

## Project Report

<b>Project Title</b>	Problem Manage a Server Outage Scenario & an Issue & Change Request Management System
<b>Qualification Name (NICF)</b>	Advanced Certificate in Software Applications (Development and Deployment)
<b>Product Name</b>	
<b>Module Name (NICF)</b>	

<b>Student name</b>		<b>Assessor name</b>
Chathushi Jayarathna		Ms. Arvinder Kaur
<b>Date issued</b>	<b>Completion date</b>	<b>Submitted on</b>
10/10/2022	27/10/2022	27/10/2022

<b>Project title</b>	<b>Student Registration Form Development</b>
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<b>Learner declaration</b>	
Student signature: <b>Chathushi</b> Date:27/10/2022	

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## **1. Project Background**

ABC Jobs Pte Ltd is a career guidance organization that gives tasks to individuals. That organization needs to foster a community portal to spread its name to additional clients

ABC Jobs Pte Ltd suggests occupations and recruits laborers. With this community portal, clients can enlist for themselves and quest the most prominent positions in their occupations. Likewise, clients can make networks with other clients by interfacing with them in their local area. Likewise, the gateway is principally utilized for proficient collaborating and vocational development

The primary motivation behind this task is to design and develop the community portal as they wish. Locally community portal clients will actually want to enroll and look for another client. After they can log in, reset their password, and update their profile. User details are stored in a database. This ABC Community portal entryway is very valuable to the client side since clients do not have to go to ABC Jobs organization to look through positions, they can look online with the local area gateway. Likewise, clients should need to safeguard a client profile to acquaint themselves. This people group entryway has private and public modules. Confidential modules approach for the administrators and public modules approach programming software engineers.

For this local community portal, we have carried out a java-based web application with a spring MVC structure for the client necessities, business needs, and cycles. Likewise, we want to design, make, plan and execute the tests for this undertaking. As a component of this task, we really want to recognize this problem and oversee it across its lifecycle

## 2. Project Objectives

### ✓ Scope of the project

- Explain principles of problem management across its lifecycle.
- Use various tools, process and technologies to facilitate problem identification, investigation, analysis & resolution
- Explain various steps to investigate & diagnose problems.
- Prioritize & Categorize change requests.
- Prepare a solution to address the root cause of the problem.
- Document & monitor the problems
- Explain best practices in documenting problems.

### 2.1 Tools & Platforms used

- Eclipse IDE for Enterprise Java and Web Developers - 2022- 03 – To implement application

