**Initial Product Definition and Scrum Team Plan**

**Submitted by**

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**Team Members**

Royce Baker

Brenden Beezley

Wesley Bogart

Uziel Carranza Charro

Zaid Al Falahi

**1. Product Name and Description**

DeskHero IT is an application designed to streamline IT support ticket management. Users will submit tickets detailing what issue they’re having. Each ticket submitted will be prioritized, queued, and addressed by the support team. The application will also track and display the time taken to resolve each ticket by calculating the difference between its creation time and the resolution time recorded by the support team. The interface will include Labels, TextBox, ComboBox, Datepicker, and RichTextEdit for an efficient ticket submission process.

**2. Functionality Overview**

DeskHero IT ticket system will provide a comprehensive solution for managing and resolving technical support requests efficiently. The core functionalities include ticket creation, categorization, assignment, and resolution. Users will be able to submit tickets through a web interface. The system will automatically categorize tickets based on predefined criteria, allowing for streamlined prioritization and assignment by the support techs. Additionally, the system will calculate the time it takes for each ticket to be resolved by taking the difference between the time the ticket is created and the time it is resolved by tech support.

**3. Overview of Architecture**

DeskHero IT will use C# as the primary programming language, leveraging the .NET ecosystem to build the application. The platform will be developed on the .NET framework to ensure scalability and performance. A relational database will be used, with SQL and Dapper facilitating the connection between the application and the database. Development will adhere to SOLID principles, incorporating design patterns to maintain clean and maintainable code. Robust security measures, such as input validation, will be implemented to enhance security. Additionally, performance optimization will be a priority, achieved through optimized database queries and indexing.

**4. Scrum Team Members**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name | Role | Hours/Week | Responsibility | Skillsets |
| Wesley Bogart | Product Owner/Developer | 10 | Data Access code, Unit testing | C#, SQL, NSIS |
| Royce Baker | Developer | 10 | UI design | Python, SQL, UI Design |
| Brenden Beezley | Scrum Master/Developer | 10 | Meeting planning/Additional programming help where needed | Python, SQL |
| Uziel Carranza Charro | Developer | 10 | Database Design | Python, SQL |
| Zaid Al Falahi | Developer | 10 | Event handling/Business logic | C#, SQL, NSIS |

**5. Virtual Daily Scrum Meetings**

* Location: Discord Unofficial PGU server (Hosted by Wesley)
* Time chosen (include time zone): N/A

Due to scheduling issues, and a large variation in team member time zones, communication has had to be carried out via text group chat.

**6. Final Test Platform**

Our team has selected a simulated Windows 11 OS utilizing VirtualBox to facilitate the VM.

**7. Screenshot Examples of the Final Test Platform**

**A screenshot of a computer

AI-generated content may be incorrect.**

**Dashboard of VirtualBox showing the created VM**

**A screenshot of a computer

AI-generated content may be incorrect.**

**VM running with working desktop.**