Part-1: *Trouble ticket system.*

Answer:
   a) *Find the architectural characteristics of the ticket system?*
      ○ Reliability
      ○ Availability
      ○ Adaptability
      ○ Maintainability
   b) *Write one or more scenarios for each architectural characteristic*
      ○ Reliability:
         ■ System frequently "freezes up" or crashes
      ○ Availability:
         ■ system is not always available for web-based or call-based problem ticket entry
      ○ Adaptability:
         ■ Change is difficult and risky
      ○ Maintainability:
         ■ whenever a change is made, it takes too long and something else usually breaks
   c) *Define your architecture in one or more diagram(s). Show as many architecturally important aspects as possible.*