**ITMD 411 – Final Project**

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**Description:**

Develop an issue-tracking system tailored for IIT, leveraging a database to securely store user profiles, tickets, and associated comments.

**Login.java:** This graphical user interface handles authentication for Users and administrators. Users such as Joe User, Tom Thumb, and Peter Parker can log in, while the admin login is accessible via 'admin' credentials.

**Tickets.java:** This module allows users to create, view, delete, and modify tickets within the system.

**Dao.java:** The Data Access Object manages database connectivity and supports CRUD operations (Create, Read, Update, Delete) for tickets. It facilitates functions like inserting, updating, reading, and deleting tickets.

**ticketsJTable.java:** This component uses JTable structure and data to organize and display ticket-related information.

**TicketComment.java:** This Java class handles comments associated with tickets in the IIT trouble ticket system. It manages the interactions related to the remarks linked to individual tickets.

Users are empowered with essential capabilities, enabling them to seamlessly navigate the system by selecting tickets and effortlessly viewing their details.

Administrator wield an enhanced level of control and responsibility. Apart from opening and closing ticket statuses, they possess the authority to create new tickets and update existing ones, including modifying ticket descriptions. Moreover, administrators hold the privilege of updating and managing comments associated with tickets, ensuring a comprehensive and efficient management of communication within the system.

**Login credentials for Users and Administrator:  
Users:**

1. joe User is the username and password: 123.
2. tom Thumb is the username and password: abc.
3. Peter Parker is the username and password: xzy.

**Administrator:**

1. admin is the username and password: admin1

**include each members name and what each member accomplished!**

We worked together to create the IIT Help Desk's graphical user interface (GUI), and each member contributed significantly to different files and features:

* By altering and working on the Dao.java and ticketsJTable.java files, Mbargou performed a crucial part. Mbargou was also in charge of implementing the functionality of ticket status modification, including adding buttons for opening and closing tickets and building the TicketComment.java file.
* The Login.java and Tickets.java files were changed with significant assistance from Sufyan. His contribution to the GUI development was crucial as he ensured its smooth functioning and added new buttons to improve it. Using SQL queries, Sufyan could effectively create the database connection and perform critical features, including adding, removing, and amending report descriptions. He also worked hard to develop a security feature preventing non-admin users from using admin capabilities.

We worked closely to enable users to only open tickets, restricting their access to the Tickets area. This project was mainly completed thanks to our united efforts and devotion.

IV. Run your app and *snapshot* EACH of the following runtime action for credit

1. Insert at least 10 tickets into the DB table. *Include a record with your name* into the table.
2. Update your record by changing your ticket description.
3. Show a view of your updated ticket.
4. Delete your ticket from the DB.
5. Close any two existing tickets.
6. Lastly, show a table view of all of your tickets.

**Screenshot of 10 tickets created**

A screenshot of a computer

Description automatically generated

**Screenshot of the description being updated**

A screenshot of a computer

Description automatically generated

**Screenshot of deleting some tickets**

A screenshot of a computer

Description automatically generated

**Screenshot of closed ticket status**

A screenshot of a computer

Description automatically generated

**Screenshot of table view**

A screenshot of a computer

Description automatically generated

**Extra Credit screenshots**

**Outstanding GUI i.e., fluid navigation, buttons, menus, table view actions, event handling**

A screenshot of a computer screen

Description automatically generated

An option to handle unsuccessful ticket creation when no information is provided during the ticket creation process.

A screenshot of a computer screen

Description automatically generated

Additional admin options

A screenshot of a computer

Description automatically generated