Software Requirements Specification

for

Centralia Dev Tools Project Issue Tracker

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CCAppDevs

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**Version 0.1 approved**

Table of Contents

**Table of Contents**2-3

1. Introduction4

1.1. Document Convention4

1.2. Project Perspective4

1.3. Scope4

1.4. References4

1.5. Design and Implementation Constraints4

2. Users of The Application5

3. Application Functions 5

4. Technology Requirements 5

4.1 Operating Environment5

5. System Features6

6. Considerations7

7. Designs and Diagrams8

7.1 Wireframes8

7.1.1 Landing Page8

7.1.2 New Account Sign up8

7.1.3 Log-In9

7.1.3 Create New Ticket9

7.1.4 Admin Main Page10

7.1.5 Ticket Main Page10

7.2 UML Use Case11

7.3 UML Sequence – login11

7.4 UML Class Diagram12

7.5 Entity Relationship Diagram12

**Revision History**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Date** | **Reason For Changes** | **Version** |
|  |  |  |  |
|  |  |  |  |

1. Introduction
   1. Document Conventions

None currently

* 1. Project Perspective

This project will be one part of a larger or multiple projects made by the students at Centralia College. This is the initial tool/program, with the potential for expansion of more tools/software in the future. This application will be all Web-based.

* 1. Scope

This project's scope is a web-based application that provides software developers specifically students at Centralia College with development tools to work with. This part of the application will focus on reporting bugs or issues in the software that is being developed. The new application will focus on individual user accounts, the ability to report bugs or issues, and the ability to flag a report with the appropriate status

* 1. References

**Centralia College** is located at 600 Centralia College Blvd, in the town of Centralia, state of Washington, County of Lewis, Country of United States, Zipcode 98531.

1.5 Design and Implementation Constraints

This is part of an ongoing project made by students at Centralia College. The Software will need to be maintained by Administrators and future IT students.

1. Users of The Application

The users of this application will be as follows:

**Administrators**:

Administrators are professors of IT courses (Dan and Jessie), at Centralia College.

**Students**:

Students at Centralia College enrolled in an IT course. The student will be split up into three separate categories. Student Users, Student technicians, and student Development teams.

There will be several different student development teams working on this project. Students will be working on developing the application, building the application, and could potentially fix the issues or bugs. This program is also being made for students by students

**Student Users**:

Users that will be reporting issues.

**Student Technicians:**

Technicians will be the students working on the issues that are reported.

**Student Development Teams:**

Student development teams will be the main developers on this project.

1. Application Functions

* Ability for a user to log in.
* Ability for a user to create a new ticket with an issue or bug.
* Ability to track and comment on issues.
* Ability to assign ticket status, Open, closed, assigned to a technician.
* Ability to assign a resolution, fixed or not fixed.
* Ability to assign issue type, bug, or recommendation.
* Ability to comment on how to replicate the issue and location.
* Ability to assign a technician to the ticket.
* Ability to track time on the ticket, date opened, date closed, hours estimated to complete, and actual hours are taken to complete.
* Ability to assign priority, and priority queue.

1. Technology Requirements

## 4.1 Operating Environment

The operating environment will preferably be hosted on a campus server, with an object-orientated software language such as asp.Net. It could require a Linux server.

# System Features

## 5.1 Authentication

5.1.1 High Priority: security requirements

* This application will require minimal security for login.

5.1.2 Characteristics

* Verify log in
* Ability to create a new account
* Ability to display a login error

## 5.2 Create and Edit a new ticket

5.2.1 High Priority: security requirements

* This application will require minimal security

5.2.2 Characteristics

* Ability to create a new ticket
* Ability to edit a ticket user-created
  + Must verify that the user has ownership of the ticket
* Ability to display an error

## 5.3 Assign Status

5.3.1 High Priority: security requirements

* This application will require minimal security

5.3.2 Characteristics

* Assign status, open, closed, assigned
* Assign Resolution, close-fixed, closed-not fixed
* Assign issue type, Enhancement, bug, information request
* Assign location- where is the issue, how to replicate bug or issue.
* Assign ticket to a tec

## 5.4 Time Tracking

5.4.1 High Priority: security requirements

* This application will require minimal security

5.4.2 Characteristics

* Track Date open, the date assigned to a technician, date closed.
* Hours estimated to complete the ticket.
* Actual hours it takes to complete ticket

1. Considerations

The following requirements were considered of importance for the project.

|  |  |  |
| --- | --- | --- |
| Requirement | User Story | Status |
| Users can create an account. | As a User, I want to create an account so I can use the application. | Complete |
| Users can log in with system authentication. | As a User, I want to login into the system so that I can open and view tickets. | Complete |
| Users can create and edit a ticket. | As a User, I want to create and edit a ticket to report an issue. | Complete |
| Users can view their tickets. | As a User, I want to view my tickets so that I can see the status of my issue | Complete |
| Administrators can Assign Status. (See 5.3.2) | As an Administrator, I want to assign status. (See 5.3.2) to a ticket. | Complete |
| The administrator Can view all tickets. | As an Administrator, I want to view open tickets so I can see what technicians are open for new assignments. | Complete |
| The system can track time. | As an Administrator, I want to know when a ticket is opened and closed so I can know how long it takes to resolve. |  |
| Technicians can send messages to administrators and/or users. | As a technician, I want to communicate with users in case I have questions about tickets. |  |

1. Designs and Diagrams

7.1 Wireframes

7.1.1 Landing Page

Graphical user interface, text, application

Description automatically generated

7.1.2 New Account Sign up

Diagram

Description automatically generated

7.1.3 Log In

Diagram

Description automatically generated

7.1.3 Create New Ticket

Graphical user interface, text, application, email

Description automatically generated

7.1.4 Admin Main Page

Table

Description automatically generated

7.1.5 Ticket Main Page

Graphical user interface, text

Description automatically generated

7.2 UML Use Case

Diagram

Description automatically generated

7.3 UML Sequence – login

Diagram

Description automatically generated

7.4 UML Class Diagram

Diagram, schematic

Description automatically generated

7.5 Entity Relationship Diagram

Diagram

Description automatically generated