Project Brief

Project title	Problem Manage a Server Outage Scenario & an Issue & Change Request Management System
Module Name	NICF-Capstone Project using Java
Course Name	Advanced Certificate in Infocomm Technology (Software and Applications)
Project Start date	
Project Submission Date	

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1. **Purpose of this Project**

   This Project is used for Summative Assessment of student in the "NICF-Capstone Project using Java" of the NICF Course "Advanced Certificate in Infocomm Technology (Software and Applications)"

   In this project you must design, plan & test the community portal website you have developed in module 5 "NICF-Web Development Foundations".

2. **Project Pre-requisites**

   You must have completed the community portal modular projects as part of Module 3, Module 4 & Module 5, as you will use the following deliverables.
   1. Module 3 (UI Frameworks) – Bootstrap based HTML, images & javascript files developed for community portal.
   2. Module 4 (Database Design and Implementation) – Implemented database of community portal.
   3. Module 5 (Web Development Foundations) – Community portal developed using Java Spring.

   You should have access to the Project Brief, Project Report template and Project Presentation template and should understand how to use the templates

   You have access to the Project Technical Environment

   You should understand the number of milestones and what are the milestones to be presented for each of the Tutoring Session

3. **Project Outcomes & Deliverables**

   You should perform all the tasks in the Project Task List and prepare the following during the project:
   - Briefly explain different types of testing which you will undertake
   - Test Schedule Document
   - Phase test plan
   - Execute test scripts and verify the results
   - Prepare a Project Report as per pre-defined template
   - Prepare a Project Presentation as per pre-defined template
   - Prepare a Testing Document

4. **Project Definition**

   You have been approached by 'ABC Jobs Pte Ltd' as a website developer to manage a problem they are facing. They have a website for managing their community of developers. The website goes down intermittently.

The development and implementation is adhoc. You also need to explore how to streamline the incidence & enhancement management to reduce such problems from reoccurring.

The scope of this project is to problem manage the situation and come up with a solution.

4.1 Overview of the project

The Community portal is for their software developers. As part of this project we need to identify the problem and manage it across its lifecycle.

4.2 Scope of the Project

Perform the following activities

1. Explain principles of problem management across its lifecycle.
2. Use various tools, process and technologies to facilitate problem identification, investigation, analysis & resolution
3. Explain various steps to investigate & diagnose problems.
4. Prioritize & Categorize change requests.
5. Prepare a solution to address the root cause of the problem.
6. Document & Monitor the problems
7. Explain best practices in documenting problems.

5.   Project Task List

You should perform the following tasks as part of the Project:

Task 1 (K1, A1)
1. Briefly explain principles of problem management with an example across its lifecycle
2. Include it as part of Project Presentation

Task 2 (K2, A2)

1. Explain briefly various tools, process & technologies to facilitate problem identification, investigation, analysis & resolution.
2. Include it as part of Project Presentation.

Task 3 (K3, A3)

1. Explain briefly various steps you will take to investigate & diagnose problems.

2. Include it as part of Project Report.

Task 4 (K4, A4)

1. Briefly explain how you will prioritize, categorize incident & change requests for the application according to their severity, frequency or potential implication.
2. Include it as part of Project Presentation.

Task 5 (A5)

1. Explain about solution you will implement to address the root cause of the problem and avoid their reoccurrence.
2. Include it as part of Project Presentation

Task 6 (A6)

1. Briefly explain how will you document the problems encountered and monitor them
2. Explain briefly any systems you will implement.
3. Include it as part of Project Presentation

Task 7 (K5)

1. Briefly explain any best practices and industry standards in documentation related to problem management.
2. Include it as part of Project Report.

6.   Project Evidences

Evidence checklist	Summary of evidence required by student which has to be incorporated in the Project Report
Task 1	Briefly explain principles of Problem management across its lifecycle, include it as part of Project Presentation.
Task 2	Explain briefly various tools & technologies to facilitate problem identification, investigation, analysis & resolution.
Task 3	Explain briefly various you will take to investigate & diagnose problems.

Task 4	Briefly explain how you will prioritize, categorize change requests for the application according to their severity, frequency or potential implication.
Task 5	Explain about solution you will implement to address the root cause of the problem and avoid their reoccurrence.
Task 6	Briefly explain how you will document the problems encountered and monitor them, Explain briefly any system you will implement.
Task 7	Briefly explain any best practices and industry standards in documentation related to problem management.

7. Project Guidelines

You should follow the below guidelines while implementing the Project:
- Implement the project in the technical environment specified in the Project brief
- Follow the format specified for Project Report and Project Presentation
- The project report and presentation should be submitted at least 2 days before the date of Capstone Assessment date
- Present the Milestones in every Tutoring Session and seek the Tutor's feedback and review. Incorporate the feedback in your project.
- Attach all project evidences for each milestone as part of your Project report

8. Project Assumptions

You can make following assumptions while implementing the project:
- Incidence & Change Request Management will be the primary focus to resolve the issues faced in production environment.

9. Project Technical Environment

The student should perform the project in the following environment
- Notepad / Textpad
- Microsoft Word
- Microsoft PowerPoint