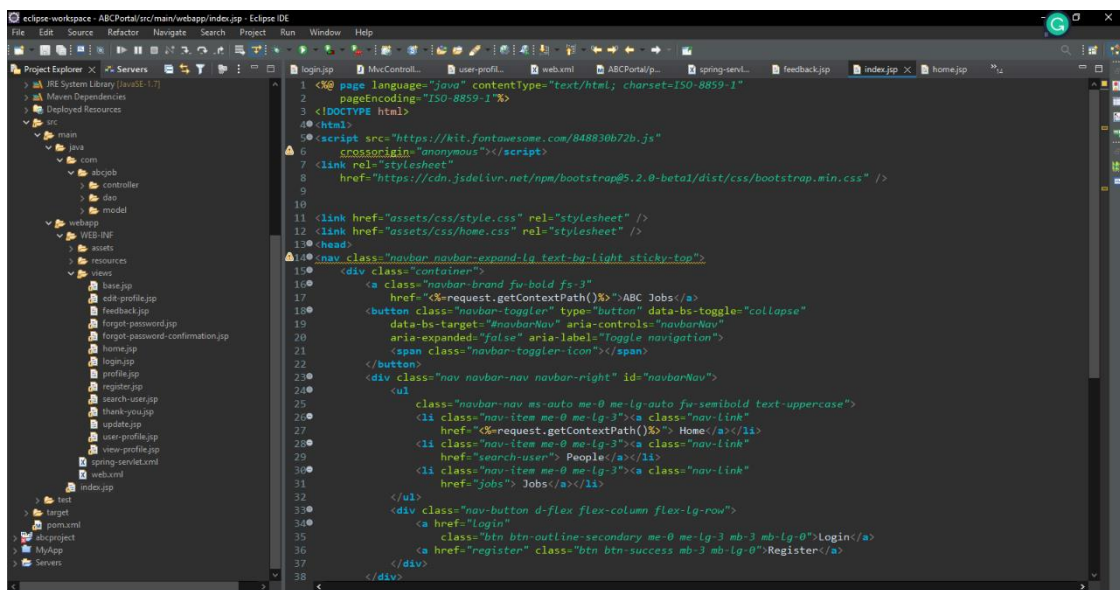


Figure 1: Screenshot of Eclipse IDE

## MySQL Workbench 8.0 CE – To create a database

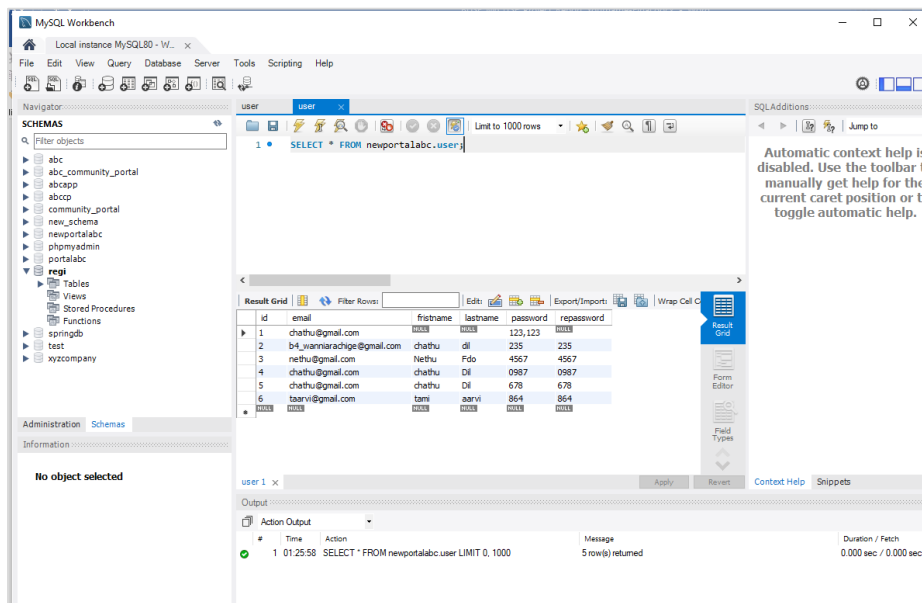


Figure 2: Screenshot of MySQL Workbench

## Microsoft Word – To create a project report

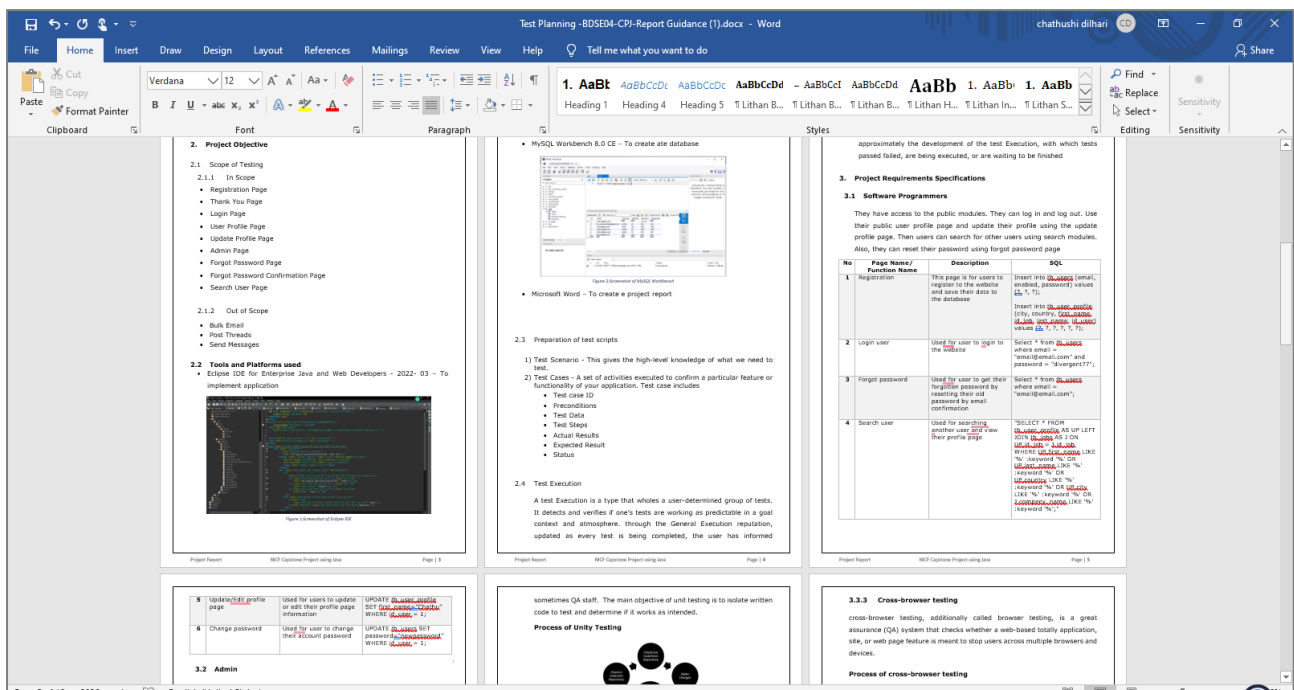


Figure 3: Screenshot of Microsoft Word

- Microsoft PowerPoint – To create project presentations

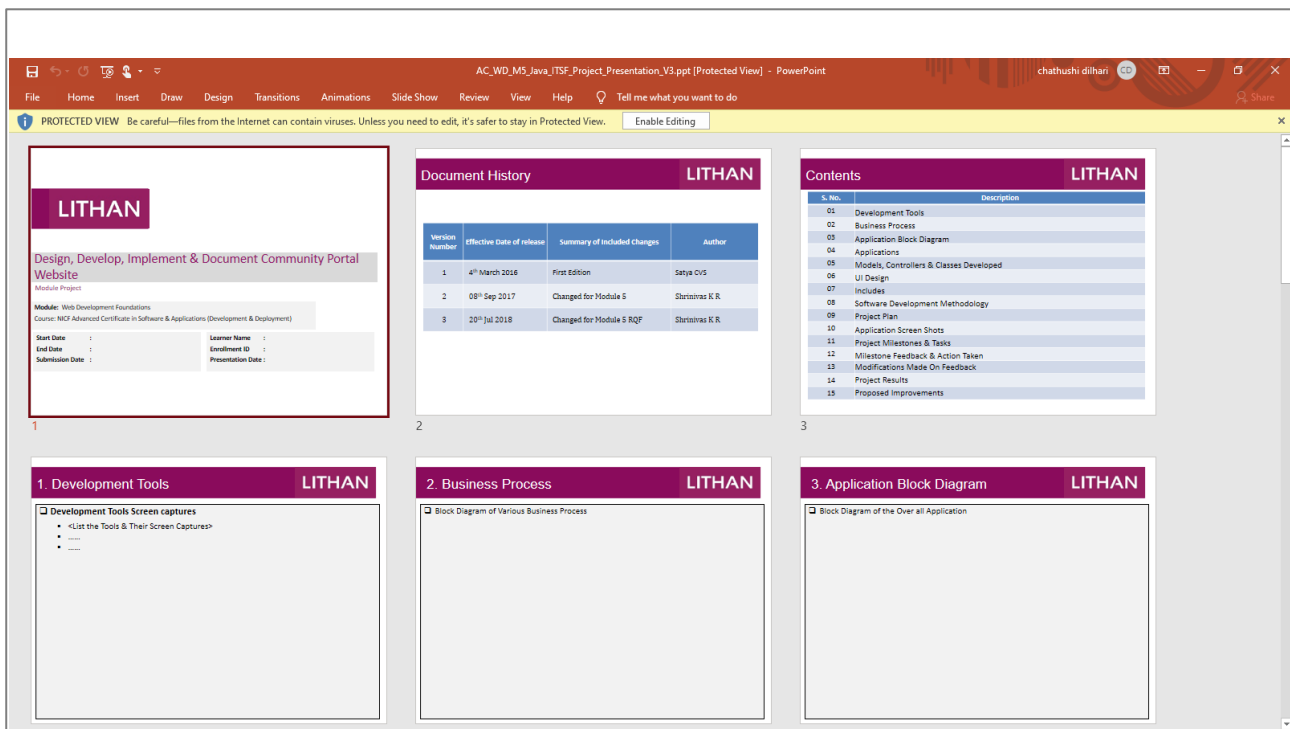


Figure 4: Screenshot of Microsoft PowerPoint

## Diagram.net – To create flow charts, site map

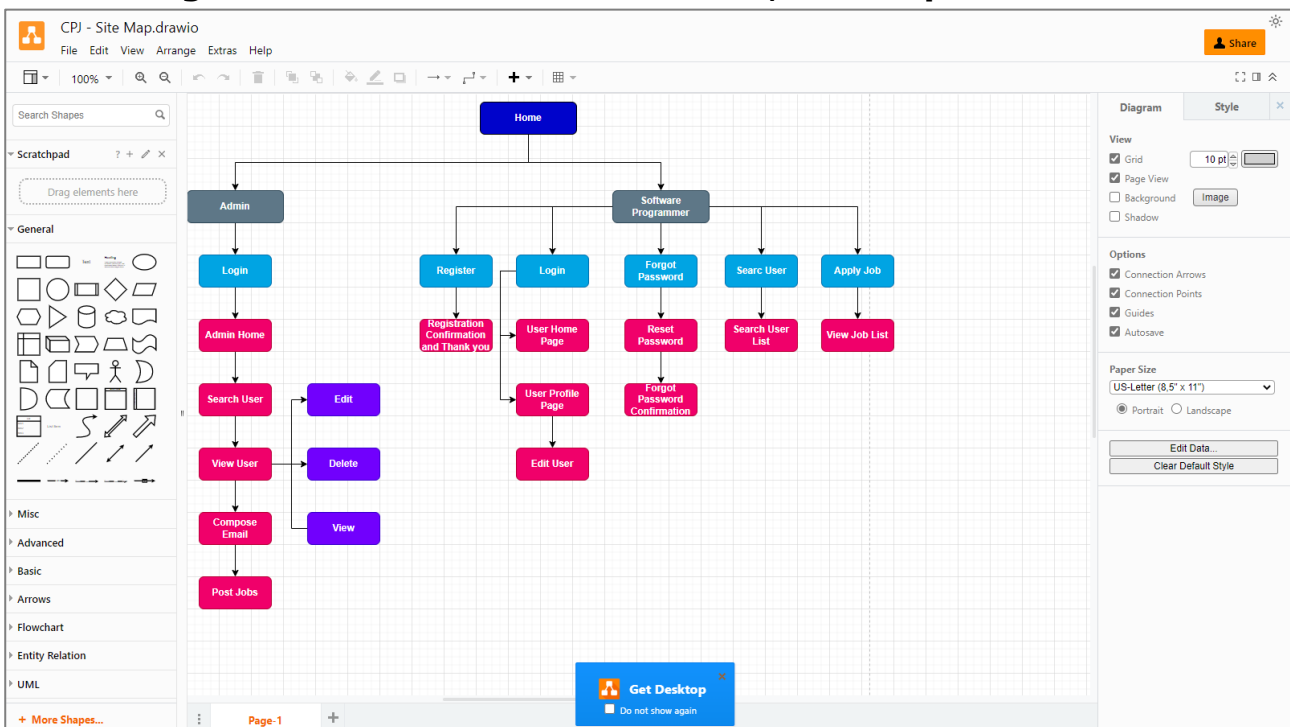


Figure 5: Screenshot of Drawio

### **3. Project Requirements Specifications**

#### **3.1 Functional Requirements**

##### **✓ Users (Software Programmer)**

- Registration – This page is for users to register to the website and save their data to the database
- Login - Used a for a user to log into the website
- Forgot Password - users for a user to get their forgotten password by resetting their old password by email confirmation
- Search user - Used for searching for another user and viewing their profile page
- Edit Profile – Used for a user to update or edit their profile page information
- Apply Job - Used for a user to apply to a job that exists on the website

##### **✓ Administrator**

- Login – Used for admin to log in as an administrator of the website
- Dashboard – Administrator page to manage all the users of the website, this page includes add, view list user, edit user, delete user, send bulk email, posting jobs, and accepting users to the job functionality.
- Add user – Used for adding a new users to the application from the admin side
- Edit user – Used for editing user data
- Delete user – Used for deleting user data
- Job posting – Used for posting jobs opportunity to the software programmers/user of the website
- Bulk Mail – Used for sending bulk emails

#### **3.2 Non-functional requirements**

##### **✓ Safety requirements**

The database has the personal facts of users, due to that it secures with a robust password. also, the passwords of users are encrypted and stored in a database

##### **✓ Performance attributes**

- **Availability** - The network Portal is operational 24 hours a day



- **Correctness** - The consequences users are seeking out in a search function much like the results users need to get. Additionally, whilst the user logged into the community portal correct user web page is showing
- **Maintainability** - The community portal is frequently monitored and maintained through the Admin
- **Usability** - ABC network portal can include a bulky quantity of users and has a huge capacity to stock user records

#### ✓ **Performance Requirements**

- Concurrent quantity of customers - 100
- Loading time - 15sec

#### ✓ **Security Requirements**

<b>.permit all()</b>	<b>.hasAnyRole</b>	<b>.hasRole("Admin")</b>	<b>.hasRole(Software programmer)</b>
Index.jsp	Index.jsp	Adminwelcome.jsp	Registration.jsp
Registration.jsp	Registration.jsp	index.jsp	ViewProfile.jsp
Home.jsp	Home.jsp		Forgotpassword.jsp
EditProfile.jsp	EditProfile.jsp		

### **Task 1**

## **4. Problem Management**

Problem management is the arrangement of cycles and exercises liable for dealing with the lifecycle of all issues that could occur in an IT administration. It likewise utilizes safeguard strategies to distinguish fundamental causes and keep issues from happening. In the event that an issue or episode has proactively happened, issue the board looks to keep them from occurring from now on. It additionally includes recognizing the most ideal way to take out the main driver. In any case, assuming it's an undeniable issue, a viable issue the executives' cycle will assist with limiting the effect on business.

It isn't just about finding and fixing episodes, however recognizing and understanding the hidden reasons for an occurrence as well as distinguishing the best technique to dispense with that main driver. Also, pinpointing the reason has no worth to an association in the event that it's a cut-off process finished by a siloed group, so the issue the executives ought to be steady and broadly rehearsed across numerous groups, including IT, security, and programming designers. An episode might be over once the assistance is ready once more, however until the fundamental causes and contributing elements are tended to, the issue remains.

#### 4.1 Phases of Problem Management

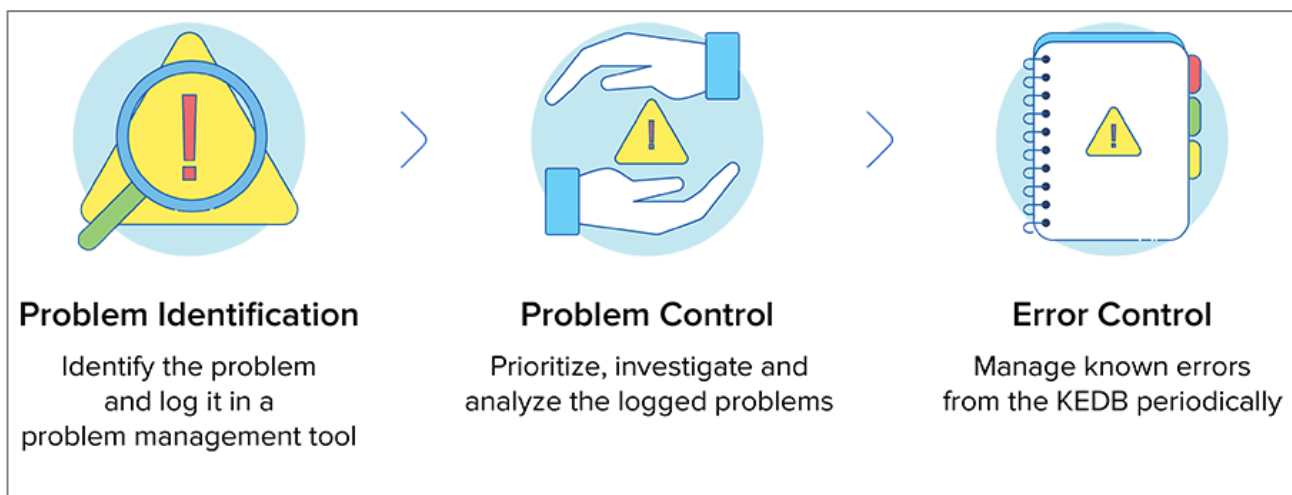


Figure 6: Phases of problem Management

##### i. Problem Identification

A problem may be detected inside an incident report or an evaluation of an existing incident. When the reason for an occurrence or collection of incidents is uncertain, it's far most probably. With a purpose to prevent future carrier interruptions, proactive hassle detection may be very important.

Problem identification activities pick out and log troubles by way of;

- Appearing trend analysis of incident records.
- Detecting duplicate and routine issues.

- For the duration of major incident management, identifying a risk that an incident ought to recur.
- Analyzing information acquired from suppliers and partners.
- Analyzing records acquired from internal software program developers, test teams, and project teams.

## **ii. Problem Control**

when evaluating incidents, it is full-size to take into account that they will have interrelated reasons, which may additionally have complex relationships. Problem control includes,

- Prioritization
- Investigation
- Analysis
- Documenting known errors
- Workarounds

## **iii. Error Control**

This phase can control recognized errors. these acknowledged errors are often reconsidered to account for the impact they invent, and to test the efficiency of workarounds. it can perceive the capability permanent solution. whilst the solutions require change control, this has to be tested from the perception of fee, risk, and advantages

## **Principles of Problem Management**

### **✓ Problem Identification**

A problem may be detected within an incident file or an analysis of an existing incident. When the motive for a prevalence or collection of incidents is uncertain, it's far most probable. In an effort to prevent future service interruptions, proactive problem detection could be very critical.

### ✓ **Problem Logging**

It is important to document troubles for later reference. Details about the problem, inclusive of its kind, description, associated occasions, category, consumer records, reputes, resolution, and closure, need to be recorded. To tag recognized problems and manage them in a database, these facts are crucial.

### ✓ **Problem Investigation**

An investigation into the foundation cause of a problem additionally relies upon the severity and urgency of the problem. Commonplace investigation strategies encompass reviewing the regarded Error Database (KEDB) on the way to discover similar problems. Then, the great direction of motion is decided to solve the problem.

### ✓ **Resolution**

As soon as resolved and the answer is determined, it is able to be implemented the usage of a standard exchange procedure. it's also important to make sure of service recovery. With the purpose to repair the problem permanently, a new change has to be raised. Alternate control handles the assessment, planning, and execution of changes.

### ✓ **Evaluation**

At some point at this level, it is critical to study the resolution of the problem, and its effect on the enterprise as well as perform a risk analysis. This guarantees that the problem control procedure is executed easily and always progressed for destiny. This overview is recorded as well as shared with relevant groups and people.

