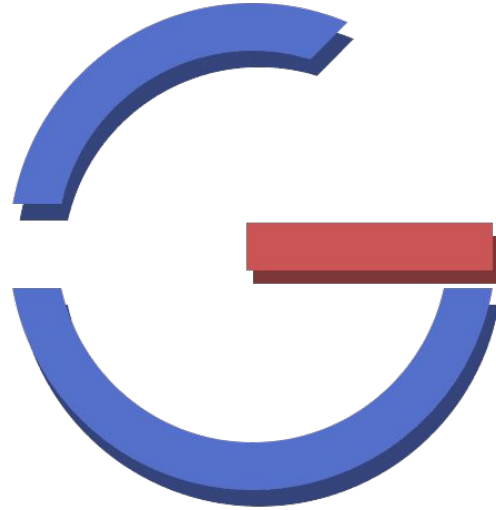


Gugul Development Final Presentation

Members and Roles

- Jonathan Wang
 - Scrum master
- Jacob Shank
 - Back-end developer
- Catherine Spratt
 - Full-stack developer
- Lucas Sturm
 - Front-end developer
- Rayhan Kapadia
 - Full-stack developer



Project Description: IT Help Desk Application

- Ticket manager application
- Provides GUI interface for four users
 - IT Support, Report Manager, Project Member, Administrator
- Project members should be able to raise and re-open tickets
- IT members should be able to solve tickets and assign peers
- Report managers should see all tickets and be able to manage them
- Administrators should have access to all capabilities

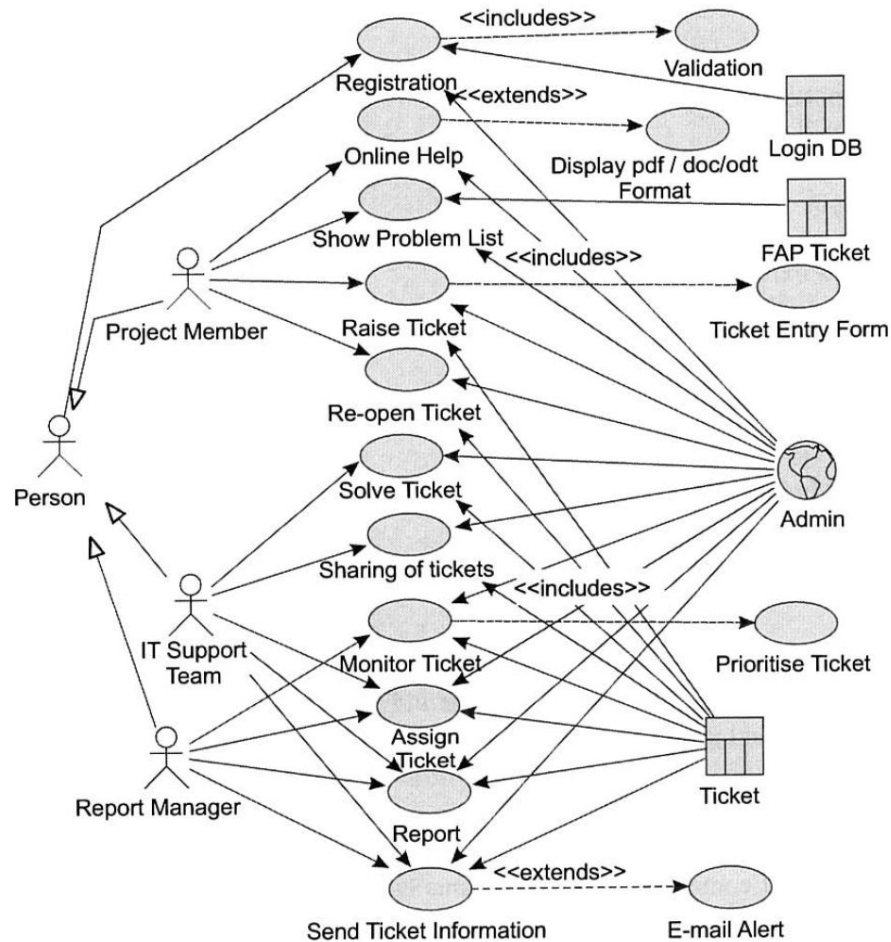


Fig. 10.1 Primary use case diagram for IT service help desk

Sprint Overviews

Sprint 0

- Established team
- Chose project management tools
- Small technical progress
- Github frustration

