The Golden Ticket

Software Requirements Document

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Contents

1 Preface **2**

2 Introduction **3**

3 Glossary **5**

4 User Requirements definition **6**

5 System Architecture **7**

6 System Requirements Specification **9**

7 System Models **10**

8 System Evolution **11**

9 Appendices **12**

10 Index **13**

1 Preface

This document is a complete rewrite of the previously submitted version in order to better fit the format required of the requirements document. This document will contain all of the information of the previous document, and will additionally contain the sections as suggested in the textbook.

Summary of changes:

- One
- two

In making this document we intend to layout the master plan for a ticketing system using Microsoft's dot net core and the C# language. This document is intended to be read by anyone intending to create this ticketing system or those intending to use it.

2 Introduction

The Golden Ticket is designed to be a lightweight web based ticketing system written using the c# language. The front end of of the ticketing system will be a responsive designed website so that it is accessible on as many devices as possible. The back-end for the sight will be a micro-services implementation hosted on a debian server featuring sql-lite, the dot net core, identity server 4, lets-encrypt,the apache web server 2.0, and more. The server will feature continuous deployment, when a revision is pushed to the master branch the server will on its check (every minute) download and deploy the change and restart any changes that are needed. In this ticketing system there will be two users of the interface, technicians and admins/managers. This is added text.

1. Technicians will have access to the ticket queue and assigned tickets.
2. Admins will have access to the ticket queue, assigned tickets (if any) and the admin portal.
3. The ticket queue will consist of all tickets that are not marked as complete. The ticket at the top of the queue will be the ticket whose due date is closest to now / farthest past due. Their will be options to filter views on tickets, such as only tickets assigned to you, only tickets at x difficulty level, etc.
4. A ticket will consist of the following items:
    - Title
    - Description
    - Difficulty level
    - A boolean isPriority that can be set by administrators to bring the ticket to the top of the list.
    - Contact
    - Company/department
    - notes + time entries
    - assigned technician
    - due date/ time
5. A contact will consist of the following items:
    - Name
    - Phone number
    - Email address
    - Title
    - Company/department name

6. a company will consist of the following items:
    - A list of contacts
    - A list of associated tickets
    - join date
7. A Technician will consist of the following items:
    - Join date
    - experience level
    - Email
    - phone
    - list of assigned tickets
8. An administrator will consist of the following items:
    -

3 Glossary

4 User Requirements definition

5 System Architecture

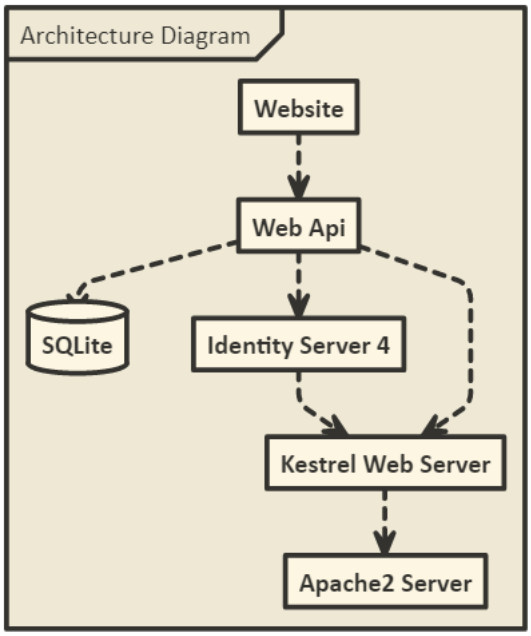

Figure 1: Architecture Diagram
[The diagram describing the architecture of the system]

The above figure describes the main processes and applications that will be used to run this system.