## 4.2 Problem Management Examples

### 4.2.1 Problem Identification

When the user clicks on the forgot password link on login page, the user will be redirected to the index page instead of the forgot password page

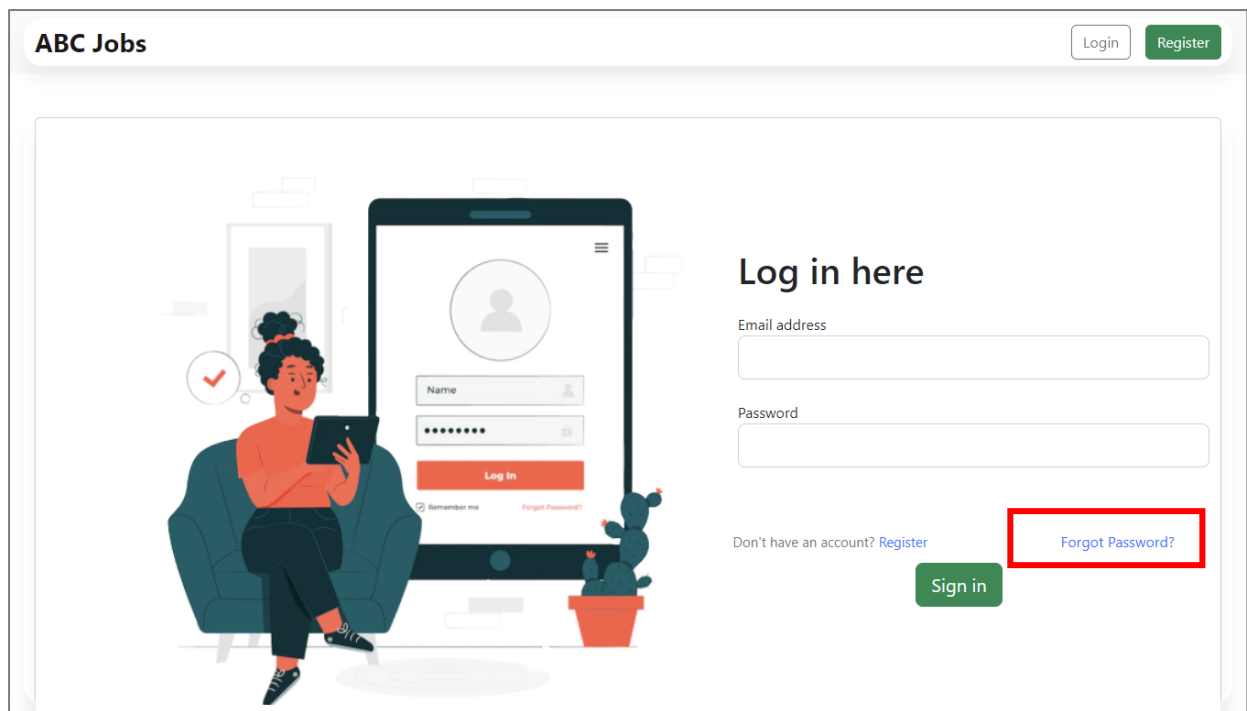


Figure 7: Problem Identification - Screenshot of login

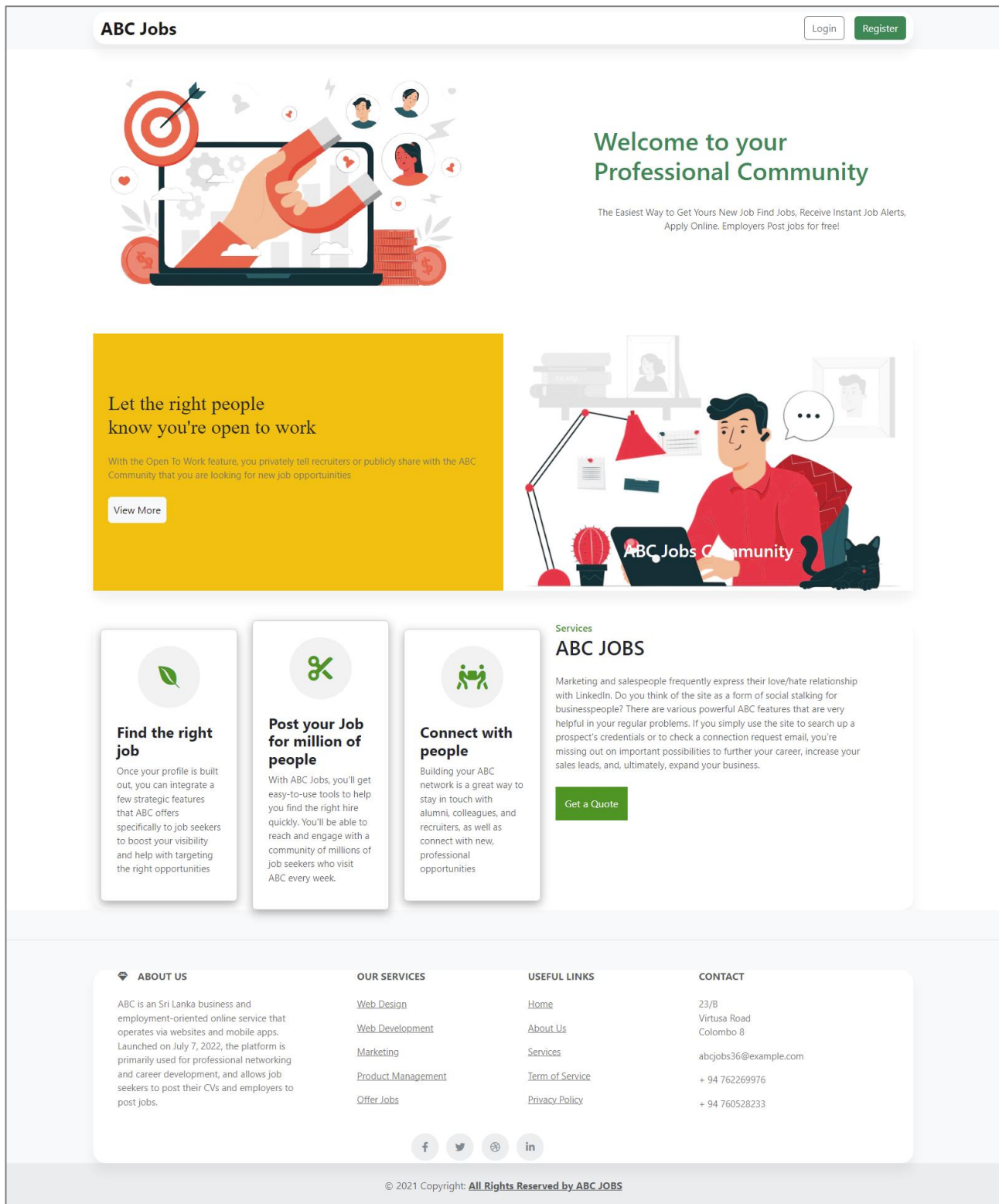


Figure 8: Problem Identification - Screenshot of Landing Page

### 4.2.2 Problem Logging

No	Class	Problem
01	MainController.java	Wrong Mapping "@RequestMapping("/forgotpassform") <b>public</b> String index() { <b>return</b> "index"; }"

### 4.2.3 Problem Investigation

### 4.2.4 Resolution

Change the path in MainController.java as,

```
@RequestMapping("/forgotpassform")  
    public String forgotpassform() {  
        return "forgotpassform";  
    }
```

## Task 2

### 5. Various tools, process & technologies to facilitate problem identification, investigation, analysis & resolution

#### ✓ Problem Identification

Techniques = Issue Tracking System

Tool = Excel Sheet

Using an Excel sheet to make a tracking document template is an important tool for problem identification.

Process:

- **Receive a problem report**
- **Verify the problem**
- **Logging the problem issue**
- **Resolving the problem**
- **When it's resolved, it will be remarked as resolved in the issue tracking system**

Issue Identification and Tracking Document										
Created By:			Chathushi		Last Update		By:			
Date Created:			19 October 2022		Last Revision Date:		October 2022			
Issue No.	Issue Description	Issue Type	Identified By	Date Identified	Issue Assigned To	Target Resolution Date	Priority	Status	Date Resolved	Resolution Description
1	Thank you, page is not showing,	Technical Issues	Software Tester Team	19 October 2022	Software Development Team	20 October 2022	Low	Resolved	19 October 2022	Correcting the letters from code in MainController
2	When the user clicks on forgot password link on login page, the user will be redirected to the index page instead of forgot password page	Technical Issues	Software Tester Team	19 October 2022	Software Development Team	20 October 2022	Medium	Resolved	19 October 2022	Correcting the code in MainController.java
3	User registration data is not stored in database	Technical Issues	Software Tester Team	19 October 2022	Software Development Team	22 October 2022	High	Resolved	21 October 2022	Correcting the code in controller and dao class

### ✓ Problem Investigation

Techniques = Root Cause Analysis

Tool = Fish Bone

Process:

- Define the problem statement
- Find the root cause
- Fix the root cause
- Finalize solution



## ✓ Problem Resolution

Techniques = Known Error Database

Tool = Excel Sheet

Using an Excel sheet to make a tracking document template is an important tool for problem identification.

Process:

- **Adding known error records**
- **Create a known error record with the symptoms and resolution details**
- **Accessing known error records**
- **Search KEDB and apply fix**
- **Deleting known error records**
- **Permanent solution implemented**

### Task 3

## 6. Investigate & Diagnose problems.

### 6.1 Investigate Problem

We narrow the problem causes into the Controller and Security Configuration class

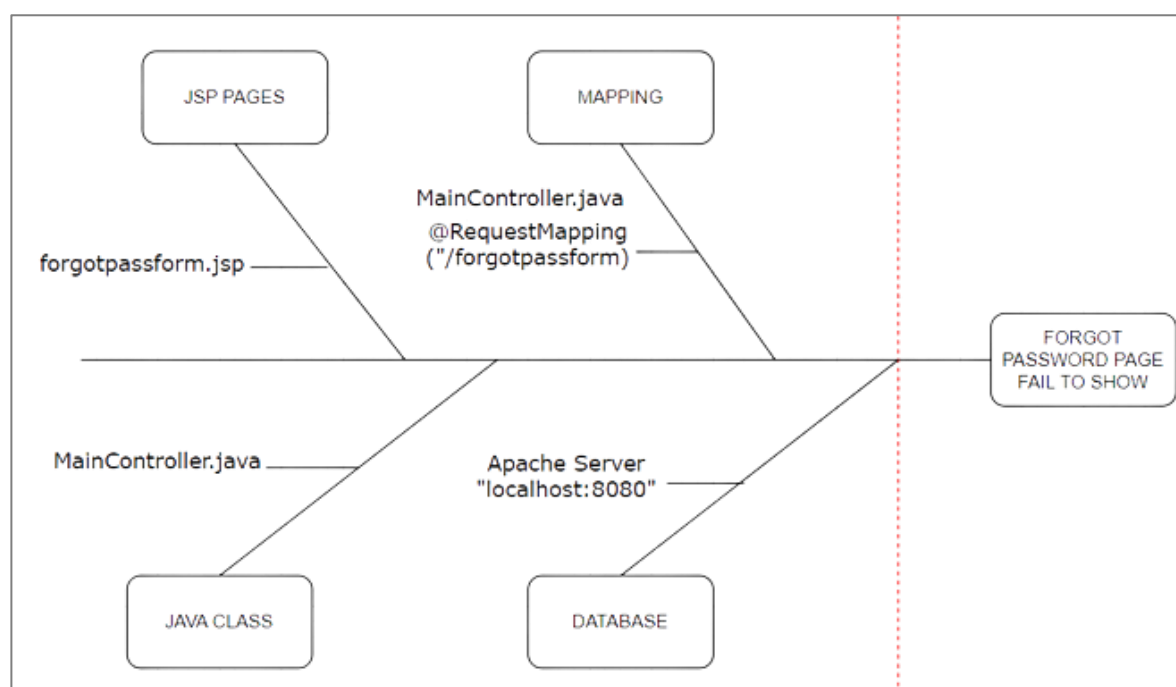


Figure 9: Investigation Problem

## 6.2 Diagnose the Problem

Identify the root of the problem by removing the error (Debugging)

### Step 1 – Set Breakpoints

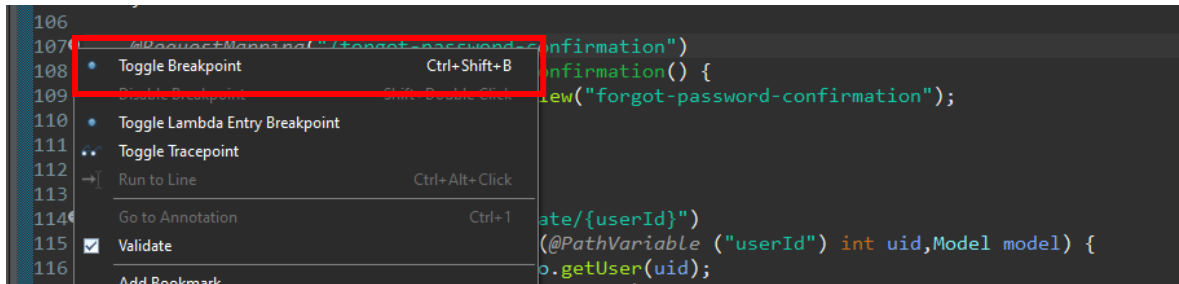
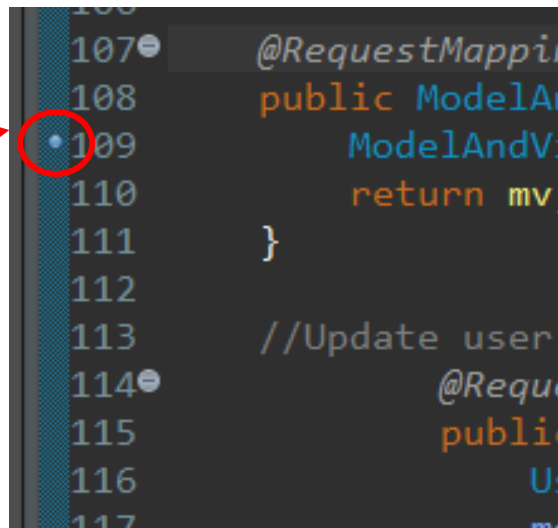


Figure 10: Screenshot of debugging in eclipse step 1

Breakpoint: A blue circle should then appear next to the line.