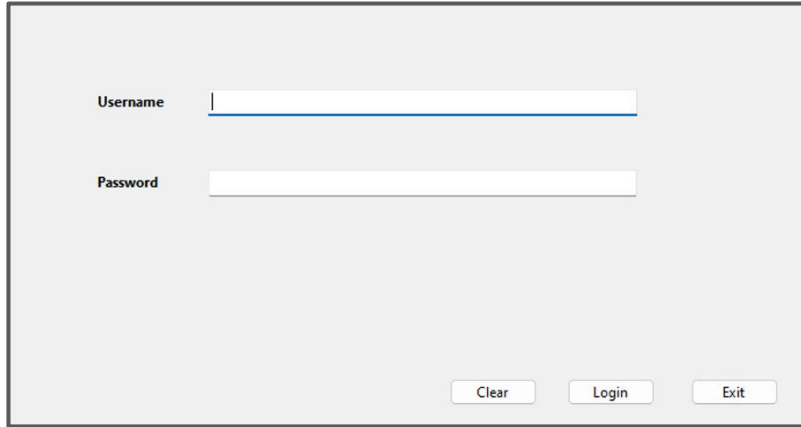


Trello



slack

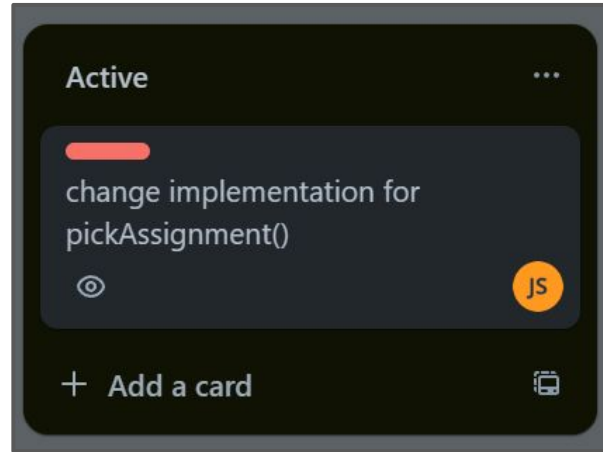
Sprint 0



A simple login form with a light gray background. It features two input fields: "Username" and "Password". The "Username" field has a blue underline. Below the input fields are three buttons: "Clear", "Login", and "Exit".

Username

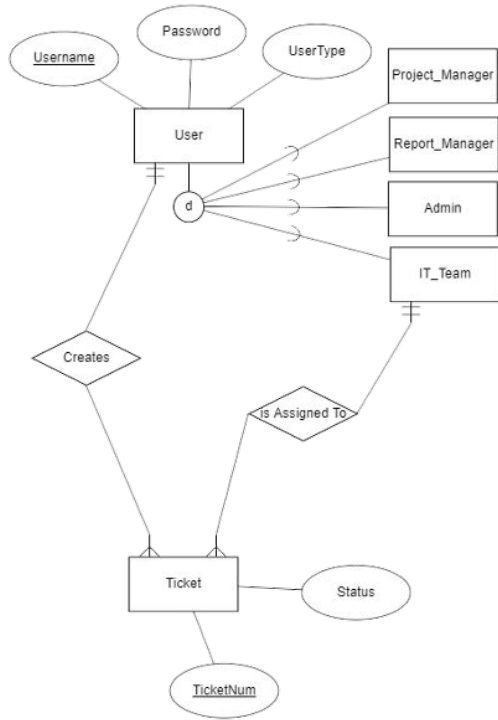
Password



Sprint 1

- Started registration system, ticket system
- Developed rough draft of ticket class
- Massive GUI overhaul
- Developed DDL for databases
- Started to understand our velocity

Sprint 1

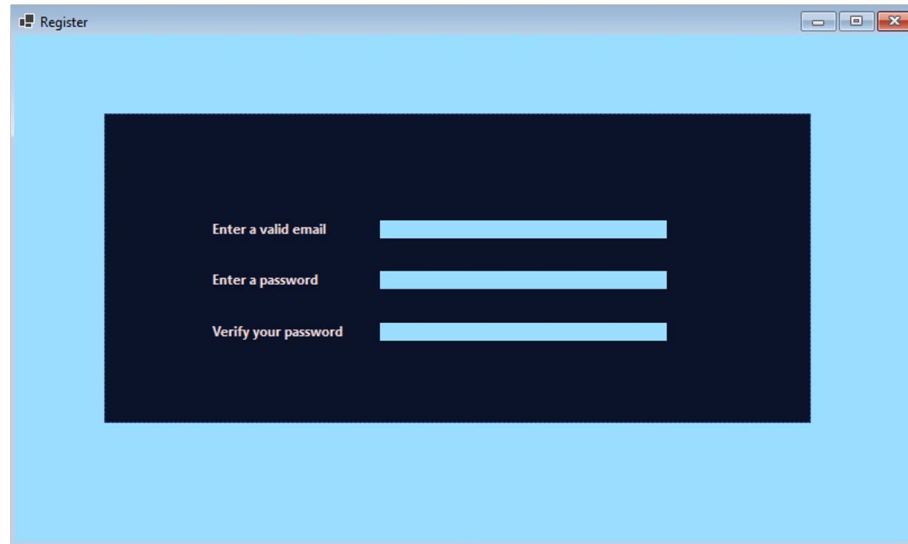


Login Window:

- Window Title: Login
- Fields:
 - Username: Text input field.
 - Password: Text input field.
- Buttons:
 - Login: A blue button with a white right-pointing arrow.
 - Clear: A button to clear the input fields.
 - Exit: A button to exit the application.

