VIETNAM GENERAL CONFEDERATION OF LABOUR

**TON DUC THANG UNIVERSITY**

**FACULTY OF INFORMATION TECHNOLOGY**



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**FLOWER SHOP MANAGEMENT SYSTEM**

**FINAL REPORT**

**REQUIREMENTS ANALYSIS AND DESIGN**

**HO CHI MINH CITY, YEAR 2024**

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**Instructor**

**Ms. Hồ Thị Thanh Tuyến**

**HO CHI MINH CITY, YEAR 2024**

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*Ho Chi Minh City, May 2, 2024*

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**THE COMPLETION REPORT HAS BEEN SUBMITTED AT TON DUC THANG UNIVERSITY**

Our group assures that this is our own report and was guided by Ms. Hồ Thị Thanh Tuyến. The research content and results in this report are honest and have not been published in any form before. The figures in the tables used for analysis, comments, and evaluations were collected by the authors from various sources clearly stated in the reference section.

Additionally, the report includes some comments, evaluations, and data from other authors and organizations, all of which are cited and noted for their origin.

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*Ho Chi Minh City, May 2, 2024*

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# LIST OF ABBREVIATIONS

# PART 1: SYSTEM OVERVIEW

## 1.1. System Introduction:

+ The flower shop management system is a system developed to manage the business operations in a flower shop. Currently, managing a flower shop involves various challenges, including selecting and purchasing flowers from suppliers, managing inventory, scheduling deliveries, and maintaining customer information.

+ The flower shop management system aims to address these challenges by automating management processes, enhancing inventory management capabilities, managing customer information, and providing statistical reports to support business decision-making.

## 1.2. Objectives:

+ The objectives of developing the flower shop management system are as follows:

* Manage the process of flower information input and output, including selecting and purchasing flowers from suppliers, managing inventory, and monitoring stock levels.
* Manage customer information, including storing personal information, purchase history, and customer preferences.
* Create delivery schedules and manage customer orders.
* Provide statistical reports on revenue, inventory, and business activities.
* Integrate online ordering functionality to allow customers to place flower orders online and track order status.

## 1.3. Scope: The flower shop management system focuses on the following entities:

#### a. Service users (customers):

* Customers can access the system to view and place orders online, manage personal information, and review purchase history.

#### b. Flower shop staff:

* Store managers: They have access to and manage all information related to the flower shop, including the list of flower products, customer information, inventory, and orders.
* Sales staff: They receive and process orders from customers, create delivery schedules, and update order status.
* Inventory managers: They manage the process of receiving and distributing goods, perform inventory checks, and update information on quantity and status of flower products.
* Customer information managers: They manage customer personal information, purchase history, and preferences to create better promotional programs and services.
* Delivery personnel: They manage delivery schedules and update delivery status for customers.

#### c. Suppliers:

* Flower suppliers can provide information about flower products, prices, and availability.

#### d. Business partners:

* Business partners in the flower advertising and promotion field can be integrated into the system to provide information about promotional programs and special events related to the flower shop.

# PART 2: IDENTIFY AND ANALYZE REQUIREMENTS

## 2.1. Interviews:

### **2.1.1. Interview Plan Overview:**

##### *Table 2.1.1. Interview plan overview*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Interview Plan Overview**  System: Flower Shop Management  Prepared by: Nguyễn Đình Việt Hoàng  Date: 9/4/2024 | | | | |
| Sequence numbers | Subjects | Requirements | Start dates | End dates |
| 1 | Product Management | + Understand the process of receiving, preserving, and arranging various types of flowers.  + Know how to contact and order from flower suppliers.  + Manage inventory and ensure a diverse product range for customers. | 8/4/2024 | 11/4/2024 |
| 2 | Promotion Strategy | + Develop promotional programs (discounts, gifts) to attract and retain customers.  + Update information and news about new flowers, special events. | 8/4/2024 | 11/4/2024 |
| 3 | Customer Management | + Store and analyze customer information to improve service.  + Accumulate points and upgrade membership cards based on purchase levels. | 8/4/2024 | 11/4/2024 |
| 4 | Statistical Reports | + Conduct sales reports, accompanying services.  + Evaluate business performance over specific periods. | 12/4/2024 | 14/4/2024 |
| 5 | System and Software | + Assess and upgrade machinery and software to optimize workflows.  + Perform regular maintenance and repair equipment when necessary. | 12/4/2024 | 14/4/2024 |

