**Polytechnic University of the Philippines**

College of Computer and Information Sciences

*Department of Computer Science*

Sta. Mesa, Manila

In Partial Fulfillment of the

Requirements for the Subject

COSC 3073: Fundamentals of Database Systems

***Information Engineering Plan***

**Silverlines IT System Co.**

**Computer Hardware and Software Reseller and Services**

Anzaldo, Justine Vincent C.

Loto, Ramzel Renz L.

Romaraog, Randy Boy L.

Sioson, Daniel M.

Prof. Larry Andres

April 26, 2016

1. **STRATEGIC PLANNING FACTOR**
2. Goals

* Mission

To contribute outstanding value to clients, employees, vendors and society at large establishing enthusiastically satisfied long term partnership.

To expand our business and technology leadership position.

To become an incredibly easy company to do business with through a culture of customer service.

* Objectives

To provide high quality IT solutions for corporate small, medium business and personal use

1. Critical Success Factors

* Additional manpower
* Improved marketing strategies (doing telemarketing and client calls)
* Excellent service
* Additional capital
* Hardwork

1. Problem Areas

* Uncollected debts

1. **Corporate Planning Object**
2. Organizational Units

*(See attached document)*

1. Location/s

Unit E #26 N. Domingo St., cor Araneta Ave. San Juan City, 1500 Manila, Philippines

1. Business Function

Silverlines I.T System Co.- is an IT systems integrated company , established for the purpose of providing high quality IT solutions for corporate small , medium business and personal use. We carry wide arrays of products from simple clone & branded desktop computers to high end branded Laptops, Branded Servers, Networking products, Software , Point of Sales System (POS), Structured LAN cabling, PABX installation, Wireless Network, Surveillance System & CCTV installation. We translate these advance technologies into value for our customers through our professional solution and services.

1. Entity Types

* Service Request
* Service Order
* Customer
* Supplier
* Technician

1. **Develop an Enterprise Model**

Entity Relationship Diagram

*(See attached documents for the ERD, forms/reports)*