Sprint 2

- Database started to work, dealing with Azure challenges
- Finished up project member side of application
- Help documentation side of application was finished up
- Registration was being developed and worked on



A screenshot of a web application window titled "Register". The window has a light blue background and a dark blue central panel. The central panel contains three input fields with labels: "Enter a valid email", "Enter a password", and "Verify your password". Each label is followed by a light blue input field. The window has standard Windows-style window controls (minimize, maximize, close) in the top right corner.

Sprint 2

Ticket Creator

Ticket Type

Select

Close

Register

Subject

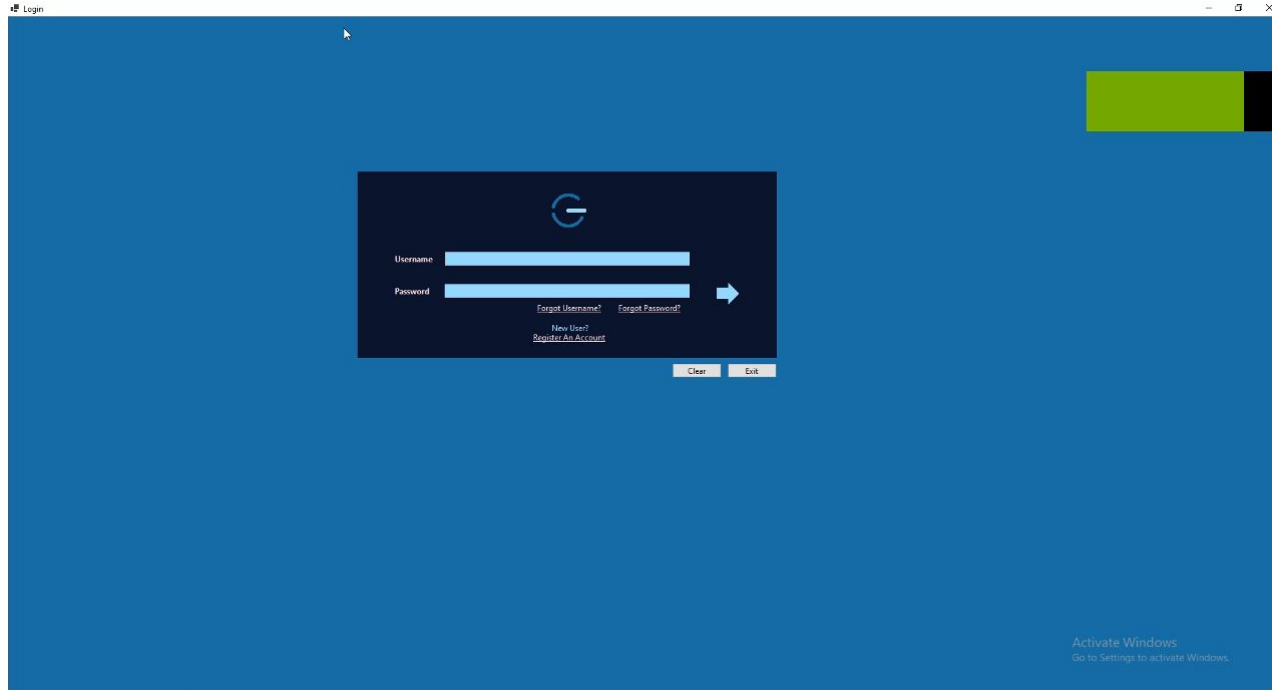
Explain Your Problem

Submit Ticket Close

Sprint 3

- Registration fully functioning
- Session class introduced
- Project member functionality was completed
- Report manager aspect was completed
- IT members can see tickets
- Database specifics were being changed and discussed

Sprint 3



Sprint 4

- Redesigned GUI completely after receiving feedback from peers
- Restructured application to allow for proper flow and going to correct application form
- Allowed ability to respond to a ticket

IMPROVEMENTS: Briefly list any technical or non-technical areas, where the team can improve upon.

Quality of life fixes that could benefit the flow of the program such as a back button

Everything seemed good project wise. Maybe work to have a smoother presentation.

The list of tickets the report manager can see can probably be visually and functionally improved.

Its nice that challenges were mentioned, but would like to see some more in-depth explanation of what you encountered, not just reading the slide. Saying "This should be" when presenting a demo doesn't give me confidence in your work.

N/A this group has gotten a lot done in terms of their challenges and have a good roadmap of what's to come

Cleaner design/layout for some forms

Show password checkbox for login

Design is very small - why not fill the screen/make the window smaller? Adjust pop-up window size so that it fits everything and the user doesn't need to resize it.

