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# **PROJECT NAME: INTERNET SERVICE PROVIDER**

## **1.PLANNING**

*The name itself explain the situation here .the purpose of this project is to provide internet to the customers. You provide the details of every section of the data fields so that the system can store accurate information. Our project has three important section which are: the customers,plan and employees of the company.*

### **Goals and objectives**

*Provide easy way to make it easy and possible for customers to surf the web, shop online, conduct business and connect with family and friends for affordable fee. As a result the system has a login system for customers to keep their information secure and for admin to add, update the internet plan .it is very easy to provide different broadband internet speed on different prices. The admin is allowed to either create an employee or add a customer. And you can even register a complaint made upon a setback of internet speeds.*

### **The problem to be solved**

*Include physical connectivity issues between customers, company and customers' management ISPs need to manage customer accounts, bills and support .security ISP needs to be sure that networks and even customer's data are secured. The system provide incident capabilities.*

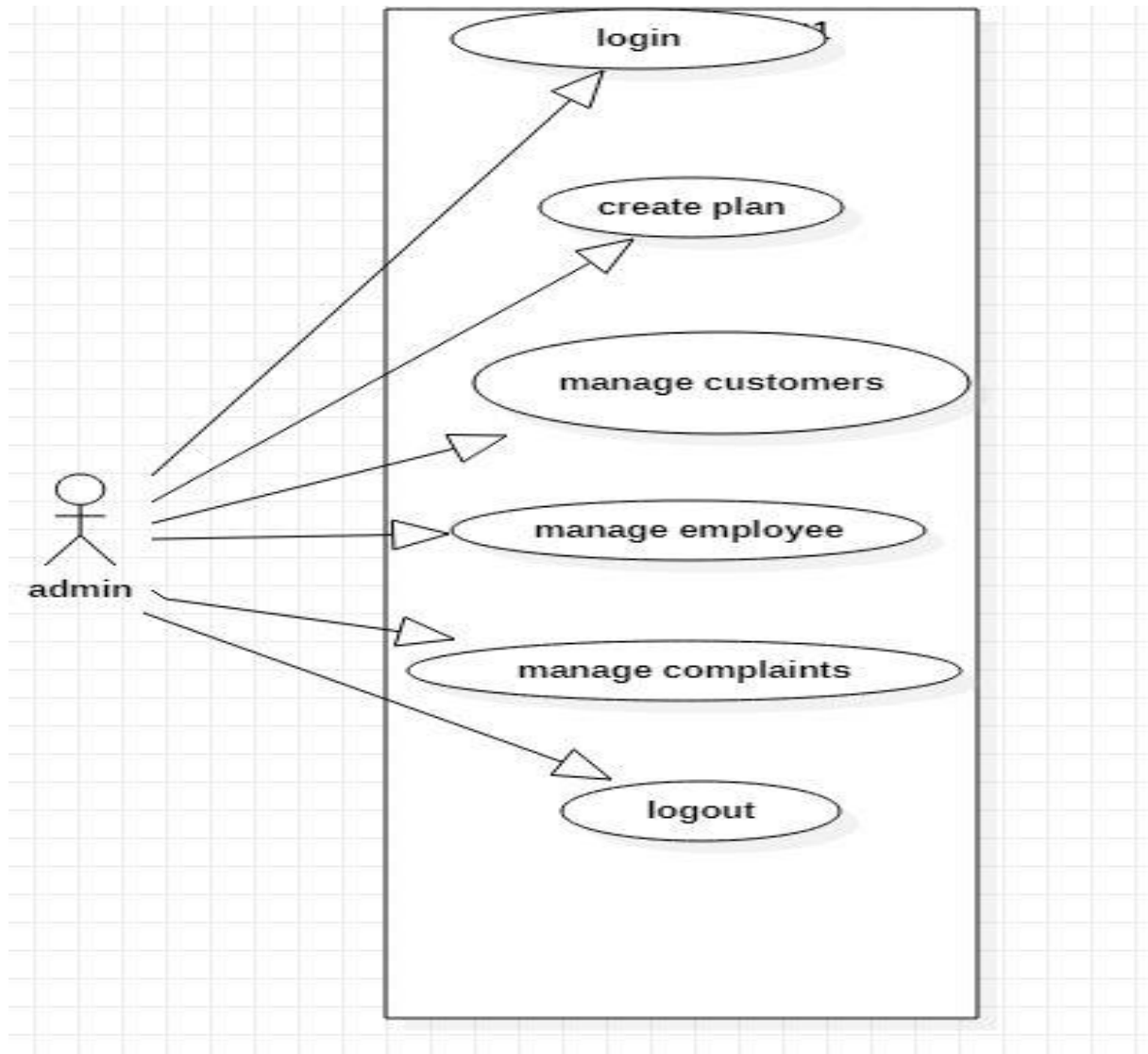
## **2. DESIGN**

*the system is going to work as desktop application*

*Admin to use this system need to login first and if credentials are correct the admin will be able to see his/her dashboard which is composed by navigation like*

- *Create plan*
- *Manage customers*
- *Manage complains*

- *Manage employee*
- *Logout*



## **Technical requirements**

- ❖ *The system was designed as java application using NetBeans IDE.*
- ❖ *This system use MySQL workbench as database management system to store and manage data stored.*
- ❖ *Security like on user accessibility of data in database and ensure data safety.*
- ❖ *usability: by making sure that our system is easy to use and navigate with no complexity.*
- ❖ *Reliability: this makes system available in want and no data loss.*

## ***Functional requirements***

- ✓ *The system will provide a centralized platform for administrators to access and manage customer data plan.*
- ✓ *The system include a reporting feature that will allow for monitoring customer data for specific time.*
- ✓ *System requirement: involve specifications for software and hardware such as computer ,database and more. these include the specific action that system takes to complete the task.*

- ✓ *Authentication functions: this requirement will help us to validate admins credentials before doing any other activity on system.*

### **3. Development**

#### **Technology Used**

- *Java Swing.*
- *Mysql Database*
- *Netbeans 8.2*
- *mysql connector*

**Then we created database to store the users information in tables that are:**

*Admin*

*Customer*

*Complains*

*Plan*

*Employee*

*And made relationships among them by using primary keys and foreign keys and after database we had to connect with our system files coded in netbeans software and its swings for graphical design and to connect we used mysql connector.*

### **4. Testing**

In testing phase we tried our system in different operating system and it worked very well as it was supposed to like in window the system performed as it performed in mac and there was no difficulties it will be very easy for end users.

### **4. Deployment**

To distribute our project we had to take computers which has netbeans , wamp server for database and connector in that way our system can be imported and accessed.