

Final Year Project Report
Work request management system



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Session

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Dedication

Surviving in this world is not an easy task. It requires a lot of effort to achieve your goals and it is not possible without the support of your loved ones because they support you in every situation and every difficulty you face and guide us whenever something bothering us or we are in a situation where we do not know that what is the right thing to do. We dedicate our effort to our loving.

Parents

Who always supported us and provided us everything we needed. It is the result of their prayers and the effort they did for us that God has granted us with success and made us achieve our goal. All this is possible because of the support of our parents and the trust they had in us.

Teachers

Who not only taught us how to study but also made us realize what we are capable of. They brought out the best of us and educated us. Studying only courses is not what we call education. Education is something that teaches us to differentiate between right and wrong, taking the right decisions on right time and we learnt all this from our teachers.

Final Approval

Panel of Examiners

- **Head of Department** _____
Department of Computer Science
UMT Lahore

- **Program Director (Final Year Projects)** _____
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- **Supervisor** _____
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- **Co-Supervisor** _____

Acknowledgment

“And if you should count the favors of Allah, you could not enumerate them. Indeed, Allah is Forgiving and Merciful.” *Al-Quran [16:18] - Surah An-Nahl*

First and foremost thanks to ALLAH (S.W.T) for His countless blessing and mercy. Every effort is motivated by an ambition and all ambitions have an inspiration behind in the height of reaching a mile-stone in life. We owe our deep sense of gratitude that helps us in such a constructive work with grateful heart, we avail this privilege to express our gratitude and indebtedness to esteemed guide of **Tayyaba Anjum** (Assistant Professor of Department of Computer Science) for her guidance, supervision and critical suggestion throughout the course of this project.

We are sincerely thankful to everyone who provided the necessary facilities for this work. Sincere thanks are extended to the Department of Computer Science and our friends for their valuable advice and moral support. Our thanks are due to our revered parents for their affections, encouragement, patience and support.

Project Title Work Request Management System

Objective Work Request Management Systems enables its users to complaint about any technical problem they are facing by sending description of the problem in the form of a request to an online service department.

Undertaken by Mirza Muhammad Ali Shahroze

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Haider Ali Baig

Supervised by Tayyaba Anjum

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Completion Date June 15, 2017

Tools Used Php Storm, Creately, Gliffy, Xampp

Operating System Windows

Documentation Microsoft Office

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Plagairism Report

Abstract

In the past people used to go on foot for complaining about any issue they had and this was not an easy thing to do. You had to wait for your turn which is a total time waste. **Work Request Management System** is an online web based product which provides users the facility to complain about any issue they are having on an online portal by providing the details of the issue to the services department which after receiving the request(detail of the problem) sends a technician to the person for fixing the issue. This will save a lot of time as well and user will be able to complain from anywhere where internet is available. The features of the products include adding a new employee, adding a new department, adding a new technician,adding a new service, seeing the requests received and forwarding th requets to the service department. These duties are performed by the department admin. After the request is forwarded the next task is for the service department where the requests received by the department admin are assigned to a technician who fixes the problem. When the problem is fixed the department admin receives a confirmation from the service department. All the users can give feedback about there experience which will help to improve the product. The developer will work on the feedbacks for better user experience. All the requirements, design specification, working and testing of the product is covered in this document.

REVISION CHART

Version	Primary Author(s)	Description of Version	Date Completed
Draft	All members	Information and requirement gathering	05-09-16
Preliminary	All members	Functional and non-functional requirements, project overview, system attributes, assumptions	18-09-16
Final	Mirza M.Ali Shahroze Usman Ahmad Kayani	Prototyping, design specifications, UML diagrams, Use cases, database design	17-10-16
Revision 1	Mirza M.Ali Shahroze Usman Ahmad Kayani	Revised draft, Prototyping, debugging errors, data flow diagrams	30-10-16
Revision 2	Mirza M.Ali Shahroze Usman Ahmad Kayani	Revised draft, non-functional requirements, system architecture diagram, data flow diagrams, class diagram	15-11-16
Revision 3	Mirza M.Ali Shahroze Usman Ahmad Kayani	Class diagram, test cases, user interface	30-11-16
Revision 4	Mirza M.Ali Shahroze Usman Ahmad Kayani	Testing, ER diagram	25-12-16
Revision 5	All members	System testing, bugs fixing	15-01-17
Revision 6	Mirza M.Ali Shahroze Usman Ahmad Kayani	Testing, User Interface	27-02-17
Revision 7	Mirza M.Ali Shahroze	Diagrams enhancement	26-03-17
Revision 8	All members	Complete Testing	21-0-17
Revision 9	All members	Whole document revised	10-05-17

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Definitions and Acronyms

Acronym	Definition
WRMS	Work Request Management System
PTCL	Pakistan Telecommunication Company Limited
NEPRA	National Electric Power Regulatory Authority

Table 1 Definitions and Acronyms

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1. INTRODUCTION

1.1 Motivations

Technology is progressing and developers are using it to ease the problems of people by providing them facilities using which they can do their work from home e.g free lancing. This motivated us to make this project.