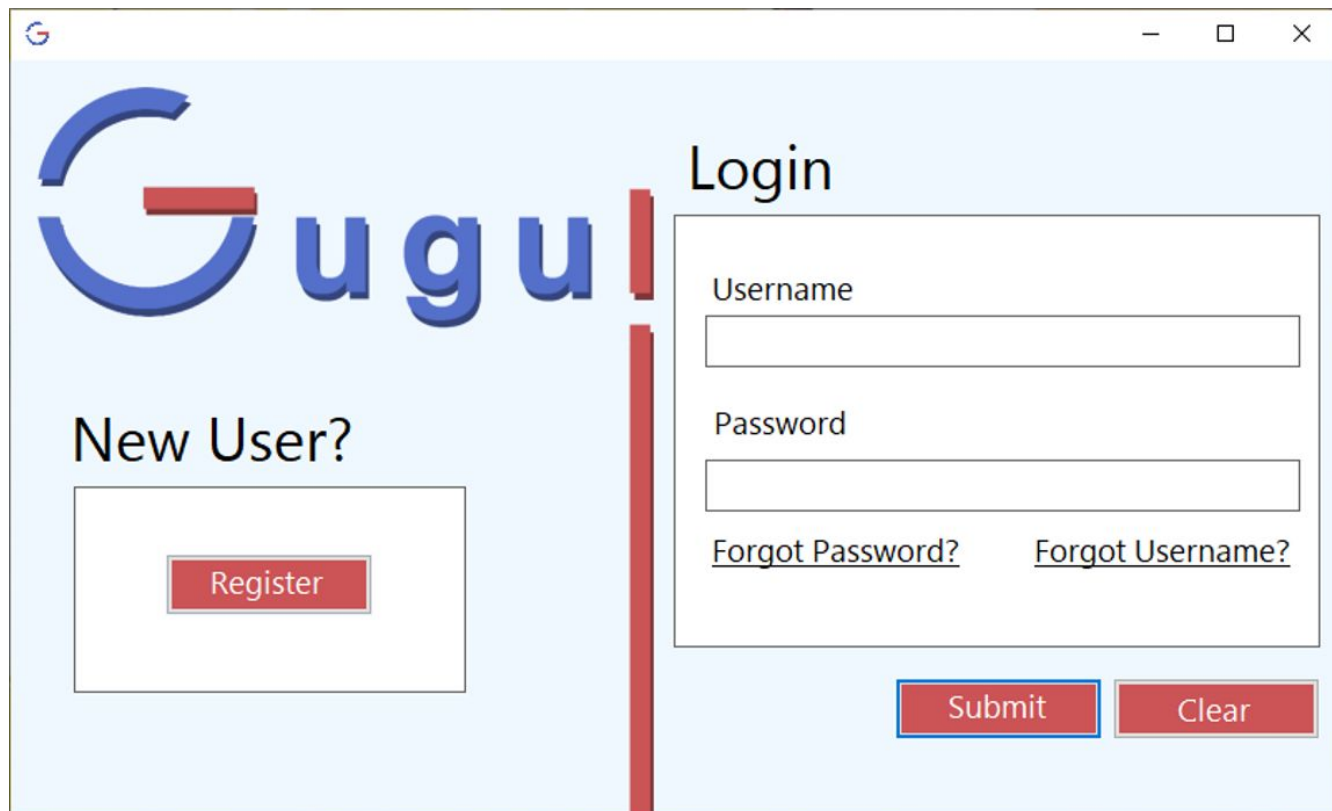
maybe make the design a little more user friendly with making the text bigger because it is hard to see and have your logo from previous sprints in more places

make registration bigger, it was hard to see

increase size on forms, theyre hard to see even on smart board. maybe mess with autofit

increase font size

Sprint 4



The image shows a web application window with a light blue background. On the left, the word "Gugul" is displayed in a large, stylized font, with the "G" in blue and the rest in black. Below it, the text "New User?" is followed by a red "Register" button. On the right, the word "Login" is displayed above a form containing "Username" and "Password" input fields, and links for "Forgot Password?" and "Forgot Username?". At the bottom right are "Submit" and "Clear" buttons. A vertical red bar is positioned between the registration and login sections.

Gugul

New User?

