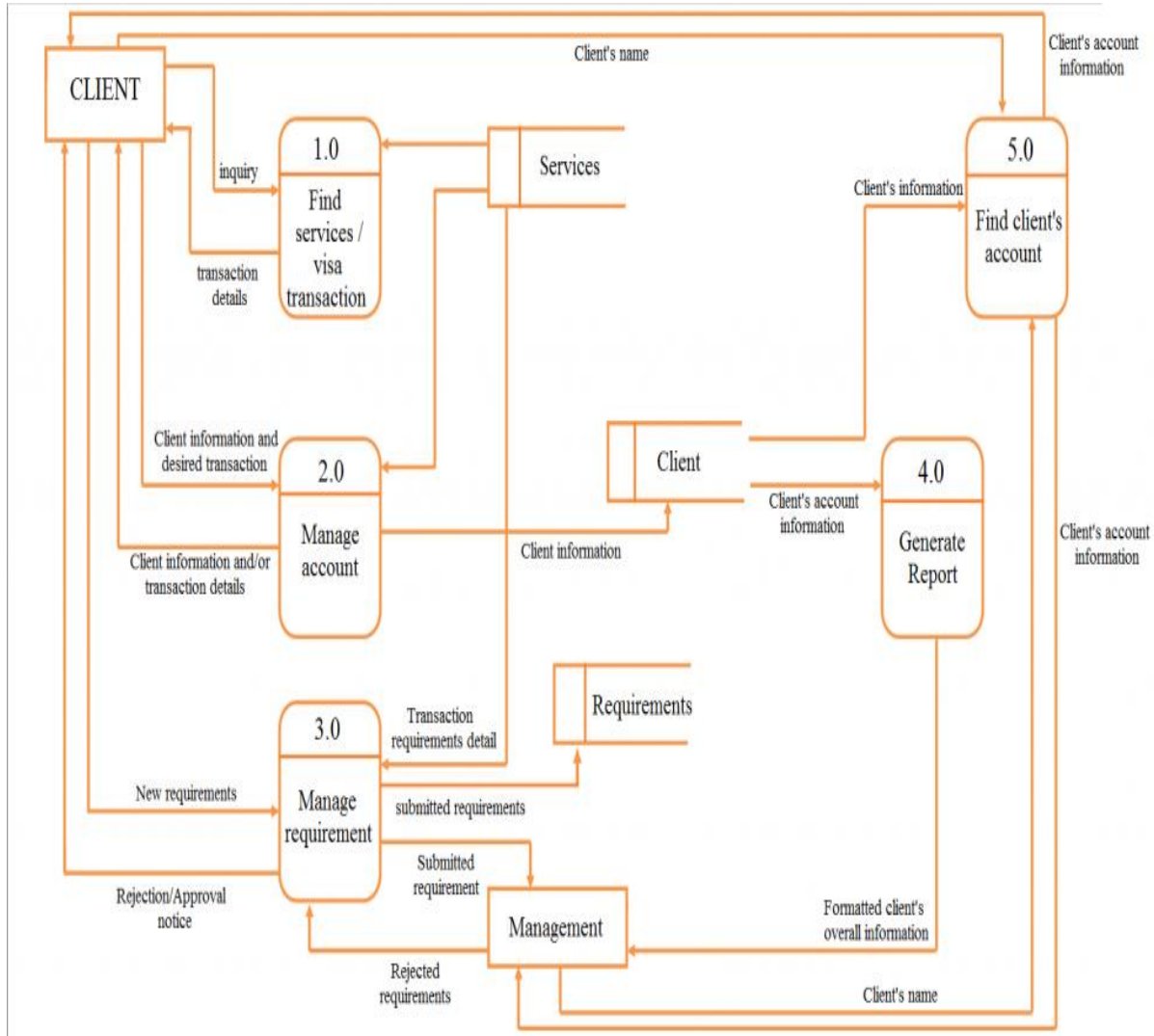
II. System Diagrams and Screenshots

A. Data Flow Diagrams

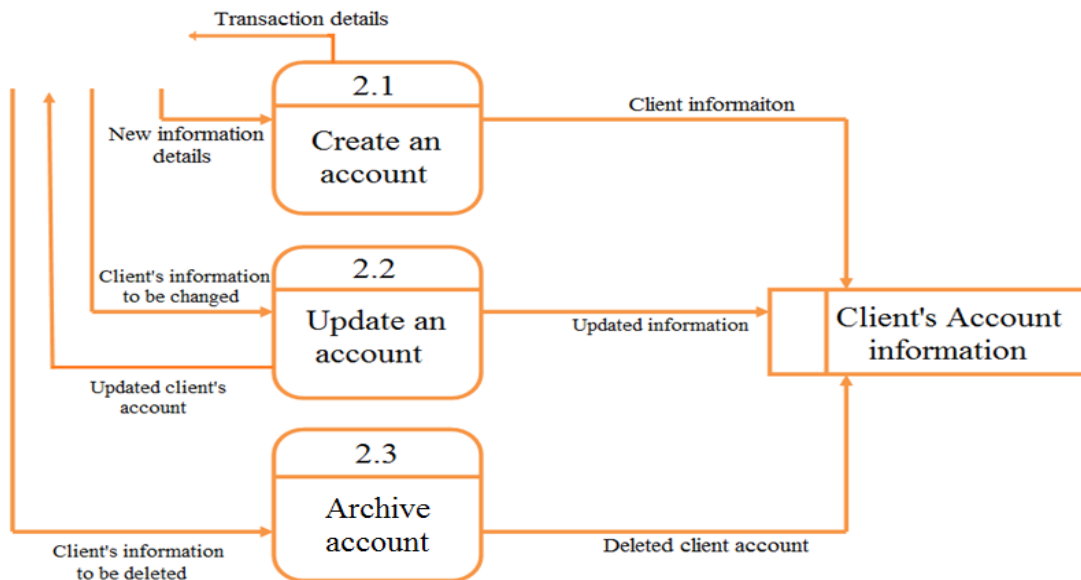
1. Context Level Data Flow Diagrams



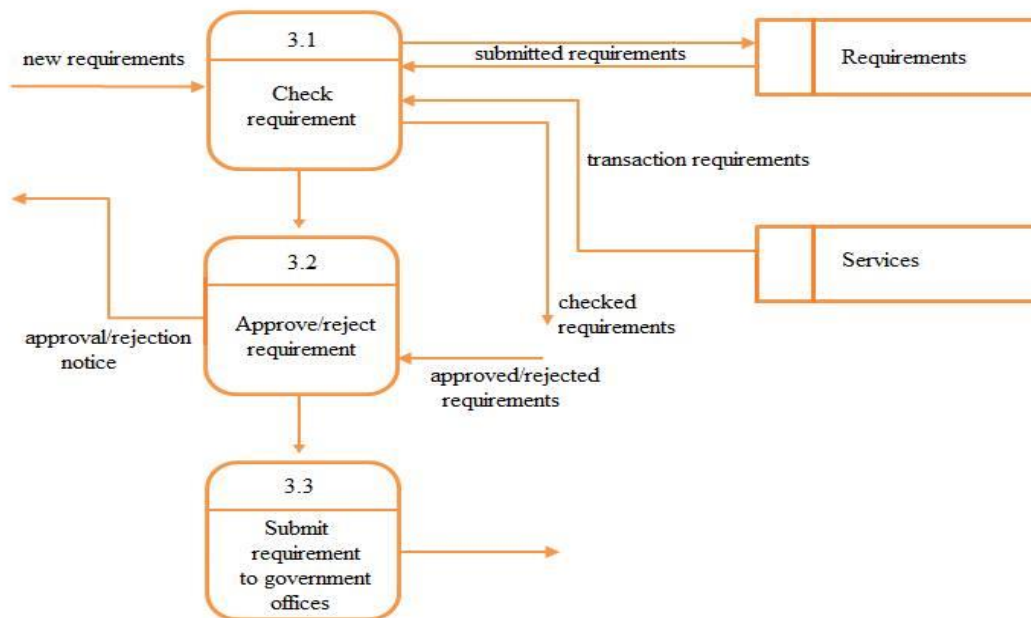
2. Level 0 Data Flow Diagrams



3. Level 1 DFD process 2.0

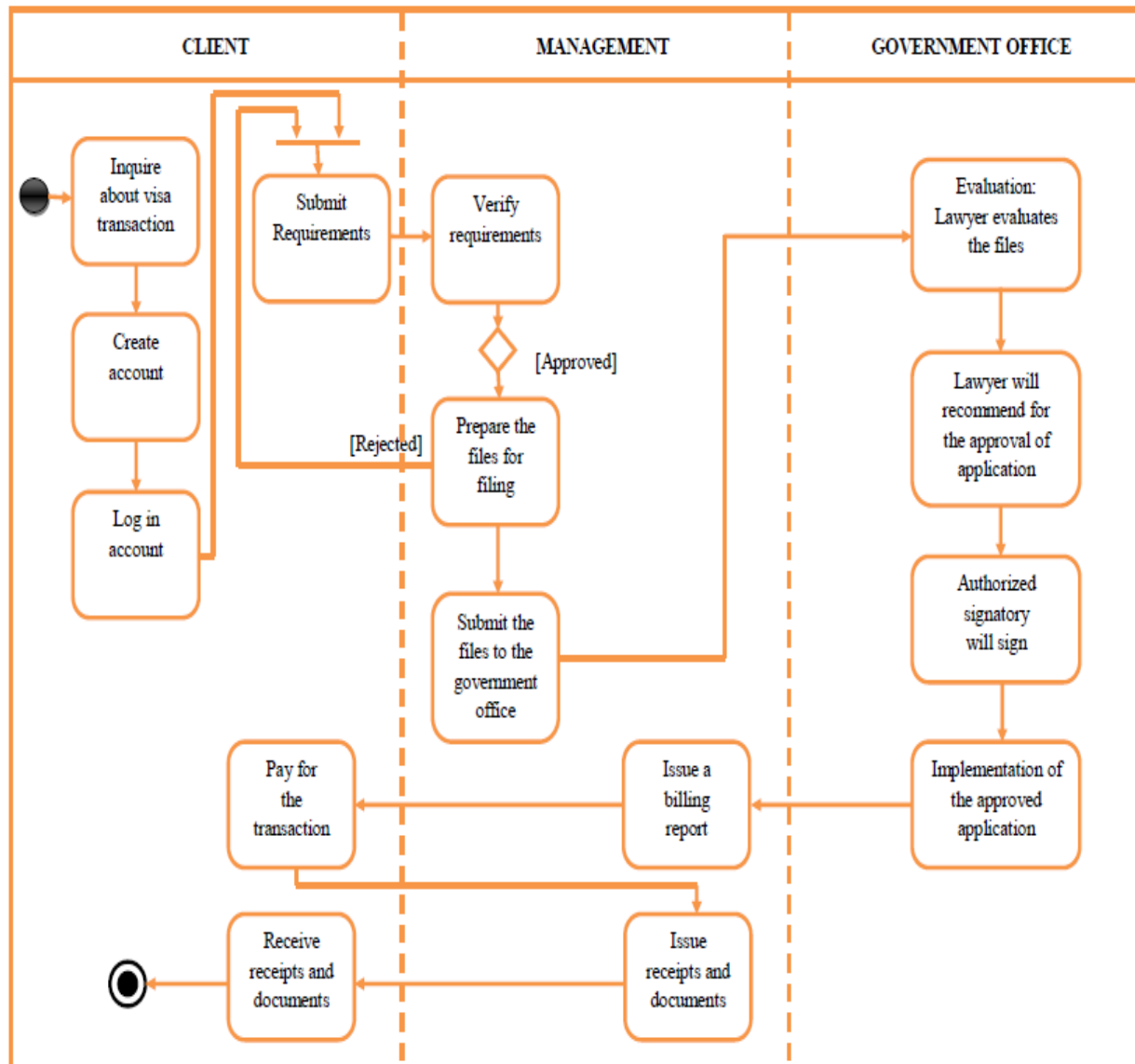


4. Level 1 DFD process 3.0