### Step 2 – Start the program in Debug mode

(Right click on project → Debug as → Debug as server)

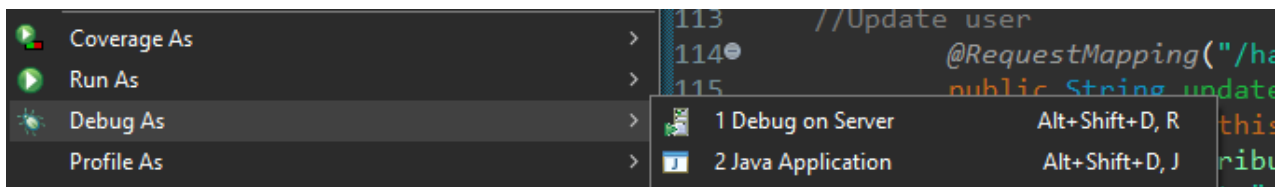


Figure 11: Screenshot of debugging in eclipse step 2

### Step 3 – Showing debugger details in the console

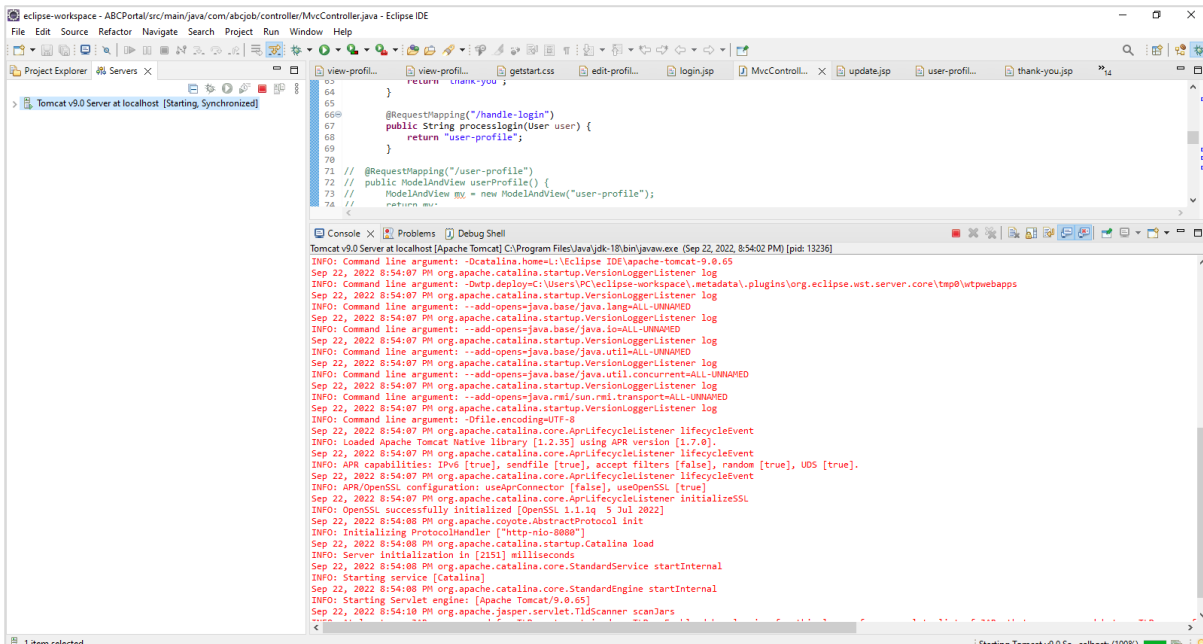


Figure 12: Screenshot of debugging in eclipse step 3

**Step 4** - Controlling the program execution The call stack indicates the parts of the program which can be currently executed and the way they relate to each other. The present-day stack is displayed inside the Debug view

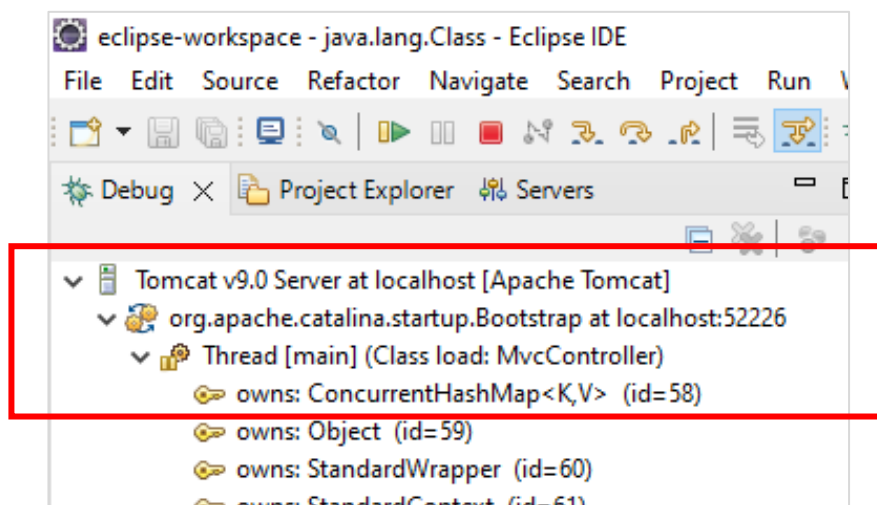


Figure 13: Screenshot of debugging in eclipse step 4

**Step 5** - Breakpoints view and deactivating breakpoints

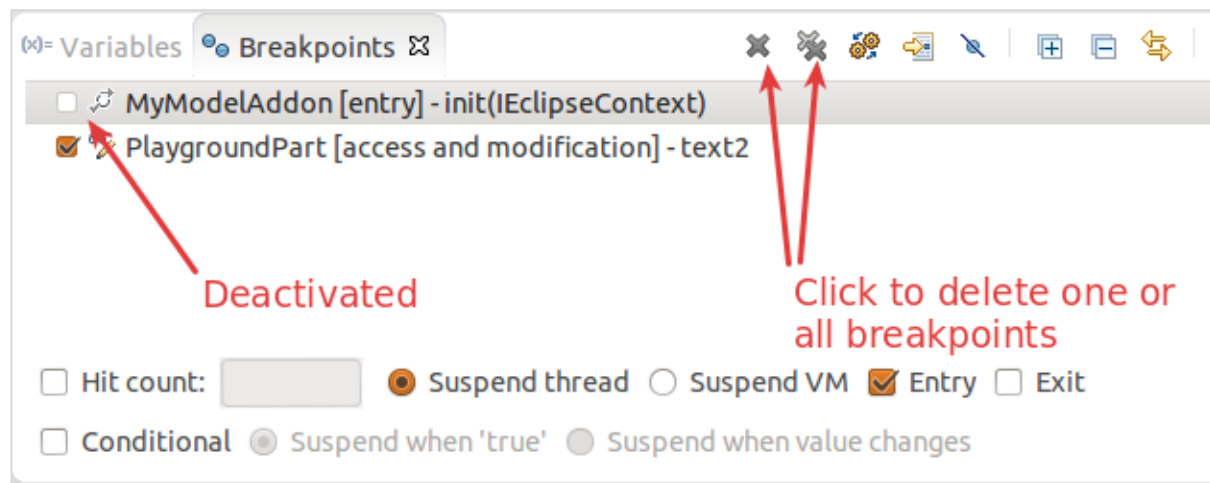


Figure 14: Screenshot of debugging in eclipse step 5

## Step 6 -Evaluating variables in the debugger

The variables view shows fields and nearby variables from the contemporary executing stack.



Figure 15: Screenshot of debugging in eclipse step 6

## Step 7 – Use the drop-down menu to display static variables

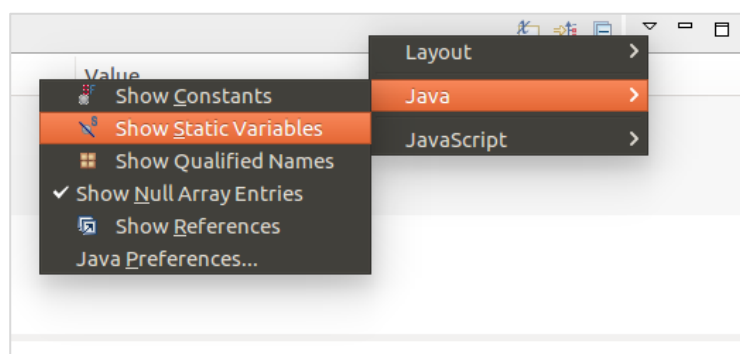


Figure 16: Screenshot of debugging in eclipse step 7

## Step 8 - Changing variable assignments in the debugger

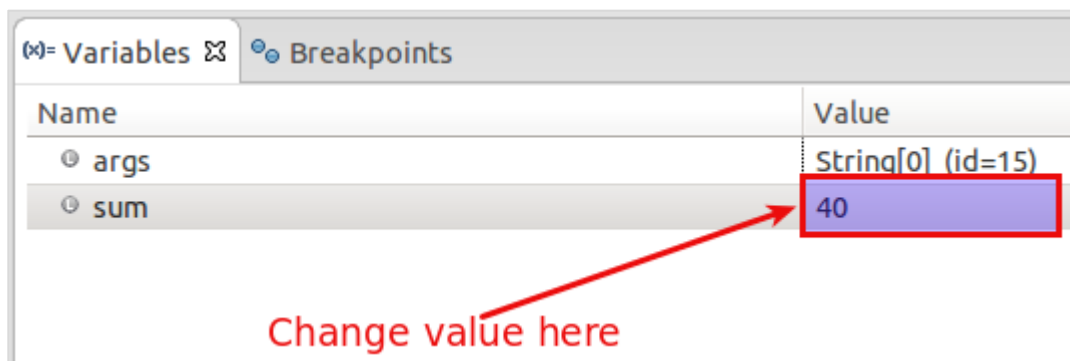


Figure 17: Screenshot of debugging in eclipse step 8

## Step 9 - Controlling the display of the variables with detail formatter

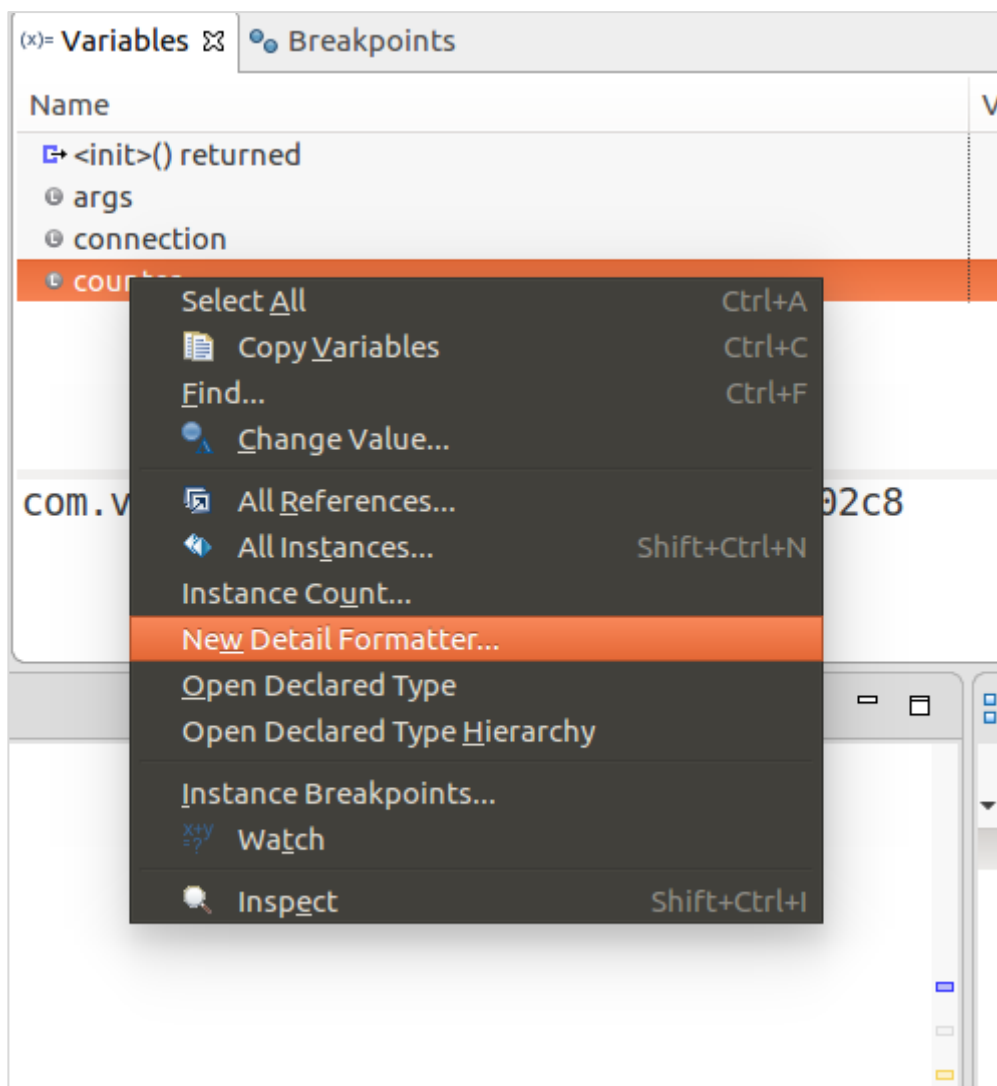


Figure 18: Screenshot of debugging in eclipse step 9

## Task 4

### 7. Explain and Prioritize

#### 7.1 Prioritize and Categories problems:

##### Tier 1: Low-priority issues

Thank you, the page is not showing.

