

## General Problem Statement

Our client faces significant challenges in efficiently managing and tracking issues that arise within their workplace. The current manual system lacks essential features, leading to delays in issue resolution and hindering project progression. The absence of a collaborative system creates a communication gap among different teams.

One of the primary concerns is the inability to gain an overall view of the progress made on reported issues due to the lack of analytics. The client seeks real-time data analytics and reporting in order to make informed decisions.

Data security is another critical point of concern for our client as they handle sensitive information. The current system's lack of access control raises security concerns, allowing unauthorized access to certain functionality and data.

To overcome these challenges, our client is in need of an Issue Tracking System (ITS) that addresses these problems of their current system. The ideal solution should offer an intuitive and user-friendly interface for issue reporting, reviewing, and resolution as well as security.

Furthermore, the proposed system must provide an extensive dashboard with real-time data analytics, empowering the client with valuable insight into issues. Proper access control mechanics should be implemented to assign specific permissions to users based on their roles, ensuring data security.

In conclusion, our client seeks an advanced Issue Tracking System that enhances issue management, collaboration, and data analytics within their workplace. By addressing these challenges the proposed ITS aims to facilitate efficient issue resolution, improve productivity, and support the client in achieving their business objectives.

## Technical Problem System

Our task is to design and implement the ITS that addresses the specific need of our client. The ITS will provide a simple and intuitive user interface, enabling users to log in and access functionality based on their assigned roles.

The ITS will maintain a user database, allowing users to have multiple roles, each with their own privileges. The access levels will be carefully defined to restrict or enable various functionalities based on users' roles.

The ITS will store and manage all issues created within the organization. Each issue will contain a detailed description, along with attachments related to the specific problem. The system will allow the assignment of a resolver, type, and status to each issue, which will be carried out by a

designated reviewer. Collaborative efforts will be encouraged through comments, allowing users to add text and attachments to the issues for seamless teamwork.

The ITS will support efficient retrieval through filtering and search functionality, enabling users to find users to find issues quickly based on relevant criteria.

Administrators have complete access to all functionality and data within the ITS.