

PROJECT NAME	UNG Parking Services System													
EXECUTIVE SUMMARY	<p>Currently, the university outsources the system used for parking services. This is a costly service that does not provide the full support an institution like UNG requires. The outsourced service offers very little management features for system users and it doesn't provide an intuitive and/or aesthetically pleasing user interface. Citation fees have been reviewed and while they may provide some additional profits, we believe the intangible benefits of a better system would outweigh the slight monetary loss. The university can greatly increase their students and other institutional members' satisfaction by implementing the proposed system. An in-house developed parking service system will negate the cost of the current outsourced system and allow the university to realize a greater perceived reputation. The institution will gain the ability to customize the system to better fit their needs for better decision making, greater customer satisfaction, and an increased operational effectiveness.</p>													
IMPLEMENTATION PLAN	<p>To complete the project, the following items must be developed and integrated:</p> <table><tr><th>Component</th><th>Function</th><th>Source</th></tr><tr><td><i>Database</i></td><td>Collects, stores, retrieves, and manipulates permit user data for use in the web application</td><td>Developed In-House using SQL Server</td></tr><tr><td><i>Application Server</i></td><td>Processes incoming data requests for data transmission between users and the database</td><td>Developed In-House using .NET Framework</td></tr><tr><td><i>Web Application</i></td><td>Provides a web portal for system users to view account data and for administrators to maintain the features and services offered</td><td>Developed In-House using .NET Framework</td></tr></table>		Component	Function	Source	<i>Database</i>	Collects, stores, retrieves, and manipulates permit user data for use in the web application	Developed In-House using SQL Server	<i>Application Server</i>	Processes incoming data requests for data transmission between users and the database	Developed In-House using .NET Framework	<i>Web Application</i>	Provides a web portal for system users to view account data and for administrators to maintain the features and services offered	Developed In-House using .NET Framework
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PROJECT SCOPE DEFINITION	<p>The system will allow users to manage their UNG parking permit account, which includes the following:</p> <ul style="list-style-type: none">• Account Creation• Vehicle Registration• Permit Requests• Viewing Account Balances• Viewing Citation Information• Paying Fees <p>An application will process user requests and provide results from the database accordingly. The application will also provide a webpage interface, allowing users to view their accounts from anywhere they have web access.</p>													
REQUIRED TECHNOLOGY	<p>The following hardware and software technologies are required:</p> <ul style="list-style-type: none">• Computer with network access• Microsoft SQL Server Management Studio• Web browser with internet access• Microsoft Visual Studio• .NET Framework													
EXPECTED OUTCOME	<p>Successful implementation will provide UNG with a custom parking service system. The system will maintain the integrity of the institutions parking records by providing accurate and consistent data collection, storage, retrieval, and modification functions. The system will increase UNG's ability to provide a quality user experience through the permit management services offered in the system. Users' perceived reputation regarding the institution will increase, thus increasing the opportunities to realize superior status. UNG administrators will be able to extract valuable information from the collected data, increasing their decision-making abilities, and furthering the institutions operational effectiveness.</p>													