##### Tier 2: Medium priority issues

When the user clicks on forgot password link on the login page, the user will be redirected to the index page instead of forgot password page

##### Tier 3: High-Priority Issues

User registration data is not stored in a database

#### 7.2 Problems Categories Diagram

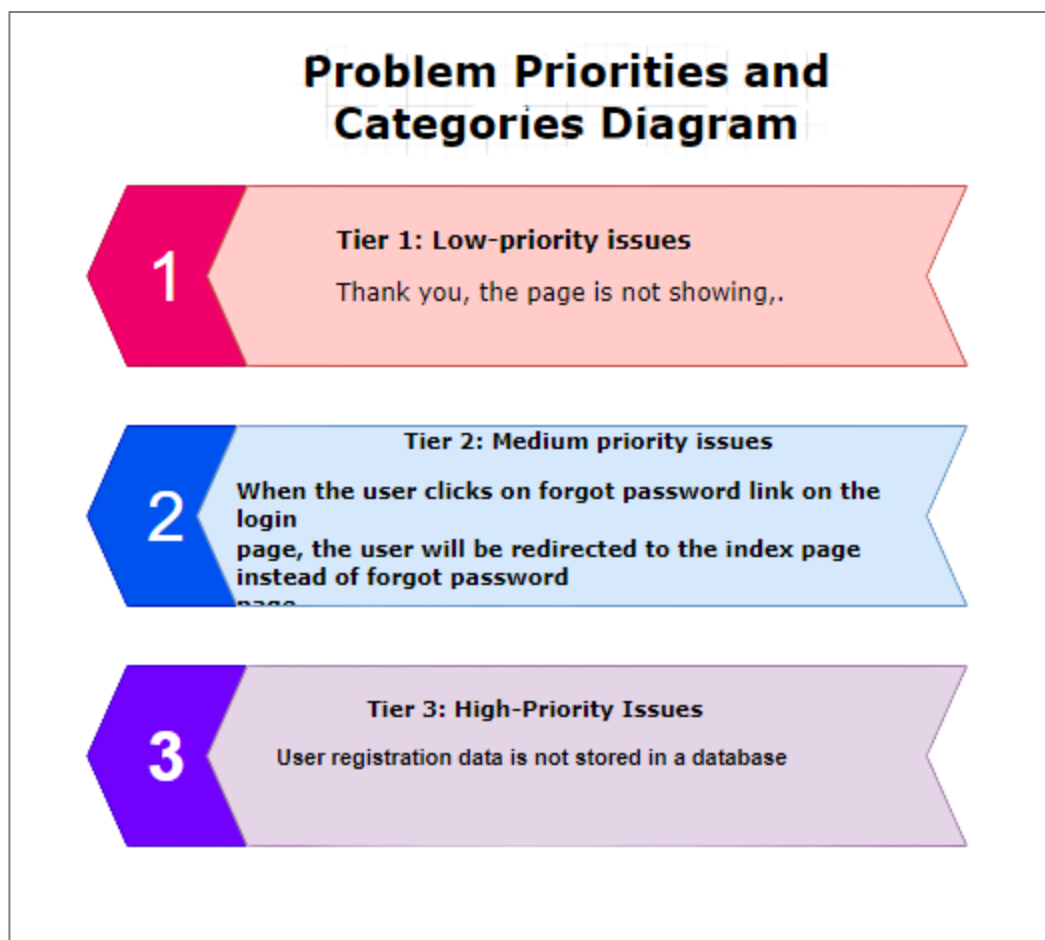


Figure 19: Problem Priorities and Categories Diagram

## Task 5

### 8. Problem Management Solution

Solution for forgot password page display data failure

- Using the fishbone tool, we discover the root cause (root cause analysis)
- Test the code once more
- Add the problem to regarded error database
- Debug the code using breakpoints
- Thinking of the solution for the root cause
- Regulate the root cause problem
- After rerunning the application on debug mode
- If the problem is resolved, update the known error database

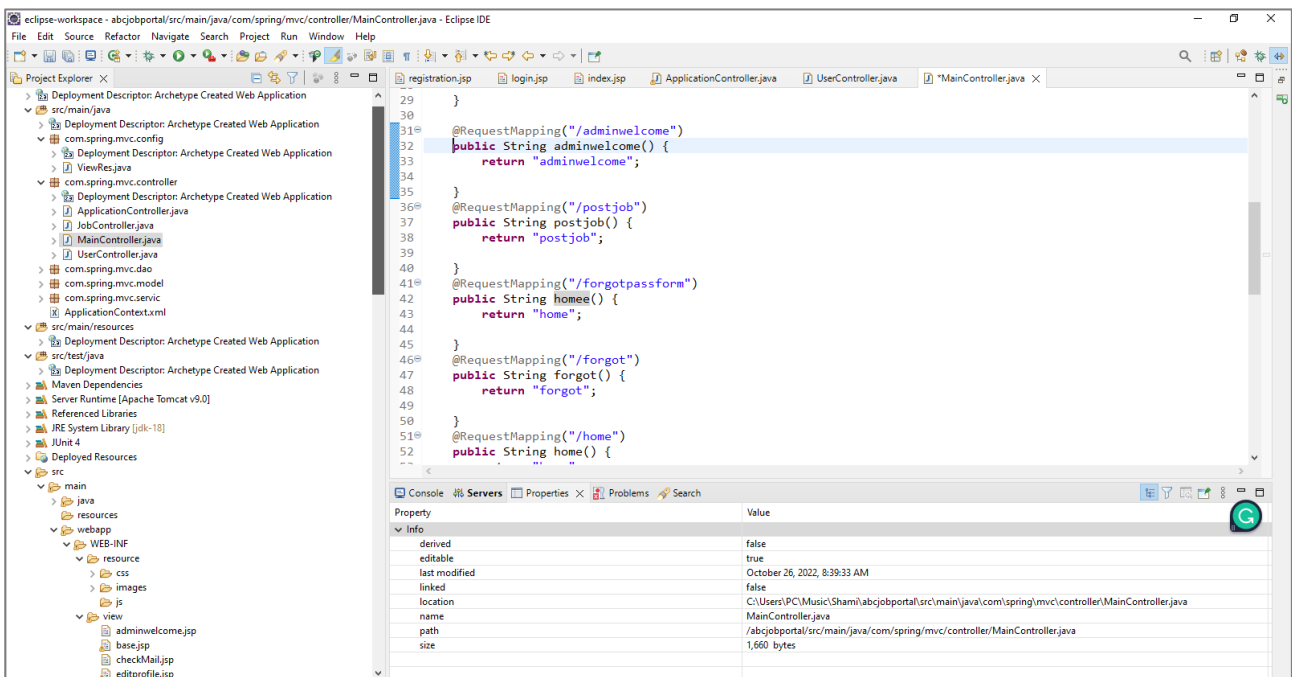


Figure 20: Screenshot of MainController.java before fixing the problem

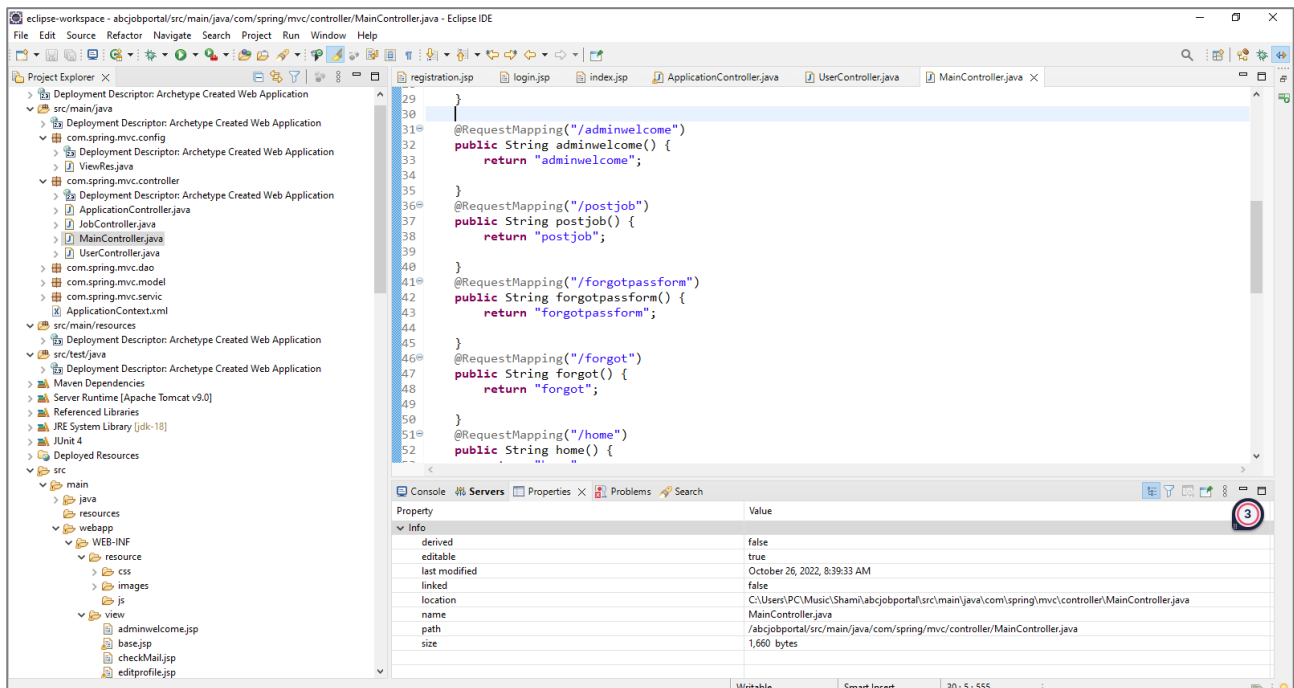


Figure 21: Screenshot of MainController.java after fixing the error

After modifying, then re-debug to check if the problem is solved

Issue No.	Issue Description	Issue Type	Root Cause	Workaroun d	Status	Date Resolve d
1	Thank you, page is not showing,	Technic al Issues	In getmapping method or uppercase lowercase mis correction	Correcting the letters from code in MainControl ler.java	Resolved	19 October 2022
2	When the user clicks on forgot password link on login page, the user will be redirected to the index page instead of forgot password page	Technic al Issues	Wrong mapping in MainControll er.java class	Correcting the code in MainControl ler.java	Resolved	19 October 2022
3	User registration data is not stored in database	Technic al Issues	Dao class is not mentioned in controller class correctly	Correcting the code in controller and Dao class	Resolved	22 October 2022
4	Attached files not showing in bulk mails	Technic al Issues			Incomplete	



## Task 6

### 9. Systems will be implemented

ABC community portal is a platform that offers job opportunities to people. Users can register to this ABC Jobs community portal and log in. After they can search for users, search for jobs and apply for them and update their profile

#### ✓ Registration

In the registration function, users can register into the ABC community portal. That data is stored in the database and the password will be encoded

