# CIDM 6330 Team 1 Problem Statement.

## Problem/Current Situation:

Currently staff at the Edwards Aquifer Authority, make a request in the IT ticketing system to reserve a device and the ticket is closed when they receive the device as open tickets go towards key-performance-indicators for the help-desk staff-member and non-one likes a ticket that is open too long. Because the ticket is closed, frequently staff forget to check-in the borrowed device when they return from their off-site meeting or training.

Edwards Aquifer Authority makes available several pieces of hardware for staff to check out in the course of attending a conference or running meetings external to the agency some items frequently checked out include Laptop, Projector, Wireless Mouse, Mobile Internet, Mobile Tablet, Cell Phone, Recording Equipment and Carrying Case.

## Proposed Solution:

The request is for the creation of an application that will be displayed on a touchscreen and will perform the following functions:

At check-out the system should collect the following information and display a notification in case a field is left blank:

* Record First Name, Last Name Text Boxes
* Record Phone Number Text Box
* Record Item Type Dropdown
* Record Purpose Dropdown
* Record Device ID Textbox
* Submit Button
* Notify the phone number through a text message

Just after check-out a user should verify their phone number in case the EAA needs to contact the user to return and item, the following information would be useful to ensure that the phone number is accurate:

* Allow for verification of the phone number through a verification screen
* Submit Button

Checking In:

Upon returning the user would be able to check the equipment back in by putting in their phone number and recording the Device ID and then selecting the submit button.