

SOFTWARE REQUIREMENTS SPECIFICATION

INSERT SOFTWARE NAME

Version 1.1 02.03.2021

1. Introduction

This is a project plan for the development of “INSERT SOFTWARE NAME”. 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.
- 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.

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

Front-End: 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
- Change authority to only allow Assignedto users or requestedby users to edit or delete.
- Set up Registration for OAUTH
- Add drop down for ticket types = inspection, preventative, repair
- Allow sorting by each category
- Add completed/in progress/new categories to each ticket
- Must be signed in to create/edit/delete tickets
- Add Authenticate users so I can keep tickets active
- Add to Azure directory
- Drop down list for ticket types

Week 02/08-02/14

- Bootstrap CSS

Videos

<https://www.youtube.com/watch?v=oC483DTjRXU>

1. Design Pattern
2. Clean UI
3. CRUD Functionality
4. Authentication and Authorization
5. Database
6. Solve a Business Problem

Bootstrap HTML page