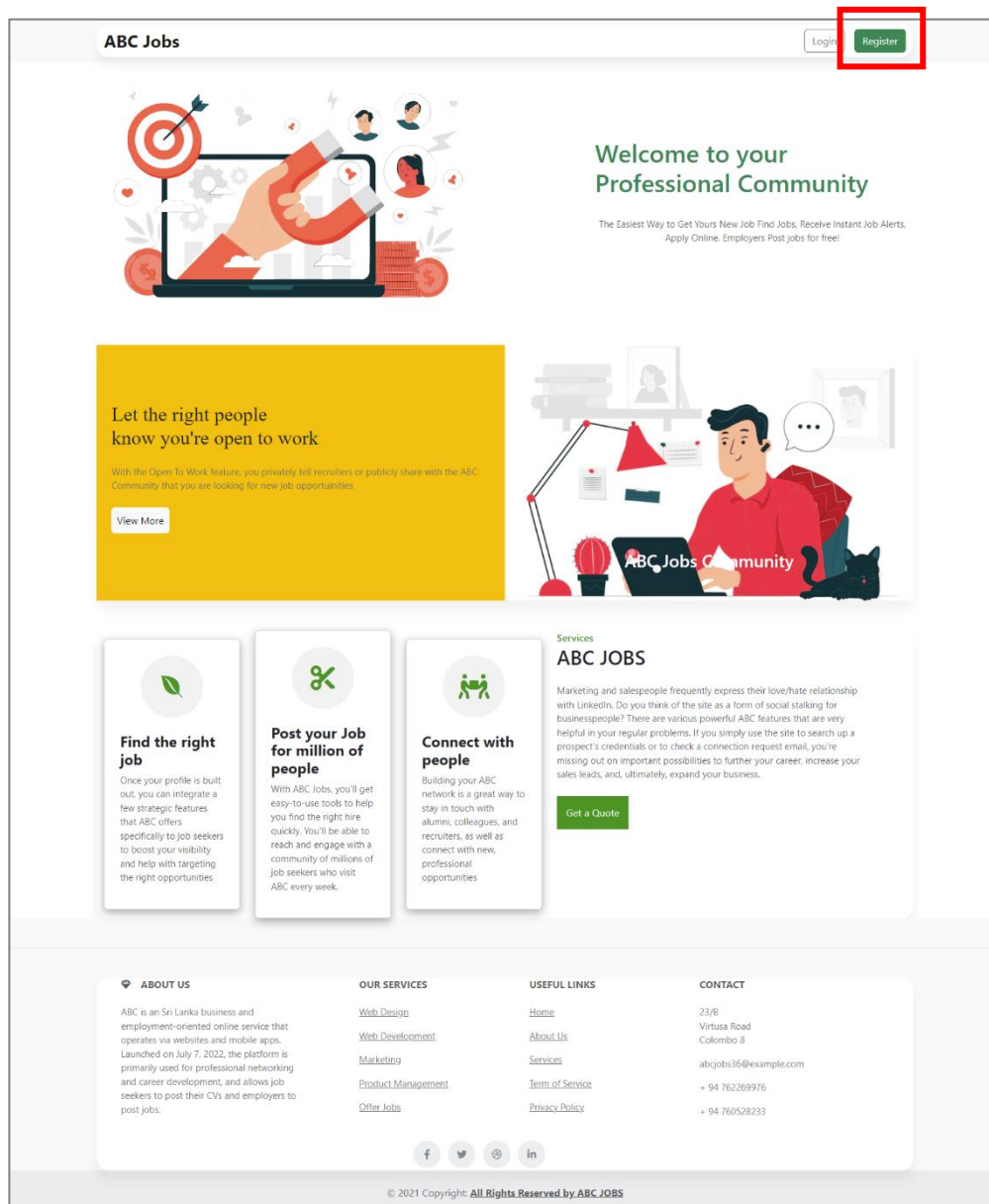


Figure 22:Registration Process - Screenshot of Home Page

ABC Jobs

Login

Register

Sign up

Name

Email

Phone

City

Password

Repeat Password

Register

ABOUT US

ABC is an Sri Lanka business and employment-oriented online service that operates via websites and mobile apps. Launched on July 7, 2022, the platform is primarily used for professional networking and career development, and allows job seekers to post their CVs and employers to post jobs.

OUR SERVICES

Web Design

Web Development

Marketing

Product Management

Offer Jobs

USEFUL LINKS

Home

About Us

Services

Term of Service

Privacy Policy

CONTACT

23/B

Virtusa Road

Colombo 8

abcjobs36@example.com

+ 94 762269976

+ 94 760528233

f

t

in

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Figure 23:Registration Process-Screenshot of Registration Page

## ✓ Login

Login characteristic identity implemented and working perfectly. The roles of the user and admins are handled in the roles handler class. With the assistance of the spring security, login feature is working smoothly. So, users can log in effortlessly

### • User Login

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NICF Capstone Project using Java

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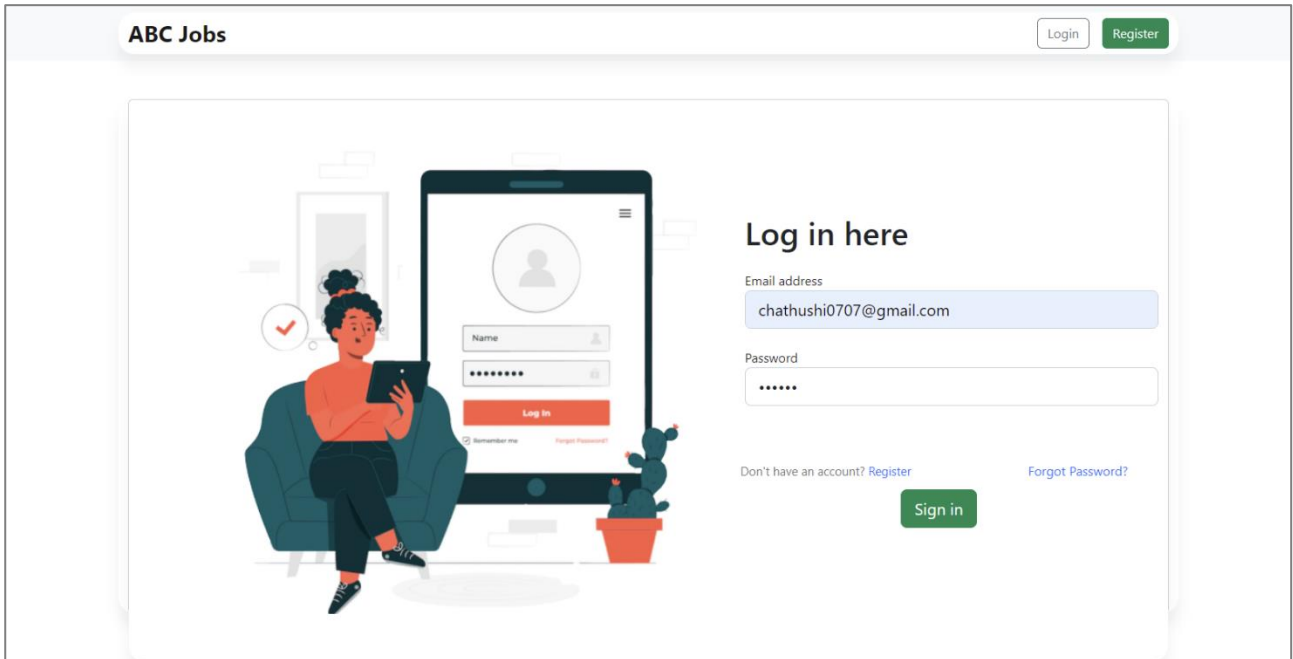