### **2.1.2. Detailed interview plan:**

##### *Table 2.1.2. Detailed interview plan*

|  |  |
| --- | --- |
| **Detailed interview plan**  System: Flower Shop Management | |
| *Interviewee:*  Trần Bỉnh Quyền | *Analyst:*  Huỳnh Vũ Minh Hiếu  Ngô Trung Tiến |
| *Location/Medium:*  Phỏng vấn trực tiếp tại trường (dùng điện thoại) | *Time:*   * Start: 8h 12/4/2024 * End: 11h 12/4/2024 |
| *Target:*  Collect information from customers to better understand the operating process of the system. | Note: |
| *Interview details:*   * Introduction * Overview of the system * Subject 1: Flowers management process. * Subject 2: News and promotion planning process. * Subject 3: Customer management process. * Subject 4: Statistical and reporting process. * Subject 5: Machinery and software systems. * Key point summary * End | Estimated time: |
| Overview observations and unexpected occurrences | Confident attitude, relaxed response, positive feedback |

|  |  |  |
| --- | --- | --- |
| *Interviewee:*  Trần Bỉnh Quyền | | *Date:* 12/4/2024 |
| *Questions* | | *Answers* |
| Subject 1 | Question 1: How is the flower search process performed? | Answer: The Management Department will conduct a survey and select existing flowers. After that, information about these flowers will be presented to the Board of Directors. Based on the judgment and decision of the Board of Directors, representatives of the store will contact the distributor or intermediary companies that own the flower garden directly to purchase flowers. This process helps ensure that the store always has popular flowers available and tailored to the needs of customers. |
| Question 2: What is the allocation of flowers for each region with climatic conditions? | Answer: The distribution of flowers must be based on the suitability of each type of flower to the climatic conditions of the region. Typically, flowers that can thrive in the specific climate of a region are chosen. This ensures that the flowers can grow healthily and bloom fully. For instance, in a region with a hot and dry climate, drought-tolerant flowers like succulents or sunflowers might be chosen. In contrast, in a region with a cool and wet climate, flowers like hydrangeas or ferns that prefer cooler temperatures and higher humidity might be more suitable. |
| Question 3: How long is the interval between flowers that need to be watered? | Answer: The watering schedule for different types of flowers can vary depending on several factors such as the type of flower, environmental conditions, and soil type. Here are some general guidelines:   * **Succulents and Cacti**: These plants are suited to dry environments and require minimal watering. * **Tropical Plants**: Such as Monstera or Philodendron, require consistent moisture. * **Ferns**: Prefer a moist environment, therefore they need to be watered more frequently. * **Orchids**: Have unique watering requirements. * **Air Plants (Tillandsia)**: Need to be misted or soaked, usually once or twice a week.   A general rule is that most types of flowers need about one inch (2.5 cm) of water per week. However, this can vary depending on weather conditions and soil type. For instance, in hot weather or fast-draining soil, you might need to water daily. To know exactly when to water, you can check the soil’s moisture by sticking your finger into the soil near the plant’s base. If the top layer of soil feels dry, it’s a sign that you need to water. Remember, each type of flower has different water requirements, so it’s important to consider the specific needs of each type of flower. |
| Subject 2 | Question 1: Do promotions focus primarily on individual flower discounts or individual pots? | Answer: Not necessarily. Promotions can focus on a variety of objectives, not just discounts for individual flowers or individual pots. For example, a store could create promotions for bouquets, pre-made flower arrangements, or even services like free delivery. In addition, the store could also create promotions based on seasons or special events. The main goal is to attract and retain customers, increase sales, and optimize profits. Each store will have its own promotional strategy based on the needs of its customers and its business objectives. |
| Question 2: How should flower news be updated to attract customers to visit and buy? | Answer: To attract customers to visit and shop, flower news needs to be updated in the following ways:   * **Engaging Content**: Use visually appealing flower imagery on social media platforms. Share tips, tricks, and recommendations related to flower arrangement, plant care, or event planning to engage users and build a loyal community. * **Unique Promotions**: Everyone loves a good deal. Having a unique weekly promotion is a perfect way to draw attention to your store and flower products. * **Frequent Updates**: News should be regularly updated, especially regarding new flower varieties, special events, or promotional programs. * **Leverage Technology**: Use technology to optimize customer outreach. For example, you can use online advertising on Google, Bing, Yandex, or Baidu; social media advertising on Instagram, Twitter, Facebook, and LinkedIn; or search engine optimization (SEO) for your website. * **Educational Content**: Use your blog to educate customers and you will turn them into buyers |
| Subject 3 | Question 1: How to earn points for customers with membership cards and how to upgrade categories? | Answer: The system will be based on the accumulated score of customers in 1 year of in-store purchases and will upgrade the corresponding card for customers next year. The accumulated point increase will be based on the bill the customer has paid for the purchase. Specifically, for every 10000 VND, customers accumulate 1 point. |
| Question 2: If a customer forgets their membership card when making a purchase, can they earn points? | Answer: In order to accumulate points and use points to pay for transactions at the store, customers in addition to using membership cards can log into their accounts on the online system to be able to accumulate points. |
| Subject 4 | Question 1: What items does the system need? | Answer:  + The system needs statistics:  - Statistics on the number of flowers sold for each type of flower.  - Statistics of accompanying items such as pots, shovels, etc.  - Statistics of the total revenue of the whole store at the specified time period. |
| Subject 5 | Question 1: How long is the periodic inspection of the store's equipment carried out? | Answer: The inspection of the store's equipment is carried out after about every 1 year. This ensures that the equipment is functioning properly and safely, and any necessary maintenance or repairs can be identified and addressed promptly. It's important to note that more frequent inspections might be necessary for certain types of equipment or under certain conditions. |
| Question 2: When a flower area in the store has an error problem, how should it be handled? | Answer: When a flower area in the store encounters a problem, it should be handled in the following steps:   1. **Identify the problem**: First, clearly identify the issue at hand. It could be a problem with the watering system, lighting system, or it could be a sign of pest infestation. 2. **Assess the severity**: Next, assess the severity of the problem. This will help determine whether the issue can be resolved immediately or if professional help is needed. 3. **Implement a solution**: Based on the severity of the problem, implement an appropriate solution. This could involve repairing the watering or lighting system, moving plants to a different area of the store, or applying pest control measures. 4. **Check again**: After implementing the solution, check again to ensure that the problem has been completely resolved. If not, additional steps may need to be taken. 5. **Prevention**: Finally, consider implementing preventive measures to prevent similar problems from occurring in the future. This could involve improving the watering or lighting system, changing the arrangement of plants, or implementing regular pest control measures. |
| Question 3: How is the upgrade and maintenance of the flower shop system done? | Answer: Every 6 months, the system will be maintained 1 time to upgrade the system more optimally, add new features to meet customer needs as well as fix problems that cause errors during the user's use of the system. |

