**MILESTONE EVALUATION SHEET**

**MILESTONE NO.**

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| **DATE:9/4/2018** | **COURSE NO.: ISMG 6060** |
|  | **INSTRUCTOR:** [**Ersin Dincelli**](https://ucdenver.instructure.com/courses/395441/users/283799) |

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| **TEAM NO. OR NAME** | **TEAM MEMBERS** |
|  | **Yash Nigam** |
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| **Student comments:** |
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| **Instructor comments:** |
| This is a great system request overall. Keeping clients updated and informed would improve their satisfaction. In the last section, other than the benefits of the IT project, you can try to find some potential constraints as well. |

**Score: 10**

# System Request Template

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| System Request: | Professional and science staff management (PSSM) |
| Project Sponsor: | Contract Manager, Placement manager **Professional and science staff management (PSSM)** |
| Business Need: | The project will enable multiple users to login into a common system simultaneously, one automated system will be implemented reducing the duplicate workload caused by paper requests and electronics requests and responses. Interactive dashboard will be implemented to keep a track of placement records. The contract manager, placement manager and arrangement manager should be able to communicate well with a consolidated database. |
| Business Requirements: | -Analytics to keep real time placement record on a dashboard -Real time interaction with clients for their requirements through interactive service portal -Immediate response system to alert the client and prospective employee during each step -Customer service unit to help clients and employees to resolve any doubts or clarifications -A client facing database will enable the clients to put in a request and as the request processes, the contract manager will get the notification in real time |
| Business Value: | This new consolidated system will reduce the manual effort and keep the real time information for all contracts, notify the contract manager and clients if the contract is coming to an end. It will also manage the candidate database and upgrade it continuously for clients to directly look for candidates of their own choice. With next phase an application will be implemented with this consolidated system enabling all the departments to fetch employee data, contract data and the placement status .It will give PSSM a competitive advantage over other staffing agencies. |
| Special Issues or Constraints: | -With the proposed system we will eliminate the redundancy and automate the entire information system for anyone with the PSSM login credentials and our clients -The integrated system will be deployed in modules, starting with the client facing portal to put in requests and answer any generic questions with automated customer service page. -For integration, technical expertise will be required for DevOps and analytics, along with that, customer service representatives will need training with the new integrated system. |