**ACCOUNTS AND EQUIPMENT MANAGEMENT REQUIREMENTS**

1. Revise the comments on your midterm exam.

**TICKET MANAGEMENT FOR USER**

1. Table design
   1. TicketNumber
   2. Problem
   3. Details
   4. Status
   5. Date
   6. Time
   7. CreatedBy
   8. lastUpdateDate
   9. AssignedTo
   10. AssignedBy
   11. dateAssigned
   12. CompletedBy
   13. dateCompleted
   14. ApprovedBy
   15. dateApproved
2. Ticket Management (USER)
   * 1. A textbox that allows the user to search a ticket by either ticket number, problem, or by status.
     2. A datagridview that displays the ticket number, problem, date, time, status of the tickets created by the user.
     3. Add button that will allows the user to go to the create ticket form (3).
     4. Update button that will allows the user to go to the update ticket form (4).
     5. Delete button that allows the user to user to delete a ticket and register a log on the logs table.
     6. Refresh button that allows the user to refresh the datagridview.

NOTE:

* User can only view the ticket/s he or she have created.
* Ticket can only be deleted if its status is pending.
* Auto refresh on the datagridview after successful deleting of ticket.

1. Create Ticket
   * + 1. Textbox that will display the auto generated ticket number of the new ticket. Ticket number format will be <year><month><day><hour><min><sec>.
       2. Dropdown that will allow the user to select the problem (hardware, software, connection).
       3. Multi-line Textbox that will allow the user to input the details of the problem.
       4. Save button that allows the user to save the ticket details.

NOTE:

* Status of the ticket will be pending upon creation.
* LastUpdateDate, AssignedTo, AssignedBy, CompletedBy, and Approved By will be blank or null upon creation of ticket.
* Dropdown and textfield are both required.
* Auto refresh on the datagridview after successful adding of new ticket.

1. Update Ticket
   * + 1. Textbox that will display the ticket number of the selected ticket.
       2. Dropdown that will display the current problem of the selected ticket.
       3. Multi-line Textbox that will display the current details of the selected ticket.
       4. Save button that allows the user to save the ticket details.

NOTE:

* You can use textbox that is disabled or read only for the other details of the tickets. Dropdown and textfield are both required.
* Ticket can only be updated if its status is pending.
* Auto refresh on the datagridview after successful updating of ticket.

Grading System

1. Without submission – 50
2. Incorrect submission – 60
3. Points:
   * Design +10
   * Process +15
   * Validation +15

Files to be submitted:

1. Video recording showing that each part of this activity is working.
2. Document files showing the forms and codes of this activity.
3. Program files.