* 1. **Chapter Overview**

Internship is a practical experience of theoretically gained knowledge and can measure as a groundwork trial to be aware with any organization and to make oneself confident enough to enter into service life and start building career. This chapter attempts to describe the objectives, scope, limitation and all topics of initialization period of this project.

**1.2 Project Overview**

Client Management System is very much important system for any Software Company to run it successfully. It is better to use a system like this for keeping all the information about Client, service of the company, all the transaction Information with Company and Client, which client take which service, their renew information etc. With this system, company can keep all their information that I already mention safe and sound and can access from anywhere. As this an automated system, it saves the time for making the “Invoice” for every Client. Not only reduce the time but also it can reduce the error and enforcement of company policy. The project named as “Client Management System for Caveman International Limited” and now use this system. It’s one kind of inventory system for that company. Previously they their information in manually. In this report I will describe how I developed this system and how it will work.

**1.3 Objective**

The main objective of this Client Management System is to record all the information about Client, service of company, which client take which service, their renew notification, record the payment history. This software provides the company to find out status of a Client. It will also generate the generate invoice according to the service category for Client.

**1.4 Broad Objective**

My goal is to provide invoice to the company and client according to the service. So that Company can see instant Invoice and can see the payment history on different time basis. This is in “Web” base software so that Client and Employee under “Caveman International Limited” can access from anywhere through internet.

**1.5 Specific Objective:**

1. Minimize the time for finding Client status manually
2. To develop the system for online purpose
3. To provide maximum security.
4. Provide Invoice generator for every service that is belongs to Client in every month
5. Promote efficient and effective facilities to the Client so that they can see their status from anywhere using internet.
6. Provide quick access to employee to view the status of a Client

**1.6 Scope of the project**

This system works with internet connection so that user can access this system through internet from anywhere. While browsing they can easily interact with their status. As I am going to develop this system for two types of user’s Admin and Client, the system would be versatile and can be optimized for future changes or can be modified according to the company demand. This Software is flexible and adaptable to changes. Company can modify it according to their need.

**1.7 Limitation of the project**

Developing a RAD model and following it for the entire system development life cycle is a hard job to do specially with the only experience of software engineering theoretical knowledge. Understanding the complexity of a system for a technical person like a CSE graduate is enough to cause trouble. But at the later stage I made myself familiar with the overall scenario.

**1.8 Methodology**

To develop this project first is to make the requirement analysis. The organizations practical experience, observation, and face-to-face interview with the company executive helped me generate the primary data for this project.

**1.9 Selection of project development process model**

Depending on the user requirements choose the “Incremental Process Model” to develop the system and follow this model in entire project of development. Incremental model is an evolution of waterfall model. The product is designed, implemented, integrated and tested as a series of incremental builds. It is a popular model software evolution used many commercial software companies and system vendor. It involves both development and maintenance. The product is defined as finished when it satisfies all of its requirements  
Incremental software development model may be applicable to projects where:

* Software Requirements are well defined, but realization may be delayed
* The basic software functionality are required early

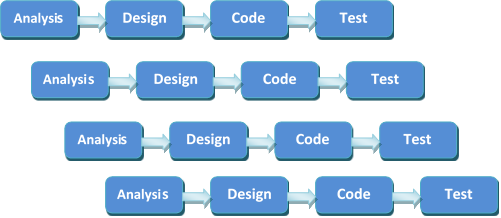


Figure: Incremental Process Model

## 1.10 Reason for choosing

* Provides better support for process iteration.
* Reduces rework in the software construction process.
* Allows early delivery of parts of the system.
* Supports easier integration of sub-systems.
* Lower risk of project failure.
* Delivery priorities can be more easily set.

**1.11 Steps of incremental process model**

* **Analysis:** All possible requirements of the system to be developed are captured in this phase and documented in a requirement specification doc. During this phase research is being conducted which includes brainstorming about the software, what is going to be and what purpose is it going to fulfill. This step is also the most important, because it involves gathering information about what the customer needs and defining, in the clearest possible terms, the problem that the product is expected to solve.
* **Design:** The requirement specifications from first phase are studied in this phase and system design is prepared. System design helps in specifying hardware and system requirements and also helps in defining overall system architecture.
* **Code:** Coding of software is done during this stage.
* **Test:** After coding phase, all the units are integrated into system. Post integration the entire system is tested for any faults and failures. In this stage, both individual components and the integrated whole are methodically verified to ensure that they are error-free and fully meet the requirements outlined in the first step.
* **When to use the Incremental model?**
* Requirements of the complete system are clearly defined and understood.
* Risk, funding, schedule, program complexity, or need for early realization of benefits.
* Most of the requirements are known up-front but are expected to evolve over time
* A need to get basic functionality to the market early
* On projects which have lengthy development schedules
* A new technology is being used
* Resources with needed skill set are not available
* There are some high risk features and goals.

**1.12 Benefit of using incremental Model:**

* The software will be generated quickly during the software life cycle
* It is flexible and less expensive to change requirements and scope
* Thought the development stages changes can be done
* This model is less costly compared to others
* A customer can respond to each building
* Errors are easy to be identified

**1.13 Disadvantages of Incremental model**

* Needs good planning and design.
* Needs a clear and complete definition of the whole system before it can be broken down and built incrementally.

**1.14 Feasibility Study**

Feasibility study determines whether that solution is feasible or achievable for the organization. This means that the tasks that we will perform are worth enough or not. There are three major areas of investigation and generating ideas about a new system. On studying the feasibility of the system, three major considerations are dealt with, to find whether the automation of the system is feasible.

* Technical feasibility
* Economical feasibility
* Operational feasibility

**1.15 Technical Feasibility**

Technical feasibility addresses concerns about hardware capability, reliability and availability and the skills of the development team. This study looks at the hardware and software available to perform the necessary steps for the proposed system. I have identified several software and hardware requirements for the implementation of our system. The hardware and software requirements are as follows:

|  |  |
| --- | --- |
| Hardware Requirement | Software Requirement |
| 1. Computer(Desktop/Laptop/Equivalent) | 1.Operating System(Windows 10 or equivalent) with browser(Microsoft Edge) |
| 1. Proper electricity Support | 2. Visual Studio 2017 |
| 1. Adequate system memory and secondary memory. | 3. SQL Server 2014 |

**1.16 Economic Feasibility**

Economic feasibility determines to what extent a new system is cost effective. I am developed this system for Client Management System for Caveman International Limited. I consider whether the company will be able to pay cost for redesigning and whether the project will be cost effective or not.

**1.17 Operational feasibility**

Operational feasibility addresses concerns about user acceptance, management support, and the requirements of entities and factors in the organizations external environment. The proposed system is designed from Admin’s point of view. So, all of the features are included only to benefit the Admin of this company and as well as other employee and Client. The system will remove most of the disadvantage of their manual system and will be accepted by the both parties.