Register

Login

Username

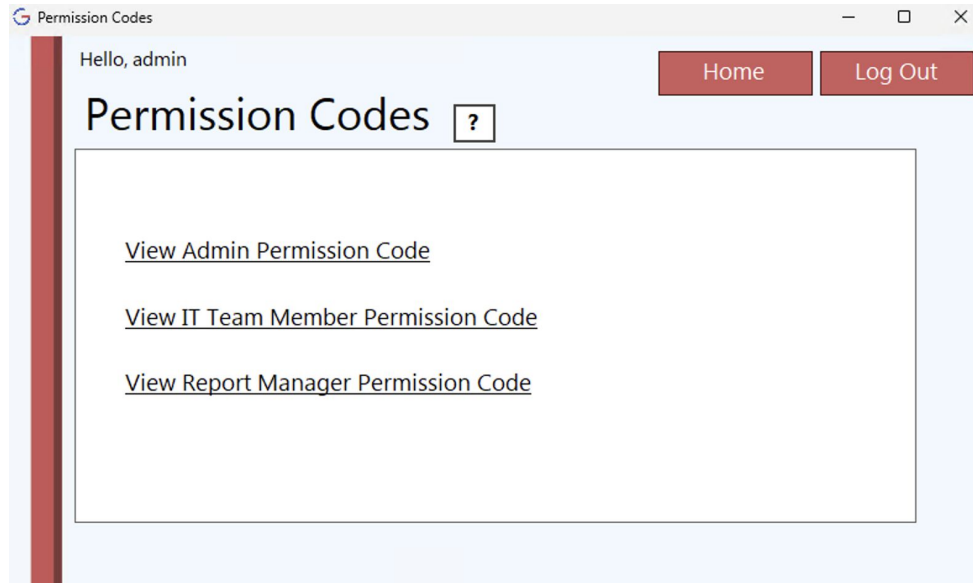
Password

[Forgot Password?](#) [Forgot Username?](#)


Submit Clear

Sprint 5

- Fully completed Project
- SMTP Issues were resolved
- Emails can now be sent
- Permission Codes



Sprint 5

 Report Manager Dashboard

Hello, ray

Log Out

All Tickets

193 Computer Networking Issues (Closed, Urgent)

194 Onedrive not connecting to computer (Opened, Low)

195 Work Lap-Top broken (Opened, Medium)

196 Need new mouse at desk (Closed, High)

197 SE361 is Awsome!! (Closed, High)

Refresh

☒ Include Closed Tickets

Sprint 5

IT Help Ticket Response: SE361 is Awsome!!



smtp07@gmail.com

To: Shank, Jacob



Fri 4/26/2024 9:40 AM

Response to Ticket 197:

se361 is super cool, but please do not make a ticket about it again.

