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**Project Plan**

This project is meant to build a Laravel web application with clean interface, meeting a small organization’s need for recording certain elements of their business activities. Which in this case, for a small IT department to have a user-friendly interface to manage their tickets, and notices.

The reasoning behind this is that the current mainstream options are either not open-sourced or charge a premium for using their serves. Therefore, this app offering them a free and open-sourced option with local database storage.

There will be three objects, users, tickets, and notices in this project. Users are comprised of two roles: 'user', and 'admin'. Both types of users will otherwise share the same attributes including id, name, email, password, etc. Admin user will have full access of all the web app’s functionality except accessing other admin users’ data.

Diagram

Description automatically generated

*Figure 1.*

To complete this project, three phases are setup to build each of their related functions, as can be seen in Figure 2.

Table

Description automatically generated

*Figure 2.*

**User Manual**

Register & Login

To first access this web app, client needs to first register an account with a username, email address, and password. Users can later go into the profile page to edit their password or delete their accounts if they want to.

Dashboard

After successful registration and login, the user will be redirected to the dashboard page, this will be the home page for both admin and user. For admins, they will be able to see a additional item on web page’s navigation bar, which allows them to view existing users and to delete them if needed.

Message Board

Users can see an option called Message Board on navigation bar. Clicking it will allow users to access a page, where they can leave a notice via the leave a message button. The message will then be displayed on either two message boards (important or normal) for all users to see.

For admin though, they will instead see more options available including pin, which will allow the message to be displayed on the upper board. They can also edit the existing message, and delete any messages if they want.

Tickets

For the Tickets option, user can enter this webpage and see the list of tickets in the database and all of them will be able to view, create, edit them, but only admins will be able to delete them.

Users

This option in the navigation bar will be hidden and the route will be protected from users and only admins can see and access this page. This webpage allows the admin the see all the existing users and delete one if needed.