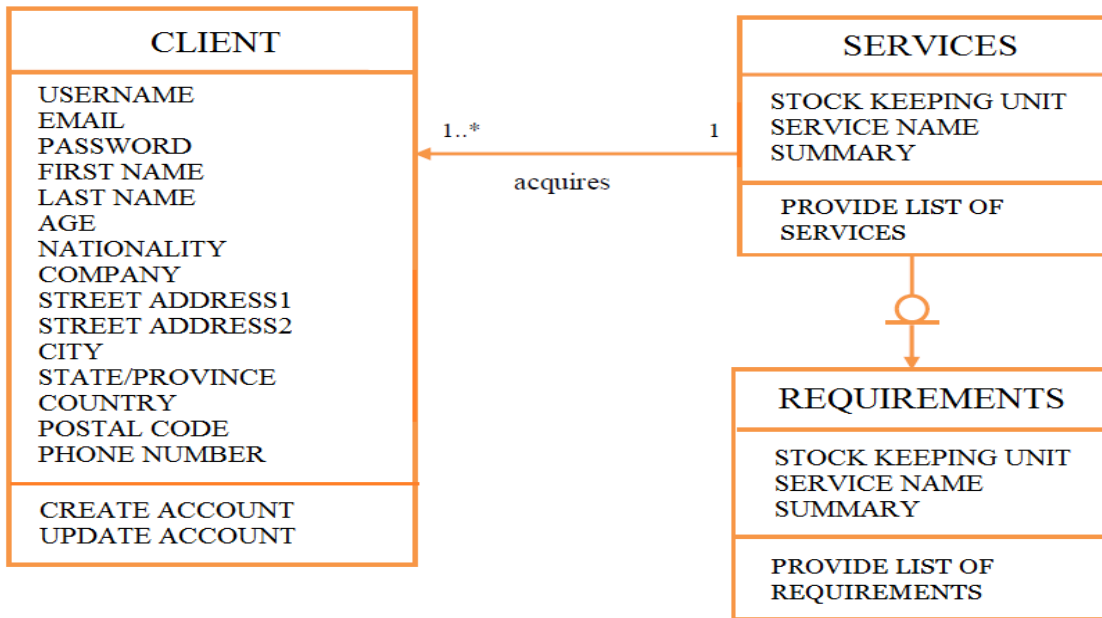


B. UML Diagrams

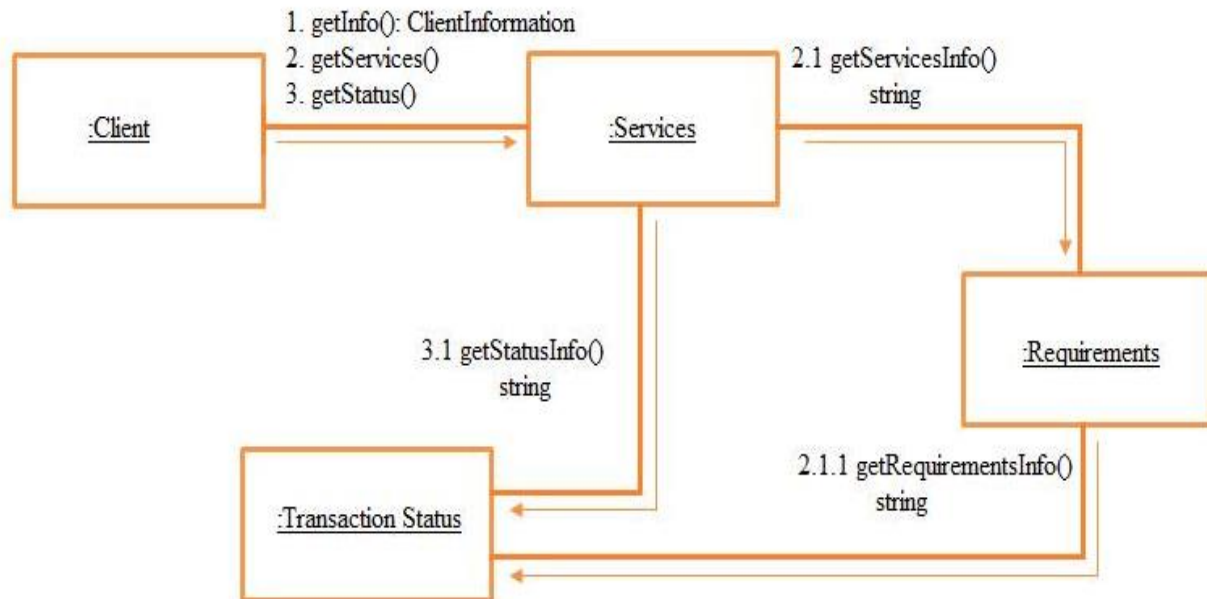
1. Activity Diagram



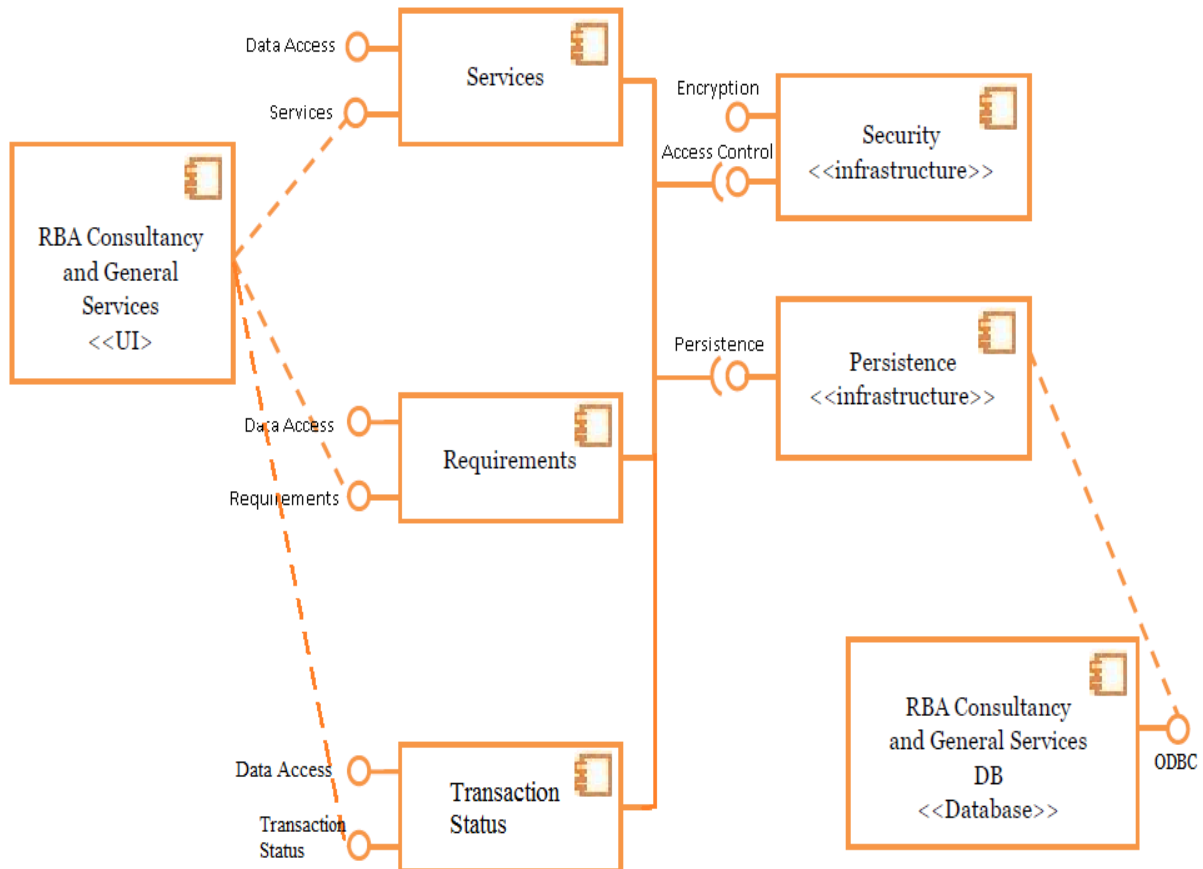
2. Class Diagram



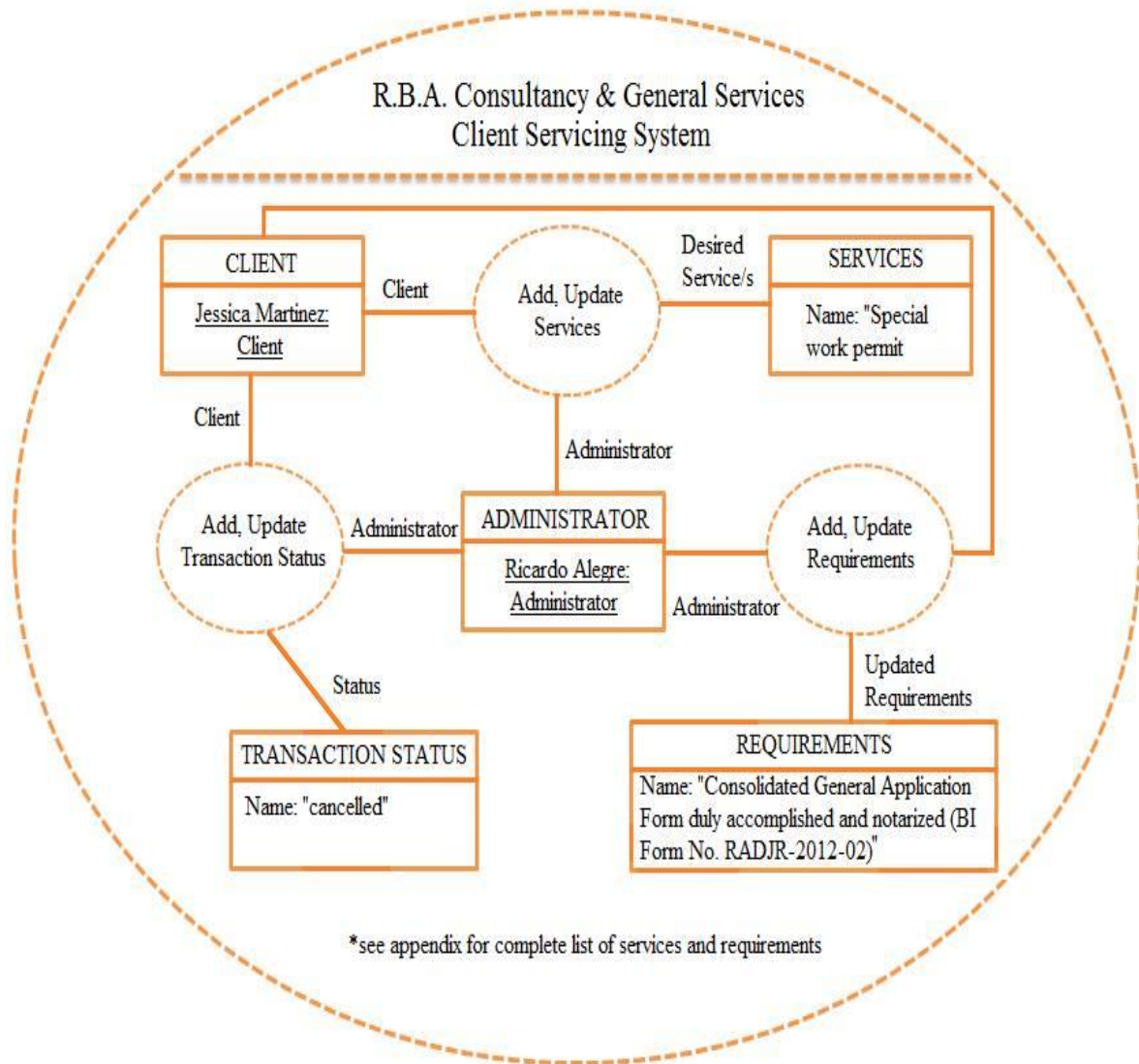
3. Communication Diagram



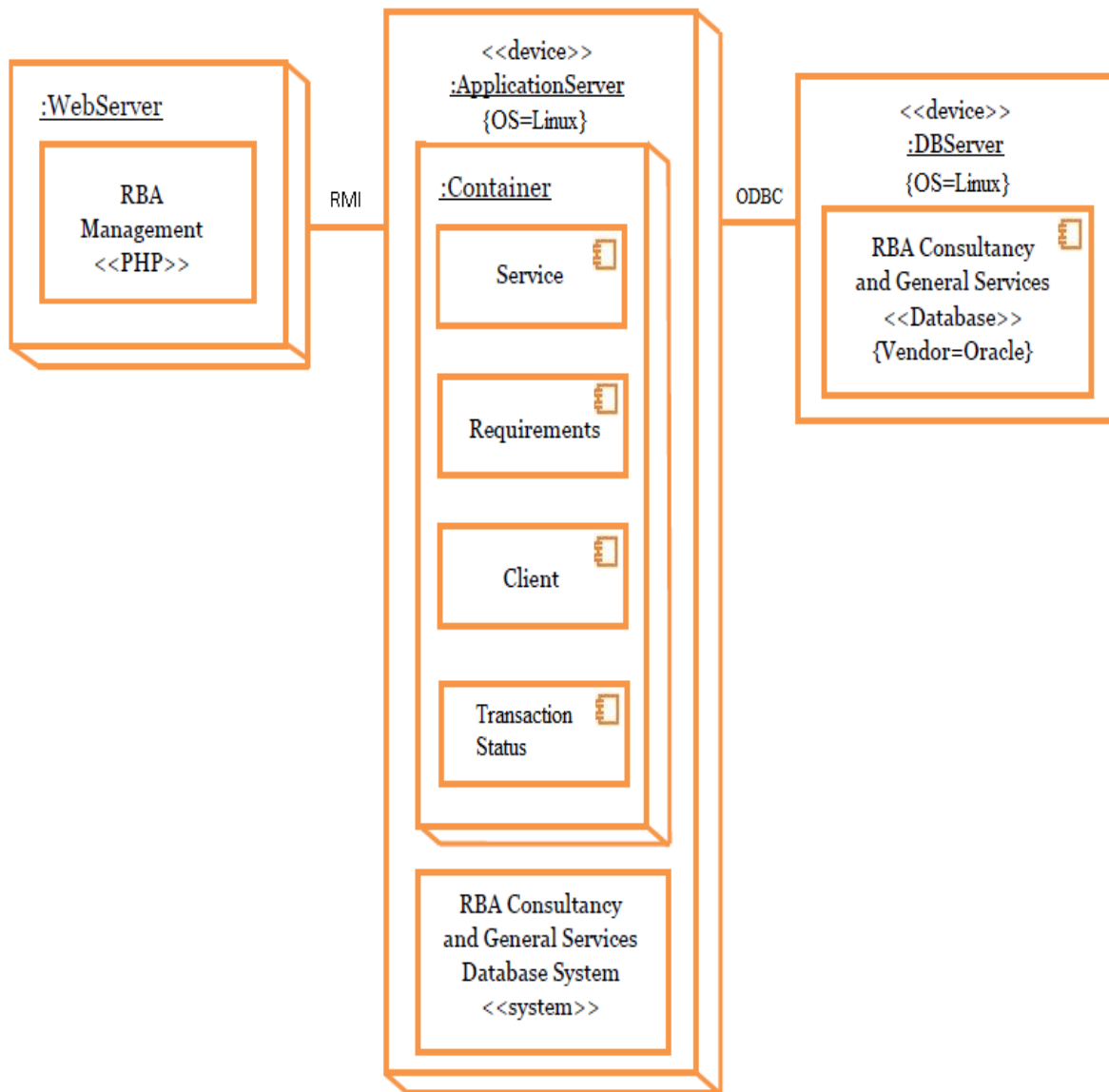
4. Component Diagram



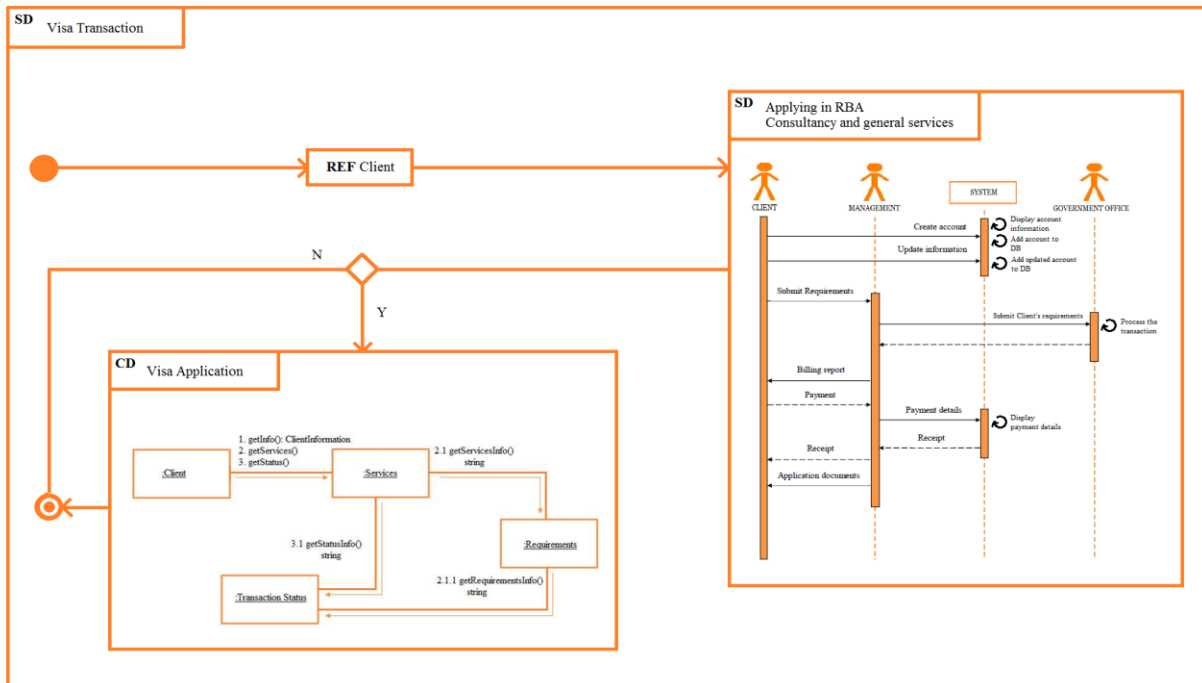
5. Composite Diagram



