**411 Final Project Specs- worth 200 points!**

Objective:

IT help desk contacts you for help in creating a help desk trouble ticket system.

Your tasks will incorporate CRUD database techniques. Check the following site for SQL help for using SQL CRUD statements using Java!

<http://www.tutorialspoint.com/jdbc>

**Creativity tasks**:

-Decide what database table(s)/fields do you need for this

-Design a menu to accommodate users with the following menu items as follows:

-Start a ticket

-Close a ticket

-View a ticket(s) –allow for user to view a particular ticket or multiple tickets

-Update a ticket

-Purge a ticket(s) –allow for user to purge a particular ticket or multiple tickets

**Runtime tasks**: (Your program should perform the following tasks)

-Input (open up) at least 10 trouble ticket cases

-Show a view of a particular ticket created

-Show a view of all tickets created

-Allow for a closing of at least one ticket. Show pop up message stating that the ticket was closed as follows:

“**Ticket #xxxxxxxxxx has been closed**” where xxxxxxxxxx represents the ticket number closed

-Update at least one trouble ticket by changing the current description to ‘WH WIFI PROBLEM’

-Purge at least one ticket. Make sure to display a pop up to ask user the following:

‘**Are you sure you want to delete this ticket #xxxxxxxxxx?**’ where xxxxxxxxxx represents the ticket number in question

**Snapshot tasks**: Include snapshots in MS Word to include the following:

-A view of a ticket created

-A view of all tickets created

-The trouble ticket pop up message showing that a ticket number was closed

-Show the view of the updated ticket bearing the description ‘WH WIFI PROBLEM’

-The pop up message showing the ticket number requested to be purged

-Final snapshot of a view of all your records with each of your fields

**Documentation tasks**:

Include all your code from any file(s) you’ve created for this project into MS Word as well. If working in a group (aka one other student), include as a title page each group member participant by name.

\*\*\*When creating your table(s) name, include your first initial followed by the first four letters of your last name followed by whatever you wish to name the remaining of your table by. Create your table(s) in Java under the following specs:

**database name: tickets, username=root, password=jamesp**

**ip=www.papademas.net**

\*\*\*Make USE of appropriate methods in your code to make your program as efficient as possible to work the CRUD functionality given the tasks above.

\*\*\*Read thru these specs *thoroughly* to understand the needs of the program, then devise your database table(s) with appropriate fields to ensure all the functionality of the program is covered and where it will be easy to query the database to perform the desired CRUD operations.

Absolute Due date – Sunday by midnight week 14 ending.

Absolutely NO submissions will be accepted beyond this date under *any* circumstances.

As always good luck!

**Grading Rubric:**

|  |  |
| --- | --- |
| Dbase Creativity | 50 points |
| Programming Creativity & Logic | 100 points |
| Snapshots/documentation | 50 points |

Extra Credit wishes

1. Group of one
2. Coding completely in Android
3. Coding with complete GUI (buttons , menus, event handling!!!)
4. Relational Tables
5. [Stored procedures](http://docs.oracle.com/javase/tutorial/jdbc/basics/storedprocedures.html)/triggers