React CDP 2019 B1

Incident Management System

by developer name

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# Objective

The objective of this case study is to manage and to track incidents.

# Descriptions

Role: Employee

* CRUD & list incidents
* Track incident and its status
* Once incidents are “closed” then an option to reopen incidents

Role: Admin

* Search incidents
* If incident status is new then option to Accept / Reject
* If “Accepted”, then need to assign to HelpDesk engineer

Role: HelpDesk Engineer

* List of open incidents
* Update status with resolution and mark status as “Closed”

# Development Criteria

* Filtering and Sorting on those list
* Invoke atleast one API call to the backend using Fetch or AXIOS
* Redux state management
* React & Redux debugging tools

# Deliverables

1. Application demo with given minimum scope
2. Application working codebase