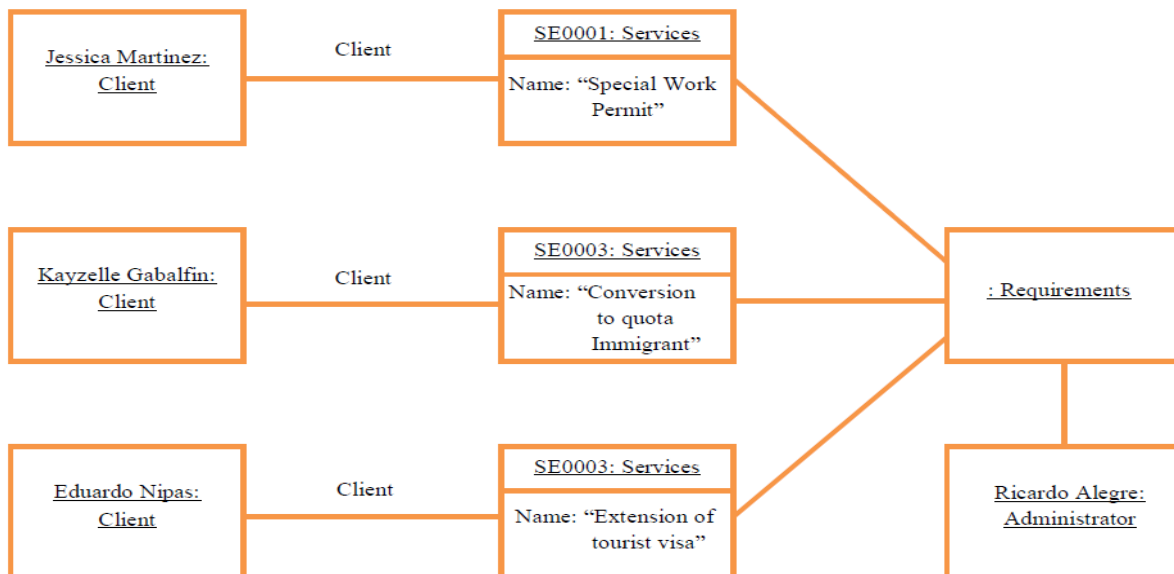
6. Deployment Diagram



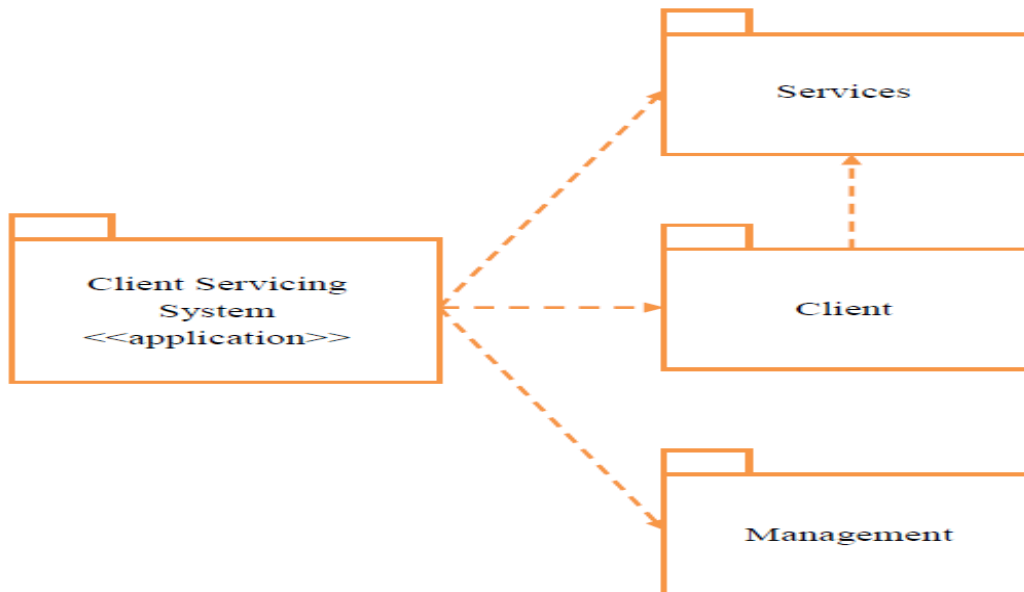
7. Interaction Overview Diagram



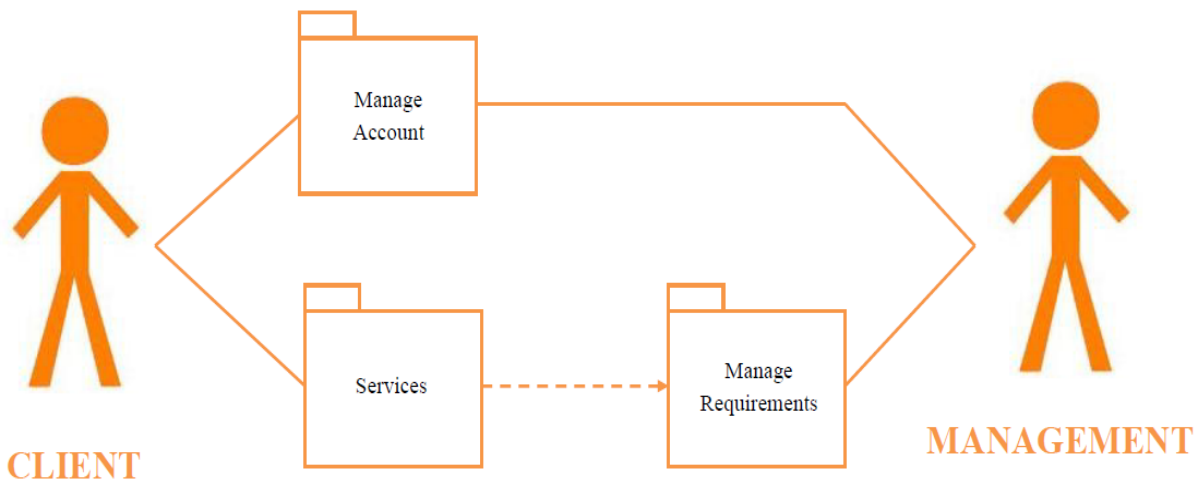
8. Object Diagram



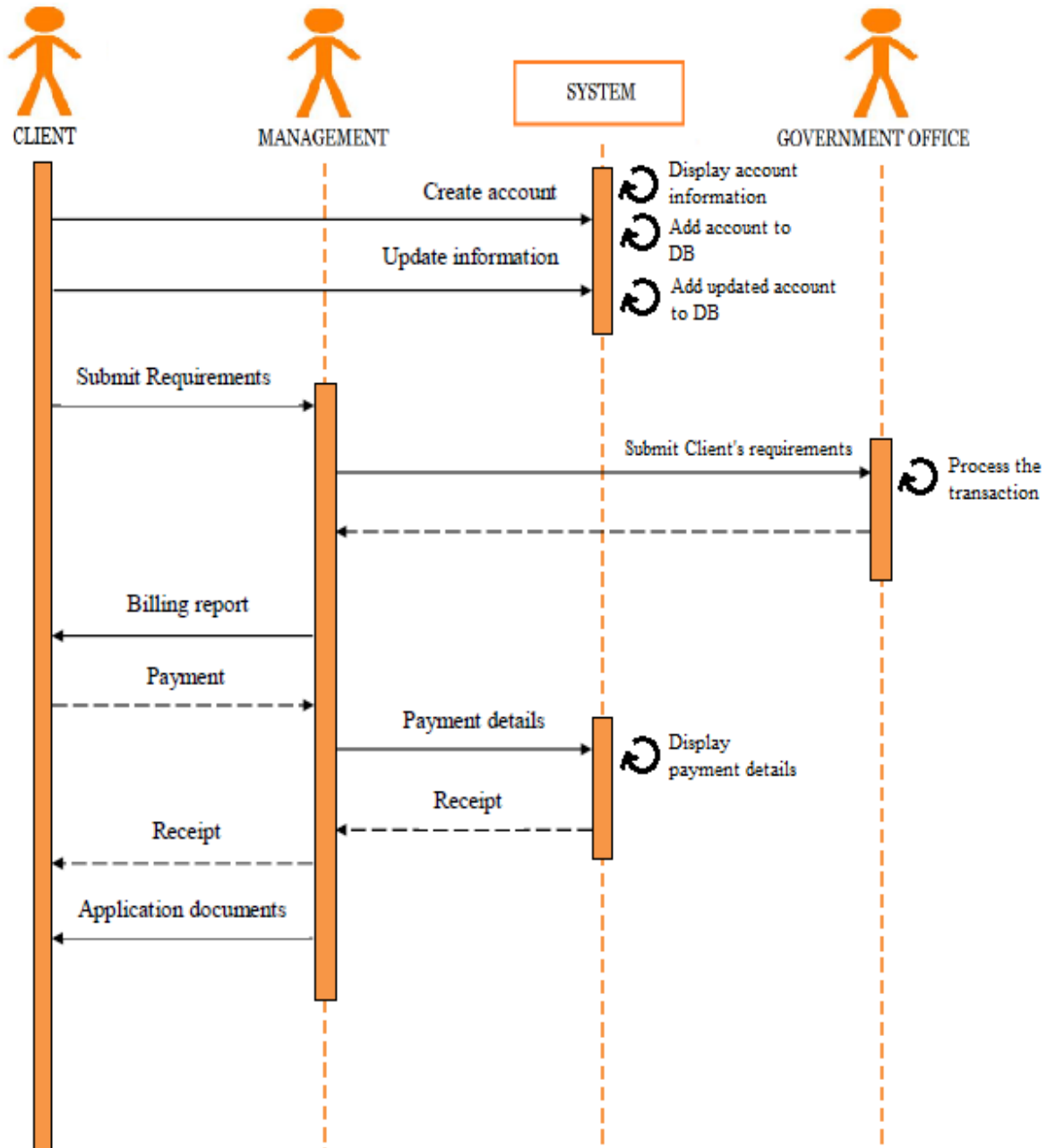
9. Class Package Diagram



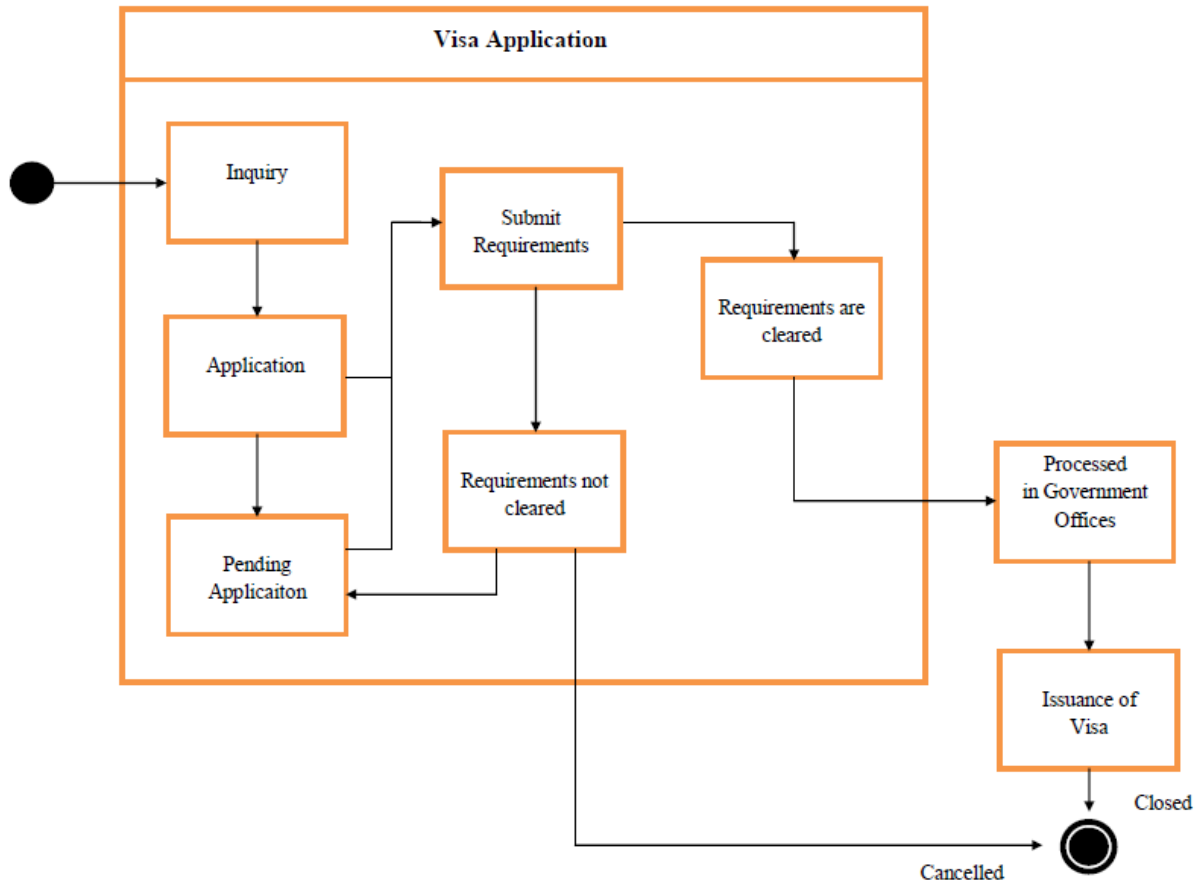
10. Use Case Package Diagram



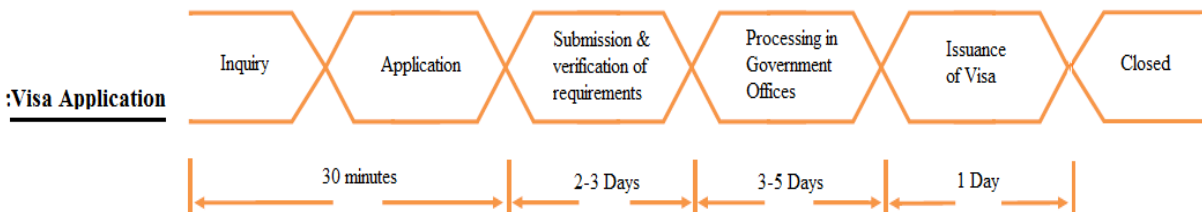
