A.P. Event Pro, Inc.

System Service Request

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REQUESTED BY : Nick Iudiciani DATE: February 5, 2019

DEPARTMENT: Information Technology, Human Resources

LOCATION: Melrose, MA

CONTACT: 617-894-4997

TYPE OF REQUEST: URGENCY:

[ X ] New System [ ] Immediate – Operations are impaired, or Opportunity lost

[ ] System Enhancement [ X ] Problems exist, but can be worked around

[ ] System Error Correction [ X ] Business losses can be tolerated until new system installed.

PROBLEM STATEMENT

Our current systems of keeping employee records and scheduling are outdated and need revision and/or system overhaul. As our company of independent contracting grows, we take on more contracts and therefore have more clients that require more staffing. Schedules and other employee records are not stored in a digital repository. Rather, they are stored in filing cabinets containing rows of documents that are vastly underutilized, a very inefficient method of storage. When new applicants join the security staff, the most valuable asset is their phone number, since all forms of communication are done via text. The staffing director would send out a mass text to all employees a picture of the handwritten schedule riddled with markups and corrections from previous errors. Because of this, team peer supervisors are unaware of any changes that are made to the schedule, which creates a tense and difficult working environment for both management and employees.

SERVICE REQUEST

We request an evaluation of the current aforementioned areas of the business. We emphasize importance on the means of scheduling for current employees by implementing a software and/or database system that allows for the storage of current employee and new candidate information, along with schedules for weekly operations that are easily accessible by management and supervision staff for updates and other changes.

IS LIASON: Ryan Heinold ([Ryan\_Heinold@Student.uml.edu](mailto:Ryan_Heinold@Student.uml.edu))

SPONSER: Altamas Kadawala (Altamas\_Kadawala@student.uml.edu) Sales and IT Manager

------------------------------------------TO BE COMPLETED BY SYSTEMS PRIORITY BOARD-------------------------------

[ ] Request approved Assigned to:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Start Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[ ] Recommend revision

[ ] Suggest user development

[ ] Reject for reason: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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