

Weekly status report

week 40

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Weekly tasks:

I started the week working on the demo feedback I got, implementing things the customer thought we're missing from the functions I showed on the demo. This took an estimated 2.5 hours to implement.

I worked on the login part of the system where the user can login. Automatically saves the user to the database and also restricts what the user can see and do based on their role... This requirement is for now not finished and work still has to be done. Estimated time of 10.5 hours.

Started working on the part of creating new categories, which will be limited for only the users with the role of agent. This will also include making it possible for agents to change the category of a ticket in the ticket view. 2 hours.

Writing of the weekly report. 0.5h.

HoD meeting, 1.25h.

Weekly lecture about server hosting, git and project planning. 2h

Things that went well:

Based on me not having implemented a login system before I think it went quite well, Auth0 was easy to use after a few hours of testing and researching.

Challenges:

As of now I'm not 100% certain how I will implement the super admin to the system, should they be created manually, perhaps the first user in the system should get the role. Do they want more than one super admin? I will have to talk to the customer and get some answers but for now I will implement them manually.

Customer Value:

The customer wanted a login system for the ticket help desk which I now have started implementing.

Next step:

Finishing the login system and restricting the user fully based on their role, after I will continue work with ticket progress and categories.

Learnt this week:

Importance of doing research and reading documentations before starting to implement a new system to save time.

Total hours spent: 18.75.