## 2.2. Status analysis:

### **2.2.1. Current state of organization:**

Board of Directors

Flower shop Hồng Loan

Technical & Maintenance Department

Accounting Department

Marketing & Advertising Department

Sales Management Department

Staff Management Department

Store Space Management Department

Product Management Department

### **2.2.2. Management steps in the system:**

*Step 1: Research and select new types of flowers*

* The flower management department conducts research and learns about new types of flowers available in the market. Based on the current demand and trends, they choose suitable types of flowers to introduce to the store.

*Step 2: Purchase flowers and materials*

* After selecting the types of flowers, the flower management department proceeds to purchase the flowers and necessary materials such as flower baskets, packaging, and other accessories. The purchasing process can be done directly from suppliers or through intermediary companies.

*Step 3: Flower inventory management*

* The flower management department creates a list and keeps track of the quantity and types of flowers remaining in the inventory. Inventory management ensures that the store always has enough flowers to meet customer demands and avoids situations of flower shortages or expired flowers.

*Step 4: Flower design and arrangement*

* Based on customer requirements and market trends, the flower design department creates beautiful and attractive flower designs. The flowers are then arranged and displayed in the store to attract customers.

*Step 5: Advertising and marketing*

* The advertising and marketing department carries out promotional activities to raise awareness about the flower store and its special flower products. These activities may include online advertising, advertising through various media channels, organizing events, and running promotional campaigns.

*Step 6: Sales and customer service*

* The sales management department handles customer service, processes orders, and sells flower products. They also provide consultation services to customers and assist them in choosing suitable flowers for specific occasions and needs.

*Step 7: Financial management*

* The accounting department monitors and manages the financial aspects of the flower store. They create revenue and expense reports, handle payments to suppliers, and manage other income and expenses.

