TicketMan®

Support Tickets Database Manager System

Personnel:

Ivan Rubinson - Lead programmer ,Designer
Ilan Kroter - Lead QA ,Programmer
Stav Lobel - Documentation ,Programmer ,QA
Alon Gabay - Documentation
Ron Shokoury – Programmer ,QA
Ilan Tulepov - Programmer
Lidor Zaguri – Programmer ,QA
Itay Kalaf - Documentation

Purpose:

In many organizations which have a technical support department, there needs to be a management and control system that could handle the vast information of many technical problems they are in charge of, this system is rooted on the company workers and their ability to use this kind of information to solve their problems in the best possible way.

Requirements:

Our product had a lot of requirements that we was needed to address .
Some of this requirements we will show to you in the next slide .

Requierment No.1 - *Log-in & Authentication*

In this requirement we needed to create a Login system that will restrict the product only for the client's workers and also for documentation of the ticket’s creator contact details .

To answer that , we have created a database that will contain all the user's information and contact details for the tickets creation as also to authenticate the user when log in with username and password that are saved in the database .

Requierment No.2 - *Create service call*

For the support tickets database manager system we need of course ,Tickets .

So we created after the login phase a service call creation system that can be accessed through the client's workers and also by the IT team of the client .

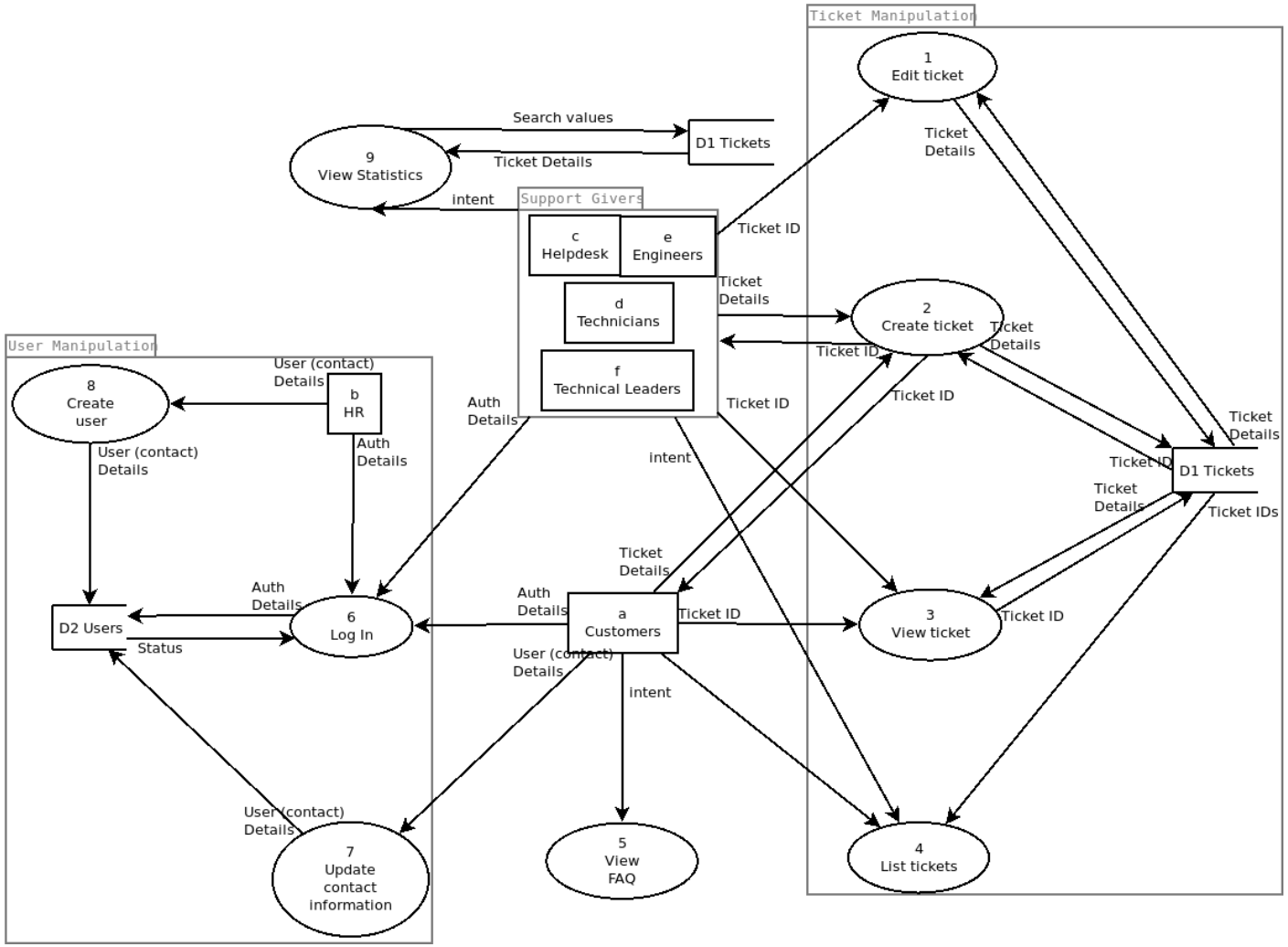
Requierment No.3 - *Update tickets*

We know that every service ticket need to be handle and eventually be closed .for that ,A ticket needs to be updated ,edited ,changed and in the end closed .

So we have created an update system for our system that can do all of these ,like update the ticket stakeholders ,adding notes ,changing contact details and of course ,update the ticket status and close it .

Data Flow Diagram

For us to show you an overall view of the system and how it works ,we have created a data flow diagram to demonstrated it …


Ticket Manipulation
1
Edit ticket
Search values
D1 Tickets
9
View Statistics
Ticket Details
intent
Support Givers
c
Helpdesk
e
Engineers
d
Technicians
f
Technical Leaders
Ticket ID
Ticket
Details
2
Create ticket
Ticket ID
Ticket
Details
User Manipulation
8
Create
user
User (contact)
Details
b
HR
Auth
Details
Auth
Details
Ticket ID
intent
Ticket ID
Ticket
Details
D1 Tickets
Ticket ID
Ticket
Details
Ticket IDs
Ticket
Details
Auth
Details
D2 Users
6
Log In
Status
Auth
Details
a
Customers
Ticket ID
3
View ticket
Ticket ID
User (contact)
Details
intent
User (contact)
Details
7
Update
contact
information
5
View
FAQ
4
List tickets

Main challenges in the testing phase

- How to address all the parts of the product and be sure we have covered 100% of it ?
- The developers were also the testers ,So how can we know we've tested the program objectively ?
- The size of the QA group was small ,So how can we manage to split the work between all of the group ?
- There are many subsystem in the product that are relay on each over (like the user's database and the login feature) ,So how can we test one subsystem without interfere the other subsystem ?

Unresolved Issues

- We didn't complete a GUI interface ,Thing that cost us in the UI experience .
- The lack of GUI has also cost us in the statistics and analyze feature without allowing us display graphs and charts to the user .
- The System cannot work online .Which mean that the system isn't capable to work within separate users at the same time .

Risks in Develop

- Checking all the time that we are work with the requirements of the customer (working with the SRS doc) .
- Be able to communicate with all the develop group and check that we are synced with each other and know on what everyone is working on.
- Running on tight Schedule is a catalyst to mistakes and skipping important steps ,So we needed to check all the time on our working process that is done correctly .

The End of the presentation .

And now we move to the demonstration …