Project 02: Web-Based Issue Tracking System Report

CSC 530: Software Engineering Methodology
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Overview

Find our GitHub repository here.

Our project utilizes HTML and CSS to create a simple web-based interface in order to portray our tracking system. Leveraging JavaScript (JS), our homepage prompts users with a sign in feature that allows existing users to log in as well as new users to sign up.

Once a user is authenticated they will have access to our system. Our web interface connects with a SQL database we're hosting, which has tables for users as well as tickets. From here, there are a number of functional options developed using Python, JS, and PHP.

Features

- A user can record a new incident which will have a unique identifier
- A user can view particular incidents from a list
- A user can edit the fields of an incident
- A user can edit the status of an incident
- A full history of incidents is maintained
- Incidents can be queried through a number of attributes (such as a relevant keyword, its unique identifier, or its status)

Our code also contains methods to check if a particular user exists as well as configuring / adding users to the database.

BACKLOG

To supplement our JIRA page, the following generally details our workflow and how we organized our project's development using sprints and Agile methodology.

Sprint 1: November 17 - 24

- Initialize the SQL database
- Populate SQL tables with test data
- Basic front-end development started
- Plan and organize project goals

Sprint 2: November 24 - December 1

- Develop Python script with functions for querying SQL (see connectionToSql.py)
    - As an authorized user I want to query tickets by ID
    - As an authorized user I want to query tickets by a keyword
    - As an authorized user I want to query tickets by status
    - As an authorized user I want to update the status of a ticket
    - As an authorized user I want to check if a user exists
    - As an authorized user I want to add a new ticket
- Set up log in / sign up homepage (see homepage.html, admins.html)
    - As an authorized user I want to log in
    - As an unauthorized user I want to sign up
- Set up pages and code for creating, modifying, and viewing tickets (see query.html, users.html)

Sprint 3: December 1 - 8

- Create Python formatting method to clean up the ticket array (see format.py)
- Finish user functionality; including log in, sing up, etc.
- Finish ticketing functionality; viewing, creating, etc.
- Polishing / fine-tuning the system and documentation for release