*Step 8: Maintenance and upgrades*

* To ensure the smooth operation of the flower store, the technical department performs maintenance and upgrades on equipment, systems, and infrastructure. They repair technical issues and ensure that the store operates stably without any disruptions.

### **2.2.3. Advantages of the system:**

#### a. For customers:

* Easy search and purchase of preferred flowers.
* New products and prominent promotions are displayed at the top of the page.
* User-friendly interface with all necessary functions for purchasing flowers.
* Provides feedback and a place for customers to contribute their opinions.

#### b. For system employees:

* Efficient management of flower information, scheduling, and store information.
* Online ordering combined with promotional events and simultaneous order tracking.
* Comprehensive management of store information, sales, and customer transactions.
* Continuous news updates for customers.
* Easy, synchronized, fast, and reliable storage, retrieval, backup, and recovery of information in the database.

### **2.2.4. Some issues with the current system:**

#### a. Slowness:

* The process of scheduling flower arrangements requires time calculation and appropriate room allocation, leading to slow processing and time wastage for customers.
* During promotional events, employee processing is also slow, resulting in long queues for customers during the flower purchase process.

#### b. Difficulty in searching:

* Employees have to guide customers to their pre-booked seats, making seat location search difficult and time-consuming.

#### c. Overload:

* Risk of overcrowding in the shop, making it difficult to move around.
* The flower scheduling management department needs to check the accuracy of the schedule, leading to work overload.

#### d. Prone to errors:

* Work overload can easily lead to mistakes.

## 2.3. General system requirements:

### **2.3.1. Mandatory basic requirements:**

* The system must store all necessary information (flowers, rooms, schedules, promotions, news, customers, statistical reports, etc.).
* Provide fast search and information retrieval capabilities.
* Allow for secure and flexible payment methods.
* Send notifications and updates on order status to customers.

### **2.3.2. For system employees:**

* User-friendly management interface, allowing management of flower information, schedules, and other store information.
* Efficient management of ordering process, goods import/export, and flower scheduling updates.
* Integration of customer management features, including personal information, transaction history, and contact information.
* Provide statistical reports on revenue, sales volume, and other business indicators.

### **2.3.3. For management:**

* Manage all store information, including flower lists, schedules, promotions, and news.
* Monitor and analyze business data, report on revenue, sales volume, profitability, and other key indicators.
* Manage goods import/export processes and inventory control.
* Manage customer contact information and interact with customers through the system.

### **2.3.4. For the system:**

* Ensure the security and safety of customer data and business information.
* Handle a large number of users and transactions simultaneously.
* Easily expand and update the system in the future.

## 2.4. Suggest some possible features for the flower shop management system:

+ The board of directors and management staff must have full authority to supervise and handle the system.

+ User-friendly and easy-to-use interface.  
+ Online flower search and ordering.  
+ Management of flower information, including images, descriptions, prices, and promotions.  
+ Flower scheduling management and online seat reservation.  
+ Customer information management and transaction history.  
+ Support for multiple secure and flexible payment methods.  
+ Generate statistical reports on revenue, sales volume, and other business indicators.  
+ Integrate order notifications and updates for customers.  
+ Support inventory management and goods import/export processes.  
+ Ensure data security and safety.  
+ Integrate store management and customer management features.  
+ Support integration with tools and platforms for marketing and customer relationship management.

# PART 3: SYSTEM REQUIREMENTS SPECIFICATION

## 3.1. Requirements specification:

##### *Table 3.1. Requirements specification*

|  |  |
| --- | --- |
| REQUIREMENTS SPECIFICATION | |
| Requirement Type | Details |
| Functional Requirements | * System supports customer login and registration * System supports viewing product information * System supports viewing store information * System supports customer ordering * System supports customer payment * System supports staff order management * System supports staff product management * System supports inventory management * System supports employee management * System supports customer information management * System supports statistical reporting |
| Non-Functional Requirements | * System performance efficiency * Data backup * User accessibility * Customer information security * Peripheral device compatibility * System maintenance capability |

### **3.1.1. Functional Requirements:**

#### 3.1.1.1. For Customers:

* **Registration:** Allows customers to create an account to log into the online ordering system. This account includes personal information such as name, address, email, phone number, bank link, e-wallet, etc.
* **Login:** Allows customers to use their registered account to log in and use the system’s functions.
* **View Product Information:** Allows customers to view information about flower products, including name, type, origin, price, image, description, etc.
* **Ordering:** Helps customers select products, quantity, and place orders.
* **Payment:** Supports customers in paying for orders through direct methods or bank transfers.