Figure 25:Login Process-Screenshot of User Login

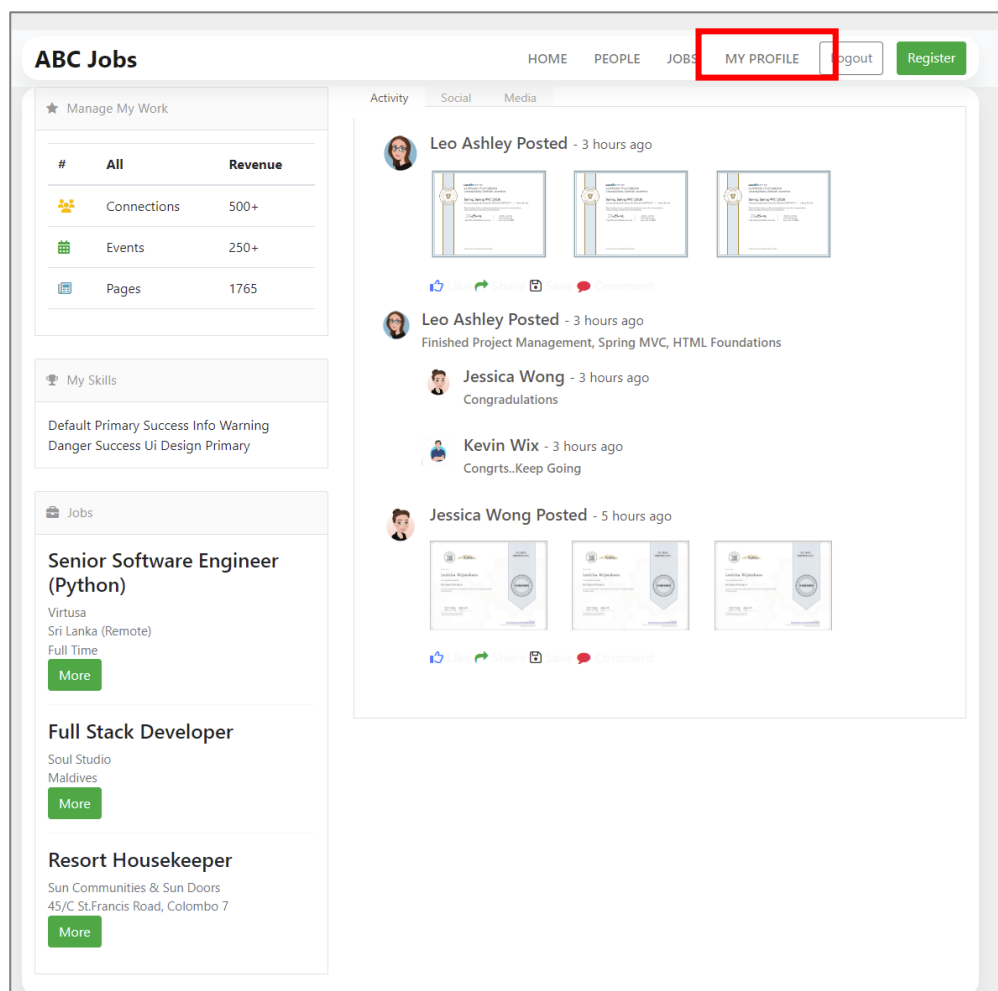


Figure 24:Login Process - Screenshot of User Home Page

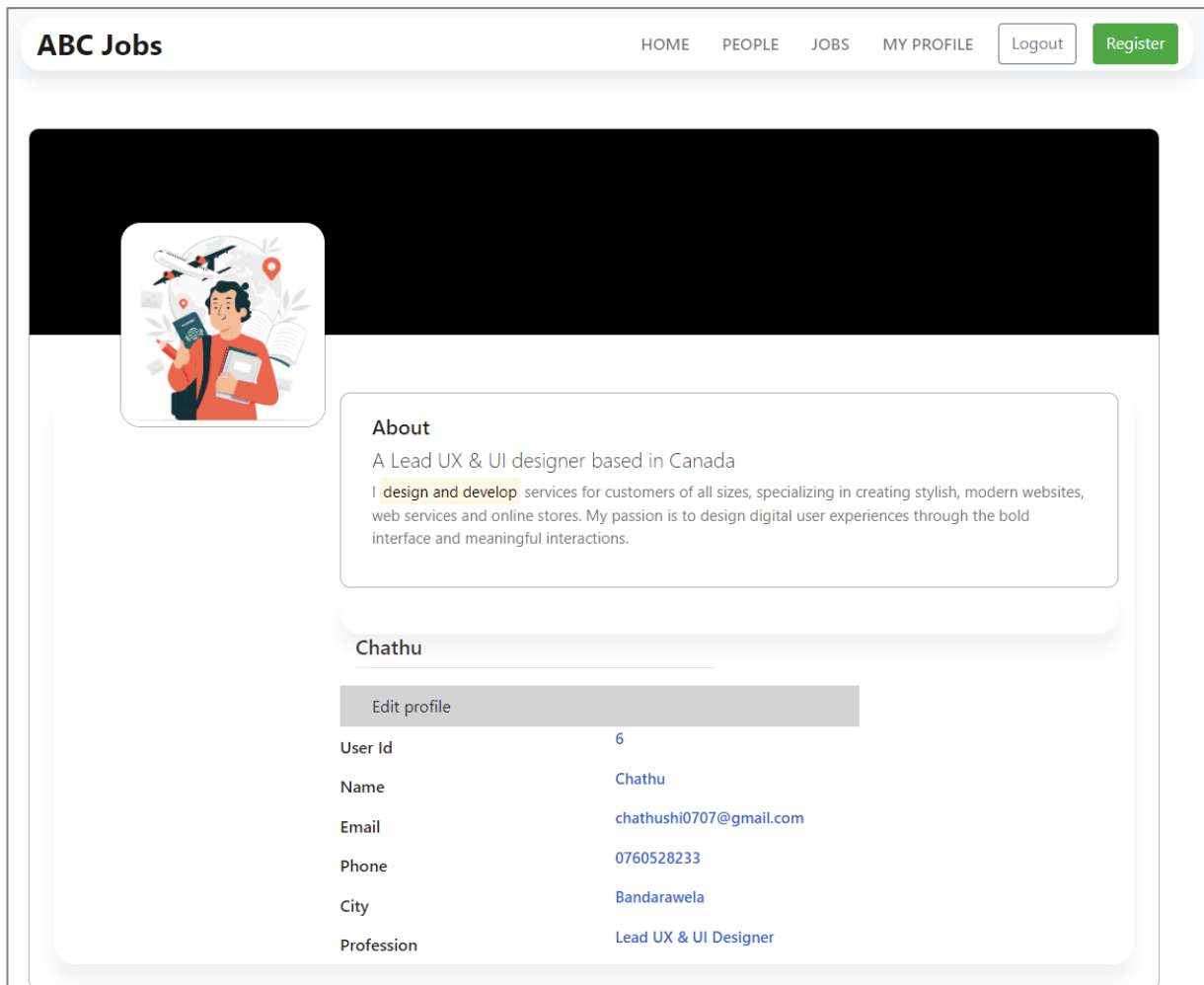


Figure 26:Login Process - Screenshot of User Profile Page

## User Search User Page

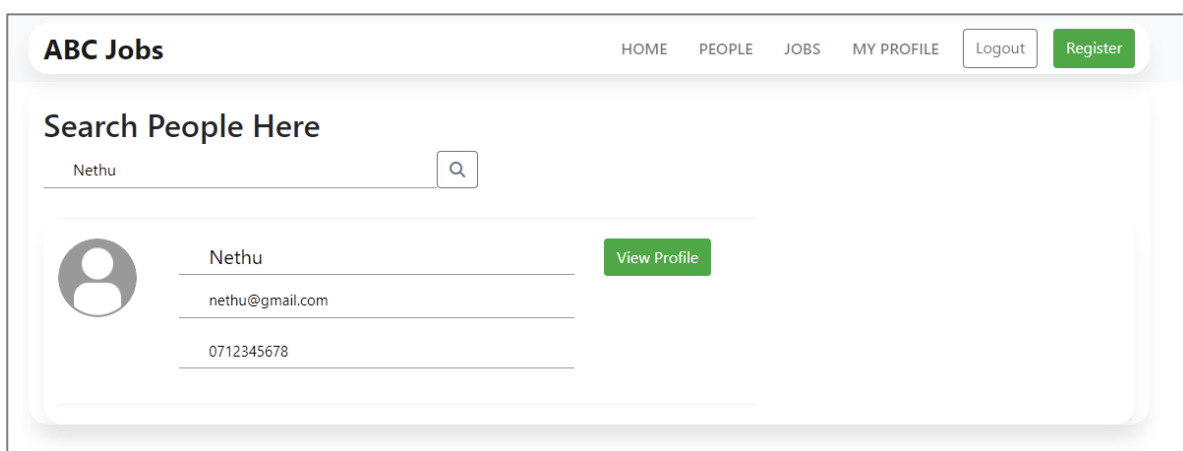


Figure 27:Search User - Screenshot of User Search User

## ✓ Update Profile

Users can update their records using this update user function. After updating new data will be updated on database

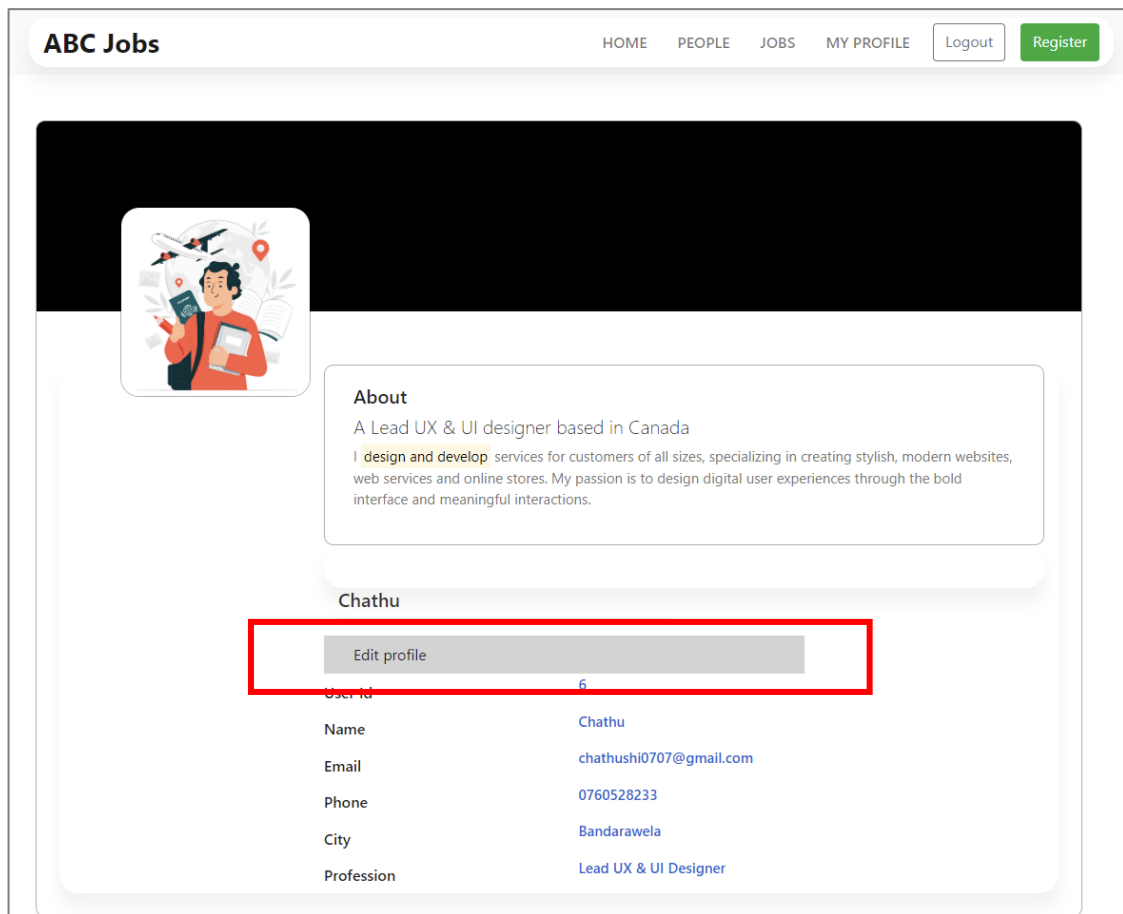


Figure 29: Update Profile - Screenshot of User Profile page with Edit Function

The screenshot shows the 'Update Profile' page in the 'ABC Jobs' application. The page has a header with 'ABC Jobs' and navigation links: 'HOME', 'PEOPLE', 'JOBS', 'MY PROFILE', 'Logout', and a green 'Register' button. The main content area contains a form with the following fields:

- Name: Chathu
- Email: chathushi0707@gmail.com
- City: Bandarawela
- Phone: 0760528233

A green 'Save' button is located at the bottom of the form.

Figure 28: Update Profile - Screenshot of update profile page

## ✓ User – View Job

User can view all jobs

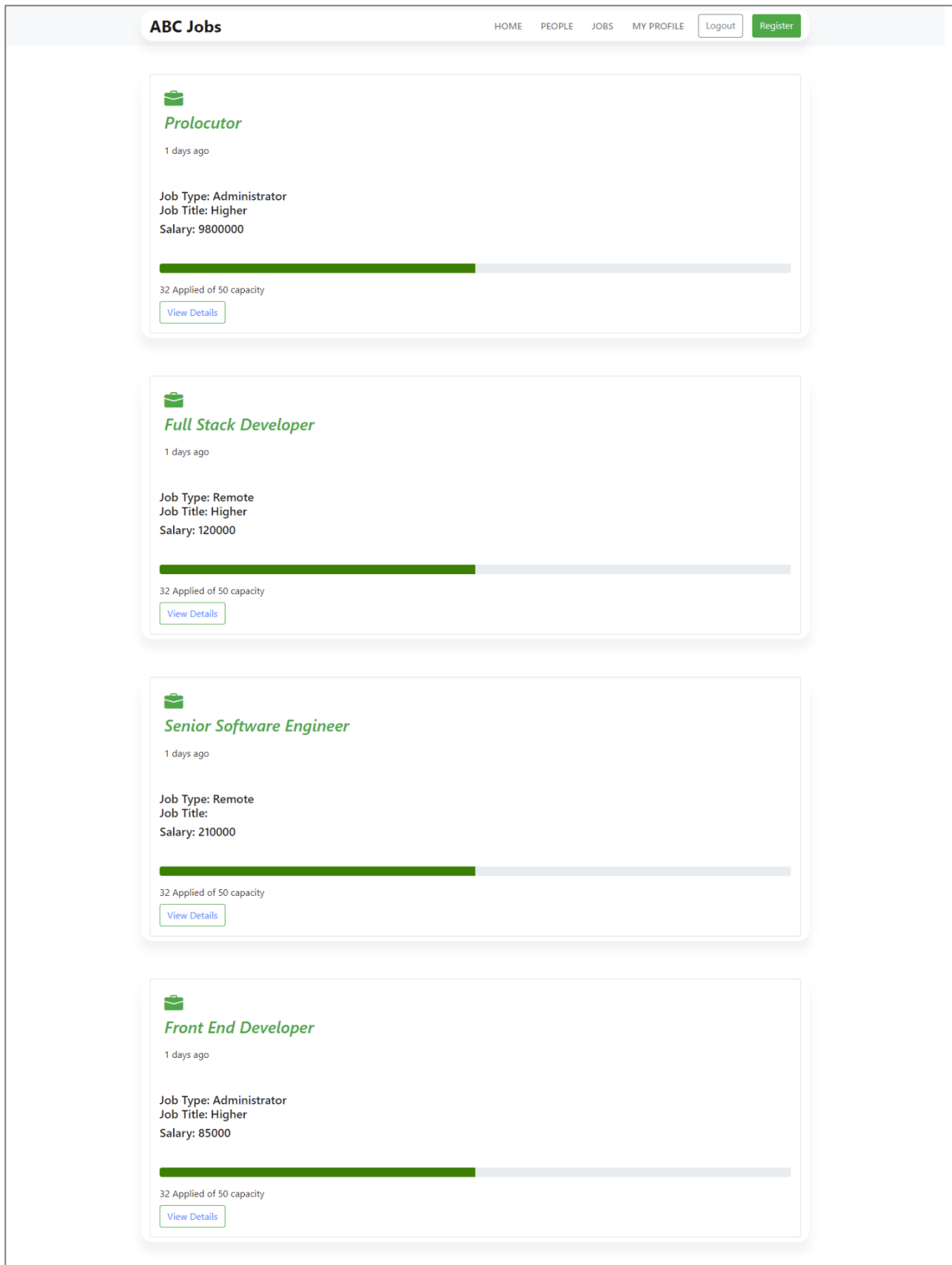


Figure 30: Screenshot of User - View Jobs

## ✓ User – Apply Job

User can apply any job

**Mobile Application Developer**

Publishing Date:

Last date of application:

