***Introduction***

* 1. **Overview**

Keeping track of project details is an essential part of software development. It is important for all members of a team to be able to stay up to date with the state of the project, and team members need to be able to track relevant issues to stay organized and prioritize tasks.

* 1. **Purpose**

Issue trackers allow software teams to add, modify, and resolve issues by creating tickets. With the ability to create tickets with specifics, priorities, and histories, all team members can assign and resolve issues in an organized fashion. The issue tracker improves workflow and provides a centralized location for the team to coordinate issue resolution.

* 1. **Intended Audience**

This software is mainly intended toward software teams in need of issue tracking and organization but can also be used by anyone that needs these capabilities. All members of the team will be able to use the software, but there will be different privileges for certain types of users, i.e., administrators being able to assign tickets to specific people.

**System Features and Requirements**

**2.1 Functional Requirements**

* Login
  + User will be able to create an account with a username and password
  + User must login to their account to use the software
  + Users will be authorized for certain permissions depending on their role
    - Admin
      * In charge of projects
      * Able to create and edit projects and tickets
    - Developer
      * Working on assigned projects
      * Able to edit status of existing tickets
    - Submitter
      * Not working on a project
      * Can only submit new tickets
  + Demo users will be able to test the functionality of the software in any role
* Projects
  + Admins will be able to create new projects
  + Admins will be able to add users to a project
  + Users will be able to view project details to see the tickets for that project
* Tickets
  + Admins will be able to create new tickets and assign them to users or leave them open for developers to assign to themselves
  + Admins will be able to resolve tickets
  + Developers will be able to update the status of tickets and assign themselves to tickets with no current assignee
  + Submitters will be able to create new tickets
  + Users will be able to view ticket details
  + Tickets will have a history of all changes made to the ticket

**2.2 External Interface Requirements**

**2.3 System Features**

**2.4 Nonfunctional Requirements**