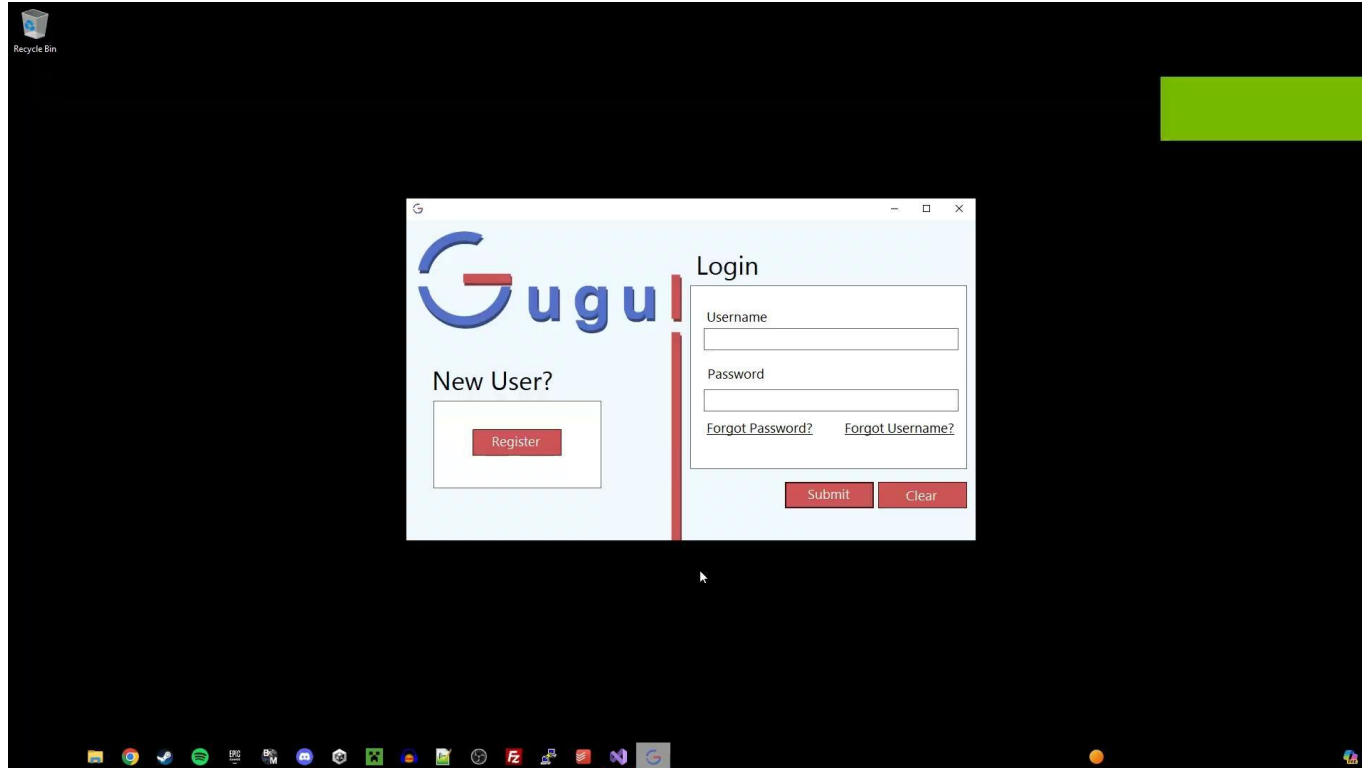
Ticket solved by: jonathon

 Reply

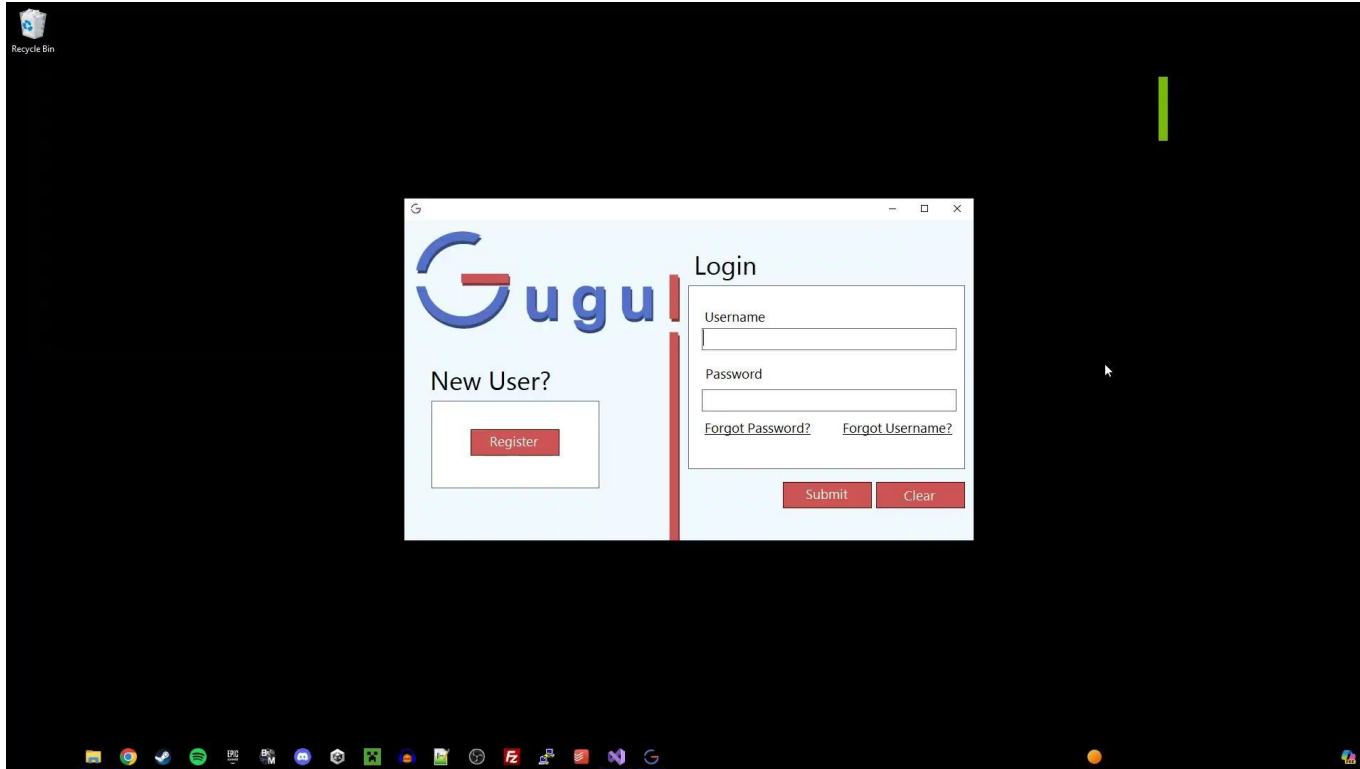
 Forward

Demo

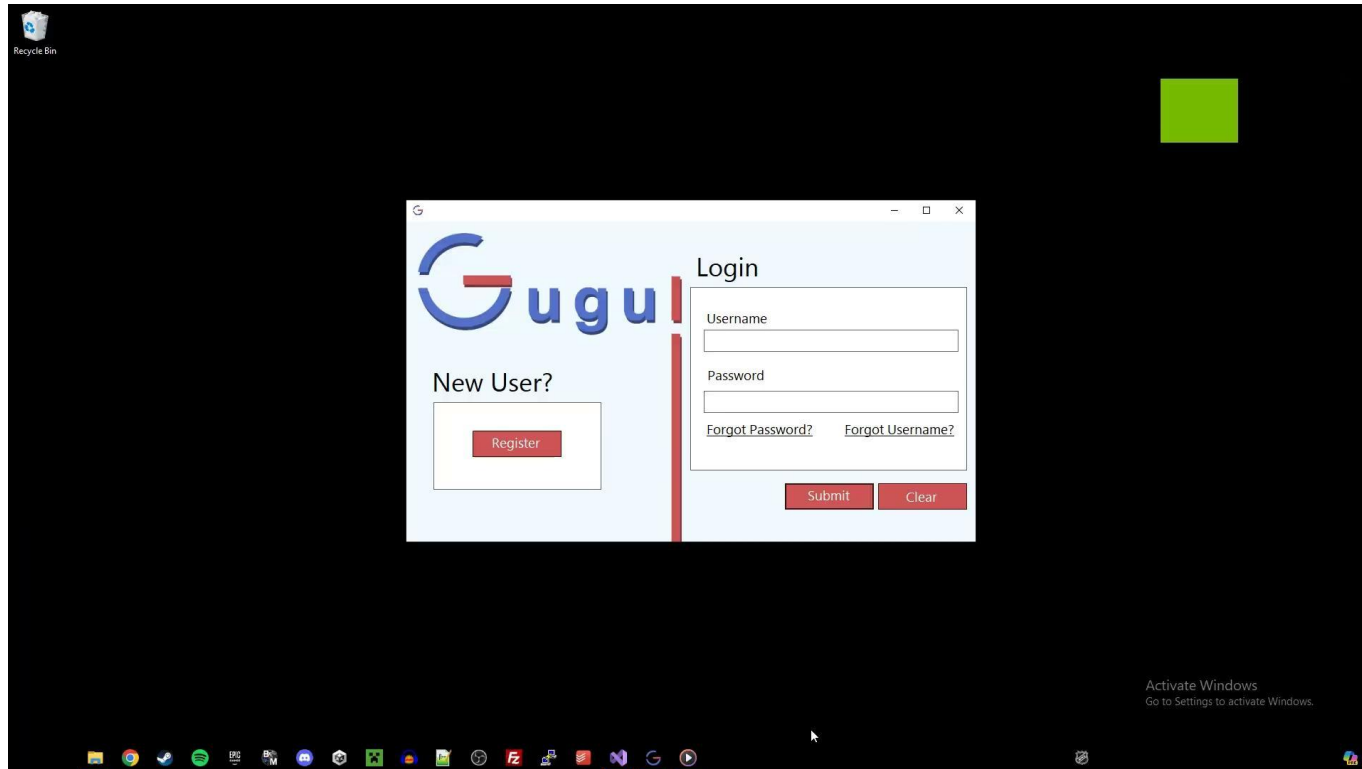
Project Member