11. Sequence Diagram



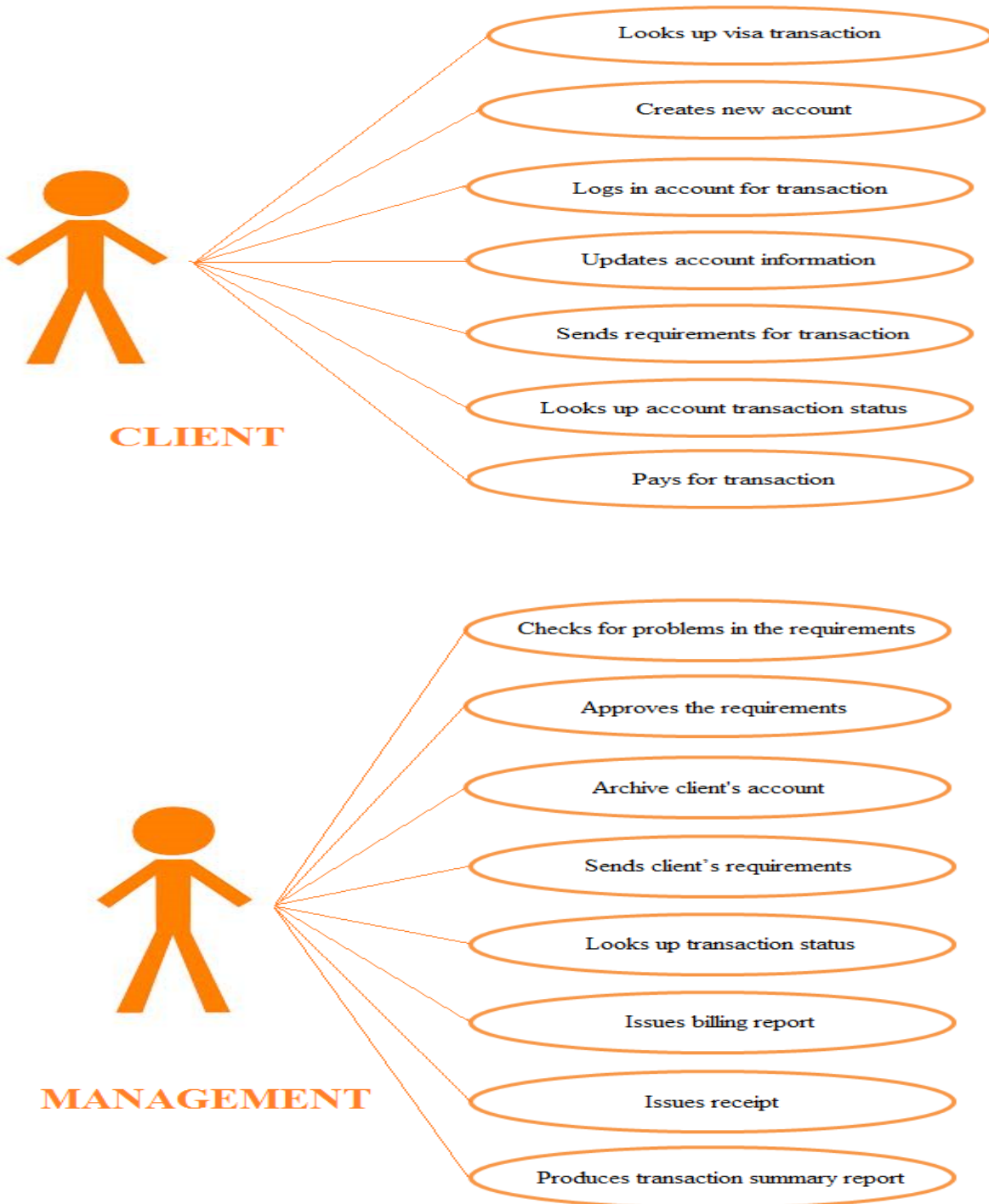
12. State Machine Diagram



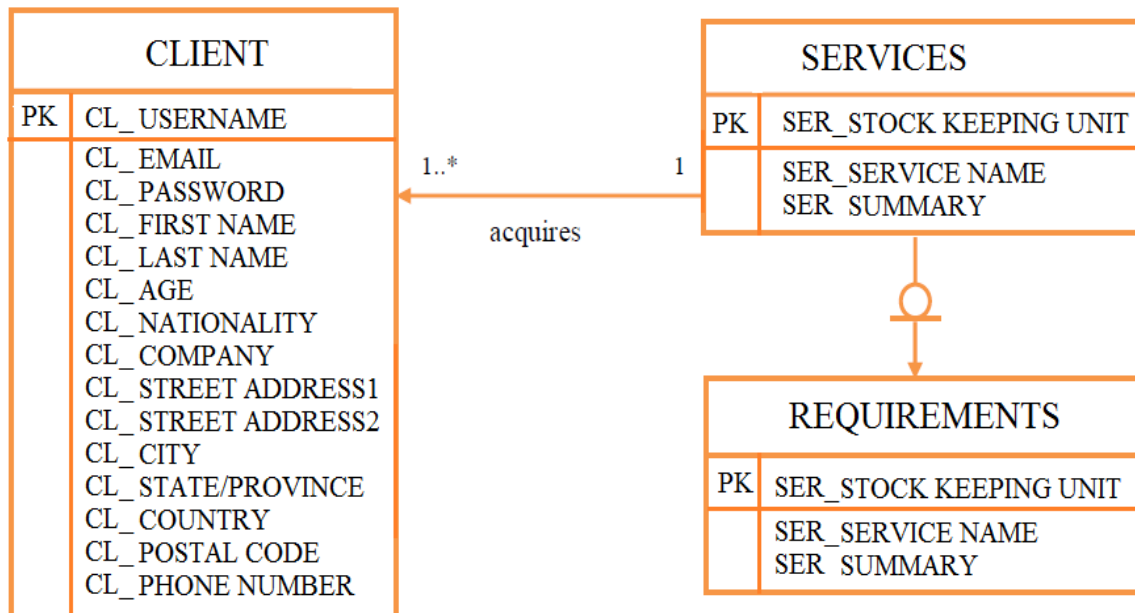
13. Timing Diagram



14. Use Case Diagram



C. Entity Relationship Diagram



D. Data Dictionary

CLIENT TABLE							
Attributes	Content	Type	Format	Required	PK	FK	Reference Table
CL_USERNAME	Clients username	Varchar	Xxxxxxxx	Y	PK		
CL_EMAIL	Clients email	Varchar	Xxxxxxxx	Y			
CL_PASSWORD	Clients password	Varchar	Xxxxxxxx	Y			
CL_FIRSTNAME	Clients first name	Varchar	Xxxxxxxx	Y			
CL_LASTNAME	Clients last name	Varchar	Xxxxxxxx	Y			
CL_AGE	Clients age	Integer	#####	Y			
CL_NATIONALITY	Clients nationality	Varchar	Xxxxxxxx	Y			
CL_COMPANY	Clients company	Varchar	Xxxxxxxx				
CL_STREETADDRESS1	Clients street address1	Varchar	Xxxxxxxx	Y			
CL_STREETADDRESS2	Clients street address2	Varchar	Xxxxxxxx				
CL_CITY	Clients city	Varchar	Xxxxxxxx	Y			
CL_STATE	Clients state	Varchar	Xxxxxxxx	Y			
CL_COUNTRY	Clients country	Varchar	Xxxxxxxx	Y			
CL_POSTALCODE	Clients postal code	Integer	#####	Y			
CL_PHONENUMBER	Clients phone number	Integer	#####	Y			