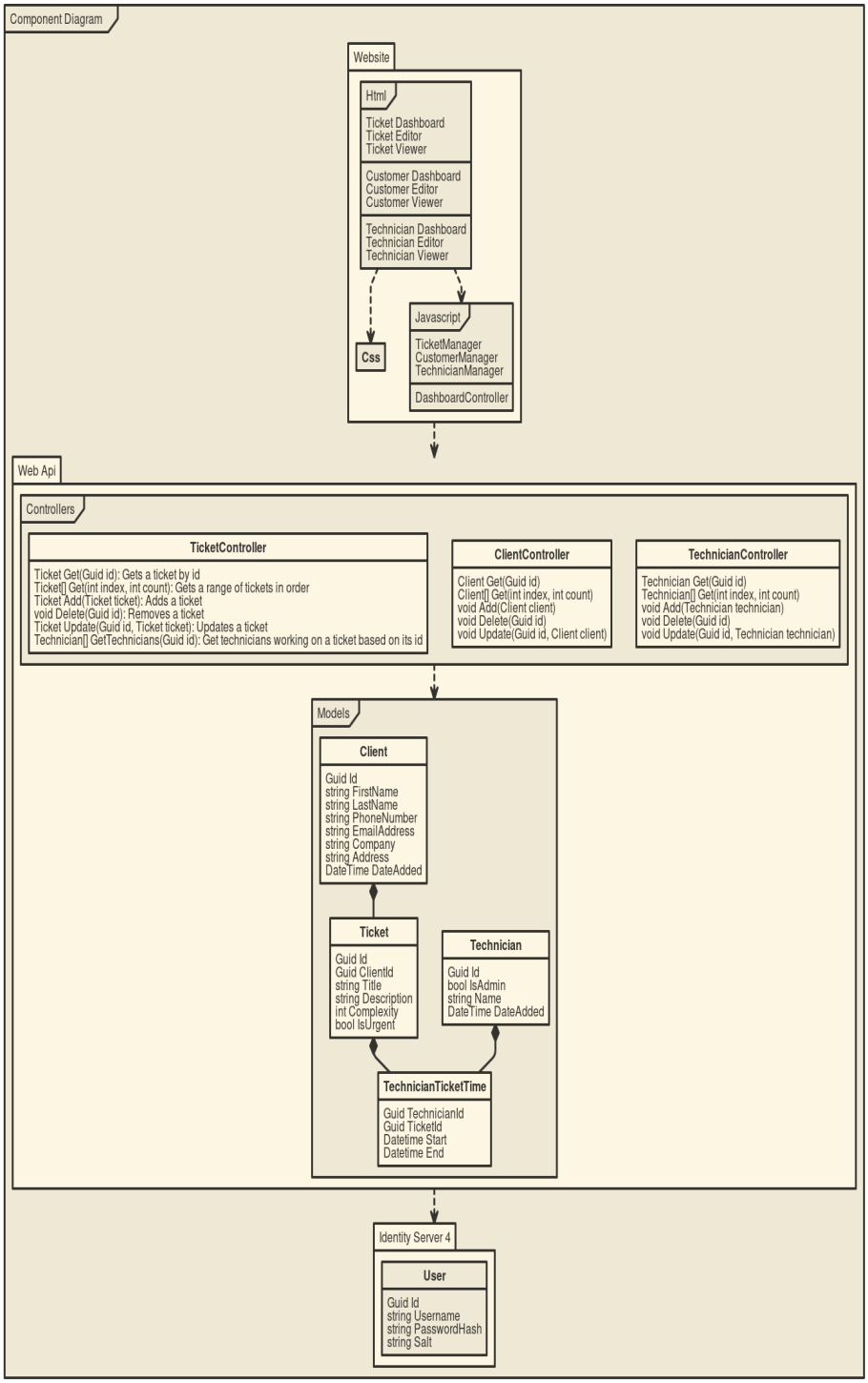

Figure 2: Component Diagram
[The diagram describing the components and classes of the system]

6 System Requirements Specification

7 System Models

8 System Evolution

9 Appendices

10 Index

List of Figures

1 Architecture Diagram 7
2 Component Diagram 8