

Abstract

The Unicom TIC Management System is a Windows Forms-based desktop application developed in C#. It is designed to streamline the process of managing IT tickets, user logins, and system interactions. The application provides a user-friendly interface for administrators and users to interact with the system efficiently.

Objective

The primary objective of this project is to develop a reliable and user-friendly system to manage and track IT-related tickets. It aims to provide a structured interface for logging issues, tracking progress, and managing user access.

Technologies Used

- C# .NET Framework
- Windows Forms
- Visual Studio
- SQL or Local Database (assumed from DatabaseManager class)

Modules Overview

1. ****Login Module:**** Ensures secure access to the system using login forms.
2. ****Database Manager:**** Handles database initialization and connection setup.
3. ****Views:**** Contains the UI forms and layout for different modules.
4. ****Repositories:**** Manages the backend data logic and communication with the database.

Conclusion

This project successfully demonstrates the development of a modular IT management system using Windows Forms. It focuses on ease of use, modularity, and functional separation, making it a solid base for further extension or deployment in real-world scenarios.

Credentials

Name: admin

Password : admin123