SERVICES TABLE							
Attributes	Content	Type	Format	Required	PK	FK	Reference Table
SER_STOCKKEEPINGUNIT	Services stock keeping unit	Varchar	Xxxxxxxx	Y	PK		
SER_SERVICENAME	Services name	Varchar	Xxxxxxxx	Y			
SER_SUMMARY	Services Summary	Varchar	Xxxxxxxx	Y			

REQUIREMENTS TABLE							
Attributes	Content	Type	Format	Required	PK	FK	Reference Table
SER_STOCKKEEPINGUNIT	Services stock keeping unit	Varchar	Xxxxxxxx	Y	PK	FK	Services table
SER_SERVICENAME	Services name	Varchar	Xxxxxxxx	Y			
SER_SUMMARY	Services Summary	Varchar	Xxxxxxxx	Y			

E. Screen Shots

a. Admin Page

Order 21

Home » Administration » Store » Orders » Order 21

Ship to:

Personal information: Select one...

Copy billing information

First name: Last name: Company: Street address: City: State/Province: - None - Country: Philippines Postal code: Phone number:

Bill to:

Personal information: Select one...

Copy shipping information

First name: ryan Last name: alegra Age: 19 Nationality: Filipino Company: Street address: sample street City: sample city State/Province: - None - Country: Philippines Postal code: 1300 Phone number: 12345678

Customer info:

Customer number: 16 Primary e-mail: rgallegre@apc.edu.ph

Products:

Add product Add blank line

REMOVE	QTY	NAME	SKU	WEIGHT	UNITS	COST	PRICE
	1	9 (g) Change of Status	1	0	Pounds	₱ 0.00	₱ 30000.00

Add a line item Empty line (a) Add line

Subtotal: ₱30,000.00 Order total: ₱30,000.00

Admin comments:

- [-] Order created through website.

[ADD AN ADMIN COMMENT](#)

Submit changes Delete

Orders

Home » Administration » Store » Orders

View order number View by status

Active Apply

ACTIONS	ORDER ID	CUSTOMER	TOTAL	PURCHASE DATE	STATUS
	21	ryan alegra	₱30,000.00	01/13/2014	Pending
	19	ryan alegra	₱30,000.00	01/10/2014	Pending
	17	sample surname	₱30,000.00	01/10/2014	Pending
	16	ryan alegra	₱30,000.00	01/10/2014	Processing
	15	ryan alegra	₱3,000.00	01/09/2014	Pending
	14	Ryan Alegra	₱3,000.00	01/09/2014	Pending
	13	Ryan Ric Alegra	₱3,000.00	01/09/2014	Pending
	12		₱3,000.00	01/08/2014	Pending
	11		₱3,000.00	01/08/2014	Pending
	6	ryan alegra	₱3,000.00	01/07/2014	Completed

Product reports

PRODUCT REPORT

CUSTOM PRODUCT REPORT

[Home](#) » [Administration](#) » [Store](#) » [Reports](#)

The table lists each product listed in the store, its amount sold, how many times it has been viewed, revenue it has produced, and gross profit it has generated. If you do not see the number of views you must enable the Statistics module on the [module administration page](#).

Order statuses used: Completed

#	PRODUCT	SOLD	REVENUE	GROSS
1	9 (g) Extension	1	₱3,000.00	₱3,000.00
	1	1	₱3,000.00	₱3,000.00
2	9 (g) Change of Status	0	₱0.00	₱0.00
	1	0	₱0.00	₱0.00
3	Special Working Permit	0	₱0.00	₱0.00
	3	0	₱0.00	₱0.00
4	Temporary Resident Visa	0	₱0.00	₱0.00
	4	0	₱0.00	₱0.00
5	Retention/Re-acquisition of Philippine Citizenship	0	₱0.00	₱0.00
	5	0	₱0.00	₱0.00
6	Immigrant Visa	0	₱0.00	₱0.00
	6	0	₱0.00	₱0.00
7	13 (a) Immigrant by Marriage	0	₱0.00	₱0.00
	7	0	₱0.00	₱0.00

[Export to CSV file.](#)
[Show all records](#)

*Make sure count content views is set to *enabled* in the [access log settings](#) page to enable views column.

Sales reports

SALES SUMMARY

SALES PER YEAR

CUSTOM SALES SUMMARY

[Home](#) » [Administration](#) » [Store](#) » [Reports](#)

These are the sales for the last two days, average sales for the month, and the projected sales for the rest of the month. Further down the list you will see other sales statistics.

All reports are your local timezone, which is **Asia/Manila**.


Order statuses used: Completed

SALES DATA	NUMBER OF ORDERS	TOTAL REVENUE	AVERAGE ORDER
Today, 01/13/2014	0	₱0.00	₱0.00
Yesterday, 01/12/2014	0	₱0.00	₱0.00
Month-to-date, Jan 2014	1	₱3,000.00	₱3,000.00
Daily average for Jan 2014	0.08	₱230.77	
Projected totals for Jan 2014	2.44	₱7,153.86	

STATISTICS	
Grand total sales	₱3,000.00
Customers total	1
New customers today	0
Online customers	0

TOTAL ORDERS BY STATUS	
Completed	1
Processing	1
Pending	8
Abandoned	9

b. Client Page



HOMEABOUT USSERVICESCONTACT US

[Home](#) » [About Us](#)

RBA Consultancy and General Services is a duly recognized business entity by the Department of Trade and Industry, Department of Labor and Employment and Bureau of Immigration. It was established in 2001 through the leadership and management of Mr. Ricardo B. Alegre. His expertise and efficient processing of working permits and immigration visas gained the respect of big companies as his clients. RBA Consultancy and General Services is committed to bringing 100% satisfaction to its clients, that's why they strive hard to give the clients all the services that they need in the most efficient and economical way with such excellence.

USER LOGIN

Username *

Password *


- [Create new account](#)
- [Forgot Password?](#)

Log in

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HOMEABOUT USSERVICESCONTACT US

[Home](#) » [Contact Us](#)

CONTACT US

Your name *

Your e-mail address *

Subject *

Message *

Send message

USER LOGIN

Username *

Password *

- [Create new account](#)
- [Forgot Password?](#)

Log in

Powered by [Drupal](#)

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WELCOME TO RBA CONSULTANCY AND GENERAL SERVICES!

RBA Consultancy and General Services is a company that processes different kinds of travel visas of expatriate here in the Philippines specifically Metro Manila. It is a small company dedicated in giving you fast but economical way to process you're visa and other legal documents.

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[Home](#) » [User account](#)

USER ACCOUNT

[Create new account](#)

[Log in](#)

[Forgot Password?](#)


Username *

Enter your RBA Consultancy and General Services username.

Password *

Enter the password that accompanies your username.

[Log in](#)


RBA
CONSULTANCY & GENERAL SERVICES

HOMEABOUT USSERVICESCONTACT US

Home » Upload » Submissions for test

SUBMISSIONS FOR TEST

Showing all results. 4 results total.


#	Submitted	Operations
4	01/09/2014 - 04:49	View
3	01/09/2014 - 04:48	View
2	01/09/2014 - 03:40	View
1	01/09/2014 - 03:39	View

- Go to Upload page

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HOMEABOUT USSERVICESCONTACT US

Home » My Transaction

MY TRANSACTION

Remove	Products	Qty	Total
Remove	9 (g) Change of Status	1	₱30,000.00
Subtotal:			₱30,000.00

[View other services](#)

Update Transactions

Send Transaction Request

Powered by Drupal

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[Create new account](#) [Log in](#) [Forgot Password?](#)

E-mail address *

Password -


Personal Information

* Last name:

* Nationality:

Street address:

City:

* Country: Philippines 

Phone number:

Billing address: ☒ Use as my default billing address

Default billing address: ☒ Use as my default billing address

This question is for testing whether or not you are a human visitor and to prevent automated spam submissions.



