Quality control

Help desk

The project will be a fully functional ticket system, it will be made using the following languages; PHP/MySQL and HTML/CSS, it will also include graphic designing, the software that is going to be used are multiple IDE’s(Netbeans, PHP Storm etc.), XAMPP and Photoshop, also for code validation, W3C Validator will be used.

The ticket system will have a user-friendly interface with the ‘look and feel’ of the standards of Stenden’s eHelp.

The ticket system will have a security system that will require to register/purchase and after that to login. There will be a hierarchy system where the team leader will be able to manage all incidents this means he/she’ll be the only one to remove incidents. The operators will get an overview of the incidents and will be able to handle them. The client will be get an overview of their submitted incidents and to add new ones. There will be a security operator which’ll only be able to grant or deny access to the ticket system.

The testing will be conducted by a few random users and will give feedback on the experience they’ve had during the testing. With the feedback we get from the users we improve the product if needed.

The intermediate results will be assessed based on the weekly meetings, day to day inquiring, and interviews with the client to obtain feedback and guarantee the quality of the project.

The schedule of the project plan will be included and will display how the objectives of the team are organized, how many hours are spend where and when to guarantee thorough planning and eliminate the doubts the sponsors might have regarding the quality of the project.

Seeking advice from experts from outside the team such as; Mr. Rob Smit, Ms. Weenie Van Schilt and Mr. Gerjan van Oenen to assure quality of the project.

The project is going to be phased in three parts:

1. Preparation;
2. Execution;
3. Aftercare.