SOFTWARE REQUIREMENTS SPECIFICATION
TICKETMANAGER
Version 1.1 02.03.2021

1. Introduction

   This is a project plan for the development of "TICKETMANAGER".
   This will serve as a summary of system functionality and metrics
   along with a proposed timeline.

2. Overview

   The main proposal of this project is to create a software that
   manages work tickets or requests. Users will be able to sign and
   in and create tickets that can then be assigned to other users
   that may then complete the work assigned.

   a. Customers

      Customers will consist of anyone with basic computer skills.

   b. Functionality

      - Users should be able to register via email.
      - Users should be able to create new tickets and edit
        existing ones.
      - Users should be able to assign tickets.
      - Each user will be able to view and sort tickets.
      - Each user should receive a personal assigned-ticket
        email summarizing tickets that have not been
        completed.
      - Each user should be able to add notes to each ticket
        that are viewable by registered users.

   c. Platform

      Primarily Web based.

   d. Development Responsibility

      I, Dakota Krogmeier, will be solely responsible for creation
      of this software.

3. Goals and Scopes

- Users should be able to register via email.
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- Users should be able to assign tickets.
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- Each user should receive a personal assigned-ticket email summarizing tickets that have not been completed.
- Each user should be able to add notes to each ticket that are viewable by registered users.

4. Deliverables
   - Feature Specs
   - Product Design
   - Test plan
   - Source Code

5. Risks
   a. Risk Identification
      Similar platforms for task management or ticket creation already exist.
   b. Risk Mitigation
      - Aim for straightforward UI.

6. Scheduling
   -See below.

7. Technical Process
   Framework: .NET MVC
   Stack: HTML, CSS, C#

Week 02/01-02/07

-Created Framework using Visual Studio.

-Created Initial Class, Model, and View.

-Added Initial Migrations.

Week 02/08-02/14

-Split the name categories = AssignedTo -> Assigned To

-Make variables required

-Add drop down for ticket types = inspection, preventative, repair

-Allow sorting by AssignedTo

-Must be signed in to create/edit/delete tickets

-Drop down list for ticket types

Week 02/15-02/21

-Bootstrap AdminLTE - w3Layouts

-Set up Registration for OAUTH

-Add STATUS (completed/in progress/new) categories to each ticket

-Change authority to only allow Assignedto users or requestedby users to edit or delete.

-Add Authenticate users so I can keep tickets active

-Add User Roles (Admin, Tech, and User)