

**Cebu Institute of Technology – University**

**College of Computer Studies**

**Project Proposal #3**

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| **Project Members** | 1. Belandres, John Vincent F. – Backend Developer 2. Perez, Rodel R. – Backend Developer 3. Moñeza, Michael III F. – Frontend / Backend Developer 4. Lumayag, Kyle Jhunelle – Frontend / Backend Developer 5. Genobaten, Jon Anthony T. – Frontend Developer 6. Autida, Christian Kyle P. – Frontend Developer |
| **Proposed Project Title** | Teknoy’s Technical Concern System |
| **Proposed Project Description** | Teknoy’s Technical Concern System is a web-application that can be used for the Technical Support Group (TSG) as well as to students who are enrolled in a current semester, to provide their technical concerns (if any) like the Moodle account, institutional account, etc. This system aims to provide a smooth process to resolve the technical issues or problems that the students are encountering. The first one to be entertained by the staff will be those concerns that are submitted first. |
| **Proposed Project Features** | The following are the proposed features of this project:   1. The user and admin can login and logout of the website. 2. The user can create concern/s. 3. The user can view and update their own concern/s. 4. The user can delete their own concern/s. 5. The user can edit their own concern/s. 6. In the admin dashboard, the admin can monitor and reply to the concerns of the users. 7. The admin can give feedback to the user if the certain concern/s will be implemented. 8. The admin can create announcements that will be shown in the landing page. 9. Once the user has logged in, the user has the option to view his/her concern log. 10. The user can rate the service of the system once concern is solved. |