#### 3.1.1.2. For Management Staff:

* **Order Management:** Helps staff monitor and process customer orders.
* **Product Management:** Helps manage product information, including updating, adding new, or removing products from the system.
* **Inventory Management:** Helps manage stock inventory, goods receipt/dispatch, and track product supply levels.
* **Employee Management:** Helps control employee information, including personal information, ID number, working time, department, salary, etc.
* **Customer Information Management:** Stores and processes customer data to provide better services and implement marketing strategies.
* **Statistical Reporting:** Supports the management board in compiling and creating reports on revenue, products, and business activities.

### **3.1.2. Non-Functional Requirements:**

#### 3.1.2.1. Performance:

* The system’s query time is under 5 seconds.
* The system can serve 5000 users simultaneously.
* The system can process 10,000 payment transactions in 1 hour.

#### 3.1.2.2. Backup:

* Data backup is very important as the data includes customer information, employee information, product information, order information, reports, statistics, etc.
* The system will be able to store a large amount of uploaded data.

#### 3.1.2.3. Accessibility:

* The system is user-friendly, easy to use, easy to operate, and compatible with all ages.
* Provides complete information to the user.

#### 3.1.2.4. Security:

* Security is a top concern as technology advances. All systems must be securely protected to prevent damage to the system that could be caused by malicious actors. Therefore, the system will be secured by the following methods:
  + The system authenticates users with a password.
  + The system encrypts transactions to prevent eavesdropping on information.

#### 3.1.2.5. Compatibility:

* The system interacts with external printers (for printing documents, statistical reports, invoices, payment transaction codes, etc.).
* The system interacts with banking systems and e-wallets.

#### 3.1.2.6. Maintainability:

* Ensures 100% of data is not changed or lost during repair or database changes.

#### 3.1.2.7. Convertibility:

* The system can change languages and interfaces when using different devices.

## 3.2. Feasibility assessment:

##### *Table 3.2. Feasibility assessment*

|  |  |
| --- | --- |
| **Requirements** | **Contents** |
| Functional Requirements | * Basic Functions: The system needs to have basic functions such as login, order management, payment, flower inventory management, customer management, supplier management, etc. * Additional Functions: Additional functions such as viewing product information, tracking orders, managing promotions and discounts are needed. |
| Resource Requirements | * Human Resources: A team of 4 members with creativity and learning ability. * Software: Use support tools such as Google Suite, Draw.io, Microsoft Office, Visual Studio Code, etc. * Hardware: Personal computers or servers. * Documentation: Documents related to flower shop management and system analysis. |
| Constraints | * Time: Implementation from March 25, 2024, to March 31, 2024, the team starts choosing research topics, outlining specific plans to deploy analysis, design, and requirements for the selected system and set goals to complete the project on time. * Human Resources: The team consists of 4 members, so it is necessary to elect a team leader to evenly distribute work to each person and ensure that each member understands the content and goals of the chosen project. * Method: All activities will take place online via Google Meet or meet in person to discuss (depending on the case). |
| Limitations and Shortcomings | * Communication: Difficulty in exchanging and deploying work on Google Meet. This leads to the need for the team to meet in person to discuss work more easily. * Documentation: With a rich and abundant source of documents on the internet, the team has not yet classified and filtered the content they need to refer to for project research. And sticking to the topic is still new and unfamiliar, often getting off-topic. * Professional Knowledge: Not yet mastering professional knowledge, not paying attention to the content that has been taught. * Time: Difficulty in arranging time due to many other subjects. |
| Implementation Method | * Topic Selection: Choose practical and suitable topics. * Work Plan: Make weekly plans and divide small tasks. * Peer Review: Participate in peer reviews between groups to learn and improve. * Knowledge Application: Use knowledge from specialized subjects such as database systems, software technology, etc. |
| Implementation Timeline | * March 25 - March 31: Topic selection. * April 1 - April 7: Building the initiation phase of the system. * April 8 - April 14: Survey and gather customer requirements. * April 15 - April 28: Design system modeling. * April 29 - May 12: Design interface. * May 13 - May 17: Edit and finalize the project. |

# REFERENCES

**Vietnamese**

**English**