

Permission by Roles

* Optional feature

	Admin	Project Manager	Developer	Submitter
Assign Roles to Users	Yes	No	No	No
View Projects	Must be able to view all projects and their own projects separately	Must be able to view all projects and their own projects separately	View only projects they belong to	View only projects they belong to
Create Projects	Yes	Yes	No	No
Edit Project Name, Details	Yes	Yes	No	No
Assign Users to Projects	Yes	Yes	No	No
Archive Projects*	Yes	Yes	No	No
View Ticket Details	All tickets for all projects	Only ticket for projects they belong to	Only tickets they are assigned to	Only tickets they have created
Create Tickets	No	No	No	Yes, only for projects they belong to
Assign User to Tickets	Yes	Yes, only to Developers	No. Can be assigned tickets by PM	No. Cannot be assigned tickets
Edit Ticket: Type, Title, Description	Yes	Only ticket for projects they belong to	Only tickets they are assigned to	Only tickets they have created
Edit Ticket: Priority	Yes	Only ticket for projects they belong to	Only tickets they are assigned to	Only tickets they have created
Edit Ticket: Status	Yes	Yes , or automate on backend	No	No
Add Ticket Comment	Yes	Only ticket for projects they belong to	Only tickets they are assigned to	Only tickets they have created
Add Ticket Attachment	Yes	Only ticket for projects they belong to	Only tickets they are assigned to	Only tickets they have created
Edit/Delete Ticket Comment*	Yes	Only ticket for projects they belong to	Only their own	Only their own
Edit/Delete Ticket Attachment*	Yes	Only ticket for projects they belong to	Only their own	Only their own
View Ticket History	Yes	Only ticket for projects they belong to	Only tickets they are assigned to	Only tickets they have created