Enter the characters shown in the image.



CONTACT US

- [My Transaction](#)

SERVICES

P30,000.00

P15,000.00

P30,000.00

P20,000.00

P35,000.00

P27,500.00

Username *

- [Forgot Password?](#)

Log in

F. Lesson Learned

As the project team proceeded to develop the system, they learned about the System Development Life Cycle (SDLC) concepts and principles. The project team applied these concepts and principles in order to develop a feasible system. The team was able to talk to their client to discuss and evaluate what system the client wants and needs. Moreover, the team also discussed with their adviser consultant the considerations that the team would need for the project. In doing so, the team was able to make sure that the project development was on the right track.

The project team learned that the success of this project depended on how well the team worked together. The team considered the strengths and weaknesses of their fellow project manager/developer so that every work was divided in a way that the team could easily manage. Furthermore, the team learned to use their time wisely and to prioritize the things that are needed to be done.

Software Requirements

Specification

R.B.A. Consultancy & General Services

Client Servicing System

Version 1.0

Prepared by:

Ryan Ric Alegre

Mariz Atok

Julie Anne Cortez

Asia Pacific College

1. Introduction

1.1 Purpose

R.B.A. Consultancy & General Services - Client Servicing System is intended to work as a website in order to support its clients' need to know the status of the transaction they've acquired. As part of the project, the project developers will design a system that would start from the clients' inquiry about the services and the service that clients would want to acquire.

1.2 Intended Audience and Reading Suggestions

The client servicing system is intended to be managed by R.B.A. Consultancy & General Services – Client Servicing Systems project manager and the administrator assigned by the company. The administrator is the only one responsible for managing the information in the system.

1.3 Product Scope

The client servicing system will provide a servicing system that includes the status of the transactions of the clients. It will also include an inquiry section so that other possible clients can apply for the services being offered by the company.

After the client has applied for a certain service, the requirements needed for the service will be displayed. The system also allows the client and or the administrator to update or change the client's basic information.

The client servicing system is for the use of the company and the client in updating transaction statuses based on the processing of a certain service.

1.4 References

- Ambler, Scott W. (2003-2012). *Introduction to the Diagrams of UML 2.0*.
<http://www.agilemodeling.com/essays/umlDiagrams.htm>

- DotNetCoder (2008). <http://www.dotnetcoders.com/default.aspx?PID=umlOver>
- The TortoiseSVN Team (2004-2013) TortoiseSVN the coolest interface (Sub)version control [software]. (<http://www.tortoisesvn.net/downloads.html>)

2. Overall Description

2.1 Product Perspective

R.B.A. Consultancy & General Services – Client Servicing Systems is a new and integrated system. It is intended to work as a website in order to satisfy the clients' needs for a servicing system that tracks the status of the transaction of the processing of their VISA.

2.2 Product Functions

The system must perform the following functions:

- Create new client record.
- Update a client's information.
- Create service list for client.
- Create requirements list for client.
- Update client's requirements.
- Update transaction status.

2.3 Operating Environment

This system will operate in any Windows Operating System such as Windows XP, Windows Vista, Windows 7, Windows 8, etc. The system will be Using Xampp. Xampp server is a free and open source cross-platform web server solution stack package, consisting mainly of the Apache HTTP Server, MySQL database, and interpreters for scripts written in the PHP and Perl programming languages

2.4 Design and Implementation Constraints

The primary design constraint is PC platform. The application is designed for a PC interface so there would be no problem in the screen resolution and the size. The system will be installed on a PC with enough memory so there would be no problem. R.B.A. Consultancy & General Services – Client Servicing system is designed and implemented to be real-time and responsive, even when dealing with updates.

2.5 User Documentation

The user documentation will be included in the Help section of the Client Servicing System.

2.6 Assumptions and Dependencies

The system can run on a computer with any Windows Operating System e.g. Windows XP, Windows Vista, Windows 7, Windows 8. It also needs XAMPPserver in order to function. Xampp server is a free and open source cross-platform web server solution stack package, consisting mainly of the Apache HTTP Server, MySQL database, and interpreters for scripts written in the PHP and Perl programming languages. The computer should have at least 1.0 GHz processor with 1.0 GB ram and at least 1GB of free disk space.

3. External Interface Requirements

3.1 User Interfaces

The user interface of the system is basically composed of four main web pages – *Home* page, *Services* page, *Contact Us* page, and *Login/Registration* page. A user can easily navigate through these pages. The *Home* page has simple interface which displays the background of the company.

While in the *Service* page, the user can view all the services offered by the management. User can also view the requirements according to what services he/she

chooses and will also display the price for the application.

Contact Us page displays the information about the General Manager including the email address and the mobile number which will help the user if he/she has any questions regarding the transaction. If the user has any questions or inquiries, he/she may leave a message which will be sent directly to the management.

3.2 Hardware Interfaces

The system runs on a single computer with minimum requirements of 1.0 GHz Processor with 1.0 Gig Ram and at least 450 mb of free disk space.

3.3 Software Interfaces

The system was created using Drupal. It is an open source system which helps maximize and build a truly interactive system. . It also needs XAMPPserver in order to function. Xampp server is a free and open source cross-platform web server solution stack package, consisting mainly of the Apache HTTP Server, MySQL database, and interpreters for scripts written in the PHP and Perl programming languages.

Moreover, the system can run on a computer with any Windows Operating System like Windows XP, Windows Vista, Windows 7, Windows 8, etc.

4. System Features

4.1 System Feature 1

Client Inquiry Feature

4.1.1 Description and Priority

This feature contains the inquiries of the clients. If the client wants to ask something from the company, they can easily ask questions by simply including their email address where the reply will also be sent.

This feature's rating is low priority because it just sends an email to the

administrator for client's inquiries; it will not affect the information kept in the system or its privacy.

This feature may help largely in the company because this is a sign that a client would want to acquire a service from the company. It doesn't need anything but an email address for the management to verify the person. This will also be used as the reply address.

4.1.2 Stimulus/Response Sequences

ACTOR	SYSTEM
1. Client wants to inquire about the services	1.1 Client visits the website 1.2 Access Contact Us 1.3 Click tab for Inquiry 1.4 Fill out the information needed 1.5 Submit form

4.1.3 Functional Requirements

REQ-1: Email address. This is needed for the administrator to be able to verify the person. This will also be used as a reply address.

4.2 System Feature 2

Adding and Modifying Account Information Feature

4.2.1 Description and Priority

This feature contains the adding and modifying of client's information. Once the client has registered and logged in, the client can change his/her information. The administrator can also modify the client's basic information if necessary.

This feature's rating is medium priority because modifying a client's information is very easy and that that information doesn't need to be changed often. However this feature is also given attention for the client's privacy.

4.2.2 Stimulus/Response Sequences

ACTOR	SYSTEM
1. Client wants to change his/her personal information	1.1 Log in to the system 1.2 Access account settings 1.3 Access personal information 1.4 Edit personal information 1.5 Save changes
2. Management want to change/add client's personal information	2.1 Log in to the system 2.2 Search for client's account 2.3 Access client's account 2.4 Access personal information 2.5 Modify 2.6 Save changes

5. Other Nonfunctional Requirements

5.1 Performance Requirements

- XAMPPServer should first be installed on the system.
- The computer wherein the system will run should have a minimum of 1.0 GHz processor with 1.0 GB ram and at least 1 GB of free disk space.

- The system should perform its functions.

5.2 Safety Requirements

- The system should not be operated by other people, only by management.
- The system should no longer operate in case of any disaster.
- The system should no longer operate if there's a security attack.
- The management should not give the password to other people.
- The system should be placed in a safe area.

5.3 Security Requirements

- The access permissions for system data may only be changed by the management.
- All external communications between the system's data server and clients must be encrypted.
- The password of the system should be kept secure by the management.
- All the changes occurring in the system should be listed on the system's history

5.4 Software Quality Attributes

Performance

- Response time to user output
- Processed updates per hour

Reliability

- Mean time to failure
- Rate of occurrence of failure

Size

- Actual size of requirement uploads

Usability

- Number of errors

5.5 Business Rules

- The whole system should be operated only by the management.
- The client has only limited access to the system.

6. Other Requirements

Supportability Requirements

This requirement should consider the ff:

- Adaptability
- Maintainability
- Internalization
- Portability
- Tailorability

Process Requirements

- The development process to be used must be explicitly defined and must be conformant with ISO 9000 standards.
- A disaster recovery plan for the system development must be specified.