Help Desk Ticketing System Prototype:

Intro:

* This project is a prototype of a Help Desk ticketing system that is used for handling tickets from only internal customers. It allows members of the staff to submit tickets for assistance and provides some functionality to the IT department to be able to respond to these tickets, track their statistics, and display their information

Software Development Life Cycle (SDLC):

This help desk project adheres and follows the stages of the SDLC:

Requirements Analysis and Solution Design:   
 - I Identified what were the requirements for the Help Desk ticketing system for the   
 client

- I wrote the solution in order to fulfil these requirements, with class and   
 method implementations.

Solution Development:

- I developed the code to deal with ticket submission, response, statistics tracking, and

displaying

- I followed client specifications and project objectives during implementing   
 this help desk project

Testing:

- I tested the code to ensure everything was working and it was reliable

- I Identified and resolved any issues to improve the overall system quality

Implementation:

Ticket Class:  
 - Contains common ticket information and methods for ticket submission,  
 response handling, and password change resolution

- Implements oop to organise and manage ticket data more effectively

TicketStats Method:

- Calculates and displays statistics of tickets, including the number of tickets created,  
 resolved, and open also

Main Class:

- Creates instances of the Ticket class, submits these tickets, responds to these tickets,   
 and displays these ticket  
 information

- Demonstrates the additional class that is both good practice and required by the rubric  
 - Uses oop concepts appropriately

Run:

To run the program:

- Please make sure that you have installed Python on your computer before trying to run  
 T5016D\_Assessment 2\_20240493.py

- Download the provided Python file IT5016D\_Assessment 2\_20240493.py

- Navigate to the directory containing IT5016D\_Assessment 2\_20240493.py

- Run the command python IT5016D\_Assessment 2\_20240493.py