Future Work Plan

1. Development Priorities

Our primary focus will be completing the remaining critical use cases and expanding role-based functionality for the IT Service Management System.

Key Use Cases to Complete

UC-5: View Ticket History:

- Allow customers and agents to view the history of their tickets, including updates, resolutions, and timestamps.
- Integrate backend logic to retrieve ticket logs and display them in chronological order.

UC-9: Reassign Ticket:

- Enable admins to reassign tickets from one agent to another.
- Update database relationships and ensure proper notifications to affected users.

2. New Features to Implement

Role Management
- Add and integrate Admin and Agent roles alongside existing Customer roles.
- Implement role-based access control (RBAC) in the backend.
- Restrict admin-only actions (e.g., reassigning tickets, viewing reports).

Ticket Interaction
- Make the list of tickets (for both Customers and Agents) clickable, opening a detailed ticket view.
- Each ticket view page will display ticket details (status, description, assigned agent, timestamps) and message history.

User Profile Management
- Add a Profile Update feature for users to modify their name, email, or contact information.
- Integrate validation and database persistence for updated user data.

Password Reset Feature
- Implement a password reset flow: 'Forgot Password' form, reset token via email, and secure password update form.

Reporting (Admin Feature)
- Develop a simple reporting dashboard for admins to view total tickets created, resolved, and pending, as well as tickets per agent or category.

3. Testing & Quality Assurance

- Perform unit tests on backend functions and API endpoints to ensure correct business logic (ticket creation, role access, etc.).
- Conduct integration tests to verify the frontend and backend work together as expected—focusing on login, ticket management, and profile updates.
- Run regression tests before Demo 2 to ensure new features don't break existing ones.

4. Deployment & Integration

- Continue hosting the backend on Render and frontend on Render.
- Regularly sync updates through GitHub to keep all environments current.
- Schedule one full system integration and demo rehearsal at least one week before Demo 2.

5. Timeline Overview

Week	Focus
Week 1–2	Implement UC-5 (View Ticket History) and clickable ticket lists
Week 1-2	Implement UC-9 (Reassign Ticket) and add role-based access control
Week 2-3	Add profile update and password reset features
Week 2-3	Develop admin reporting feature
Week 3	Unit testing, integration testing, bug fixes
Week 4	Final polish, integration rehearsal, and Demo 2 preparation