

Term Project Proposal

For my term project I will be creating an IT ticketing system. My first table will include customer_id, name, and issue. My second table will include creation dates for the tickets, the IT admin assigned to help, and ticket ID. I will have another table for reviews as well with customer name, review, and date. I will have a home page, a ticket page, a progress page, login page, admin login page, and a review page.

The website will allow users to create tickets pertaining to IT issues they are facing. They will be able to login and check their ticket progress. Normal customers are only able to create a ticket after the login page. And admins will be able to have a separate login to work on tickets and mark them in progress. A review page will be available to display pleased customers and allow them to leave a review.