Type: Remote

Title: Higher

**Salary: 30000**

Description

part time

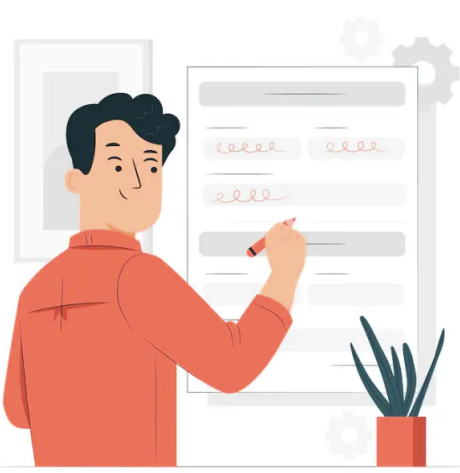
Apply Now

Want any help? [Please contact us](#)

ABC Jobs

HOMEPEOPLEJOBSMY PROFILELogoutRegister

Hello Aarvi ,You are applying for Mobile Application Developer job



Enter Name

Enter Your School Name

Enter Your School Grade

Enter Your College Name

Enter Your College Grade

Enter Your University Name

Enter Your University Grade

Apply

Figure 31: Screenshot of User - Apply Job

## ✓ Admin Login

ABC Jobs

Login Register

**Log in here**

Email address  
admin@gmail.com

Password  
\*\*\*\*\*

Don't have an account? [Register](#) [Forgot Password?](#)

Sign in

Figure 32: Login Process - Screenshot of Admin Login



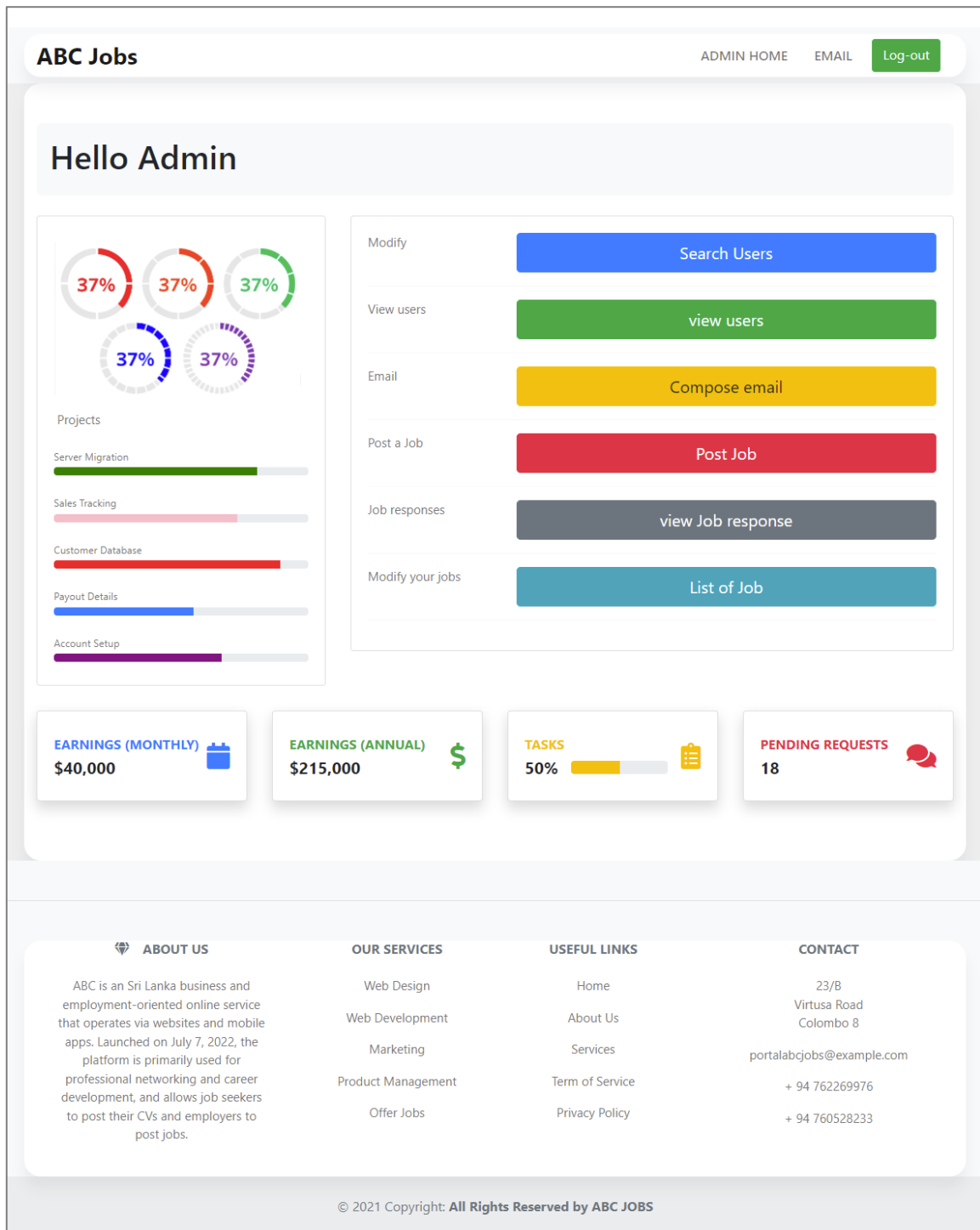



Figure 33: Login Process - Screenshot of Admin Profile Page

### ✓ Search User

Search user function is need to search other users in the ABC community Portal. Also, admin can search the users

**Search People Here**

Search




**Chathushi**

chathudii77@gmail.com

0742269976

[View Profile](#)




**Rithu**

rithu@gmail.com

0553423456

[View Profile](#)




**Nethu**

nethu@gmail.com

0712345678

[View Profile](#)



**Chathu**

chathushi0707@gmail.com

0760528233

[View Profile](#)

Figure 34: Search User - Screenshot of Admin Search User

- View Users**

view users

Admin can view users, add users, delete and edit users

**ABC Jobs** ADMIN HOME EMAIL Log-out













User id	User city	User email	User contact	User name	User password	Action
15	Tokyo	aarvi123@gmail.com	0711234567	Aarvi	123456	 
17	Tasmania	shami456@gmail.com	0765432156	shami	456789	 
18	England	tami12@gmail.com	0753456231	Tami	34567	 
19	Busan	mesandi0521@gmail.c	0765432112	Mesandi	67859	 
21	Diyathaa	gihani@gmail.com	0786578945	Gihani	34567	 
22	Colombo	chathushi0707@gmail	0742269976	Chathumini	1234567	 

Figure 35: Screenshot of Admin - View Users

- **Bulk Mail**

Compose email

## Admins can send bulk mail to users

The screenshot shows the 'Admin Email' page in the ABC Jobs admin dashboard. The page has a header with 'ABC Jobs', 'ADMIN HOME', 'EMAIL', and a 'Log-out' button. The main content area is titled 'Admin Email' and features a green user icon. Below the title, there are fields for 'To:', 'Subject:', and a large text area for 'Compose Email'. An 'Attachment:' section includes a 'Choose File' button and the text 'No file chosen'. At the bottom, there is a large green 'Send Email' button.

Figure 36: Screenshot of Bulk Mail Page

- **Post Job**

Post Job

## Admin can post job

The screenshot shows the 'Post Job' page in the ABC Jobs admin dashboard. The page has a header with 'ABC Jobs', 'HOME', 'PEOPLE', 'JOBS', 'Login', and 'Register' buttons. The main content area is titled 'Hire Now...' and features a form with fields for 'Job Name', 'Job Type', 'Job Title', 'Job salary', 'Job Location', and 'Jobs Description'. To the right of the form is an illustration of a person uploading a document. Below the form is a green 'Post' button. The footer contains four columns of information: 'ABOUT US', 'OUR SERVICES', 'USEFUL LINKS', and 'CONTACT'. The 'ABOUT US' section describes the service as an online platform for job seekers and employers. The 'OUR SERVICES' section lists 'Web Design', 'Web Development', 'Marketing', 'Product Management', and 'Offer Jobs'. The 'USEFUL LINKS' section lists 'Home', 'About Us', 'Services', 'Term of Service', and 'Privacy Policy'. The 'CONTACT' section provides the address '23/B, Virtusa Road, Colombo 8', email 'portalabjobs@example.com', and phone numbers '+ 94 762269976' and '+ 94 760528233'. The footer also includes the copyright notice '© 2021 Copyright: All Rights Reserved by ABC JOBS'.

Figure 37: Screenshot of Post Job Page

- View Job Response

view Job response

ABC Jobs											
HOME PEOPLE JOBS Login Register											
Applied job id	User Details	Job Details	Applied name	User School Name	User School Grade	User College Name	User College Grade	User University Name	User University Grade	Status	Action
8	User [id=18, name=Tami, city=England, password=34567, contact=0753456231, email=tami12@gmail.com]	Jobs [job_id=5, name=Senior Software Engineer, type=Remote, title=, location=Lyon, France, salary=210000, description=Full Time - Mid Senior Level ]	Tami	St.Thomas College	4.8	St.Thomas College	5.0	Moratuwa Engineering Faculty	6.0	status	Delete
13	User [id=15, name=Aarvi, city=Tokyo, password=123456, contact=0711234567, email=aarvi123@gmail.com]	Jobs [job_id=1, name=Prolocutor, type=Administrator, title=Higher, location=Colombo, salary=9800000, description=None]	Aarvi	Kandy High School	3.4	Kandy High School	6.5	Peradeniya Medical Faculty	5.5	status	Delete
14	User [id=15, name=Aarvi, city=Tokyo, password=123456, contact=0711234567, email=aarvi123@gmail.com]	Jobs [job_id=3, name=Full Stack Developer, type=Remote, title=Higher, location=Tokyo, Japan, salary=120000, description=mnbcxkjh]	Aarvi	Kandy High School	4.8	Kandy High School	5.0	Peradeniya Medical Faculty	6.0	status	Delete
15	User [id=15, name=Aarvi, city=Tokyo, password=123456, contact=0711234567, email=aarvi123@gmail.com]	Jobs [job_id=5, name=Senior Software Engineer, type=Remote, title=, location=Lyon, France, salary=210000, description=Full Time - Mid Senior Level ]	Aarvi	Kandy High School	4.8	Kandy High School	5.0	Peradeniya Medical Faculty	3.75	status	Delete
16	User [id=15, name=Aarvi, city=Tokyo, password=123456, contact=0711234567, email=aarvi123@gmail.com]	Jobs [job_id=11, name=Mobile Application Developer, type=Remote, title=Higher, location=SolomoiT, salary=30000, description=part time]	Aarvi	Kandy High School	4.8	Kandy High School	5.0	Peradeniya Medical Faculty	5.5	status	Delete

Figure 38:Screenshot of View job response

- Job List

List of Job













ABC Jobs											
HOME PEOPLE VIEW JOB RESPONSE Logout Add job											
<b>Name:Prolocutor</b> Job Type: Administrator Job Title: Higher Salary: 9800000   <a href="#">View Details</a>						<b>Name:Full Stack Developer</b> Job Type: Remote Job Title: Higher Salary: 120000   <a href="#">View Details</a>					
<b>Name:Senior Software Engineer</b> Job Type: Remote Job Title: Salary: 210000   <a href="#">View Details</a>						<b>Name:Front End Developer</b> Job Type: Administrator Job Title: Higher Salary: 85000   <a href="#">View Details</a>					
<b>Name:Graphic Designer</b> Job Type: Remote Job Title: Higher Salary: 45000   <a href="#">View Details</a>						<b>Name:Mobile Application Developer</b> Job Type: Remote Job Title: Higher Salary: 30000   <a href="#">View Details</a>					

Figure 39:Screenshot of post job list

## Task 7

### 10. Best Practices in Problem Management

- ✓ **Solved issues should be kept in Known Error Database**

You have a 'Known Mistake' when you have scrutinized your insightful abilities and distinguished the underlying driver of the issue. Known issues, similar to episodes, ought to be kept in a different region from the issue. Basically, it empowers you to be more unique in your classification. This permits you to recategorize a error to something more proper after an investigation

- ✓ **Clients should be separate from the person handling the incident**

Keeping everything in a hold-all is enticing. While managing a call, search for an area that can act as an all-in-one resource. Isolating issues from incidents and logging them in their own devoted space, then again, can assist with working on your cycles.

- ✓ **Having a problem manager**

Having somebody that is eventually responsible for Issue Management can vastly help to improve your overall process.

- ✓ **Let your operators contribute: Share knowledge**

Having a manager is perfect, but collaboration is key. Invite your group to take advantage of their insight and experience by permitting them to add to problem management. This can add a fascinating variety to their roles, and can assist you with recognizing the main driver all the more rapidly in the event that you have sharp partners who are great at distinguishing issues.