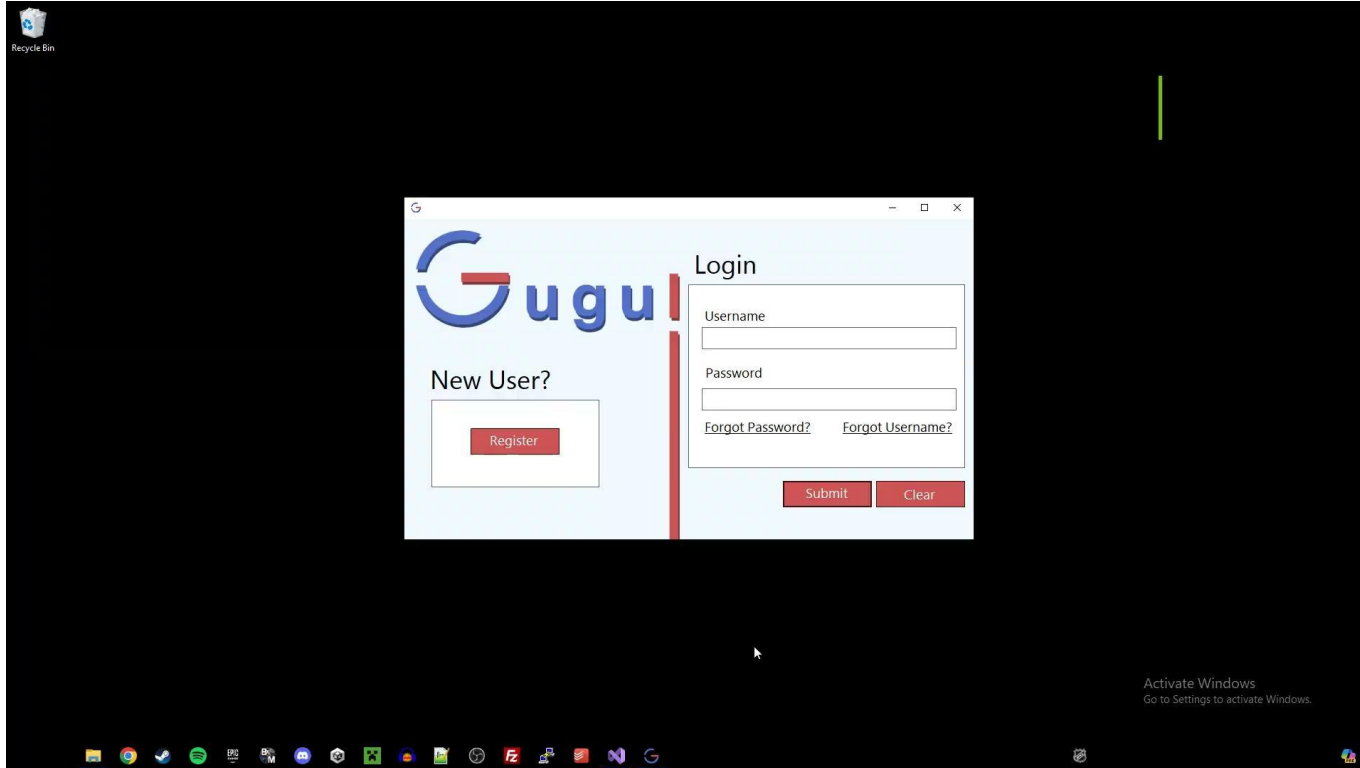
IT Member



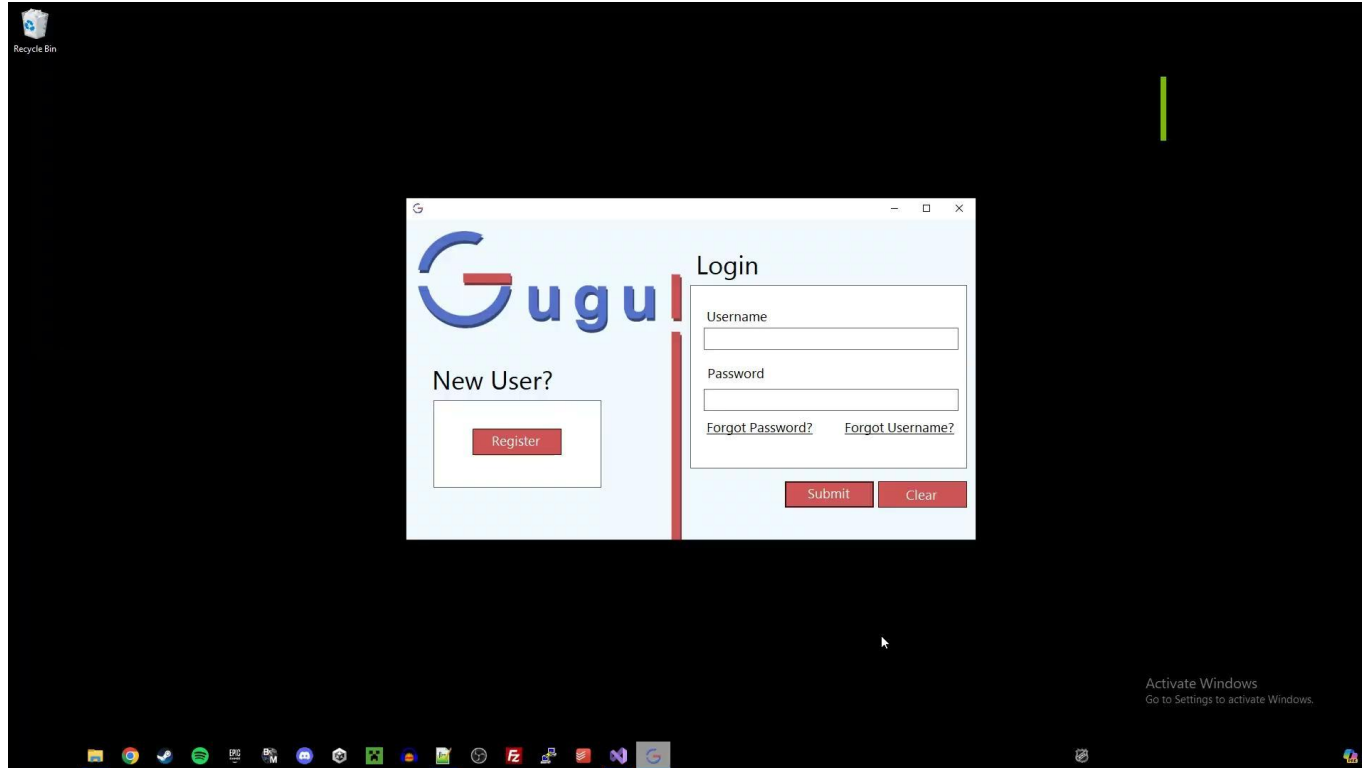
Report Manager



Administrator



Registration



Conclusion

Conclusion

- SCRUM is very flawed
 - Certain tools can fail tremendously
 - Daily-standups are vital more than
-
- Agile has good strengths in terms of getting things done
 - Software product was pushed out by the end of the semester
 - Overall enjoyable experience

Questions?