# Project Overview

**Project Name**: I.T Support Ticketing System

**Project Start Date**: October 1st, 2024

**Project End Date**: December 31st, 204

**Prepared By**: Mr. Brown, Thomas

# Timeline and Milestones

## Project Phases

### Planning and Requirements Gathering

* **Duration**: October 1 - October 14, 2024
* **Milestones**:
  + Project kickoff meeting
  + Finalize requirements and specifications
  + Approval of the project scope

### Design Phase

* **Duration**: October 15 - October 31, 2024
* **Milestones**:
  + Wireframes and UI/UX designs approved
  + Database schema design completed
  + Architecture diagram finalized

### Development Phase

* **Duration**: November 1 - December 10, 2024
* **Milestones**:
  + Frontend development completed (Customer & IT Admin Dashboards)
  + Backend development completed (API, business logic)
  + Database setup and integration completed
  + Real-time communication implemented (WebSocket)

### Testing Phase

* **Duration**: December 11 - December 20, 2024
* **Milestones**:
  + Unit testing for individual components completed
  + Integration testing for frontend and backend completed
  + User acceptance testing (UAT) conducted

### Deployment Phase

* **Duration**: December 21 - December 30, 2024
* **Milestones**:
  + Deployment on Cloudways completed
  + Documentation delivered (user manuals, technical documentation)
  + Project handover meeting conducted

### Post-Deployment Support

* **Duration**: December 31, 2024 - January 14, 2025
* **Milestones**:
  + Monitor system performance and resolve any issues
  + Gather user feedback for future enhancements

# Deliverables

### Documentation:

* Business Requirements Document (BRD)
* Functional Requirements Document (FRD)
* Technical Specifications Document
* User Manuals

### System Components:

* Completed and tested frontend (React.js)
* Completed and tested backend (Django)
* Integrated PostgreSQL database
* Real-time notification system (WebSocket)
* Deployment on Cloudways

### Testing Reports:

* Unit Testing Reports
* Integration Testing Reports
* User Acceptance Testing (UAT) Report

### Project Handover:

* Final project report and presentation
* Knowledge transfer to support team

# Resource Allocation

## Team Members and Roles

|  |  |  |
| --- | --- | --- |
| **Resource Name** | **Role** | **Responsibilities** |
| **Mr. Thomas** | Project Manager | Oversee project execution, manage resources, and ensure deadlines are met. |
| **Frontend Developer** | Frontend Development | Develop the Customer and IT Admin Dashboards using React.js. |
| **Backend Developer** | Backend Development | Implement API, business logic, and database integration using Django. |
| **Database Admin** | Database Management | Set up and manage the PostgreSQL database. |
| **UI/UX Designer** | Design | Create wireframes, UI/UX designs, and prototypes. |
| **QA Tester** | Quality Assurance | Conduct testing phases (unit, integration, and UAT). |
| **DevOps Engineer** | Deployment | Handle deployment on Cloudways and monitor performance. |

## Additional Resources

### Tools

* Development: Visual Studio Code, GitHub for version control.
* Design: Figma or Adobe XD for UI/UX design.
* Testing: Postman for API testing, Jest for frontend unit tests.

# Risk Management

|  |  |  |
| --- | --- | --- |
| **Risk** | **Impact** | **Mitigation Strategy** |
| **Delay in Development** | High: Affects overall timeline | Regular status meetings and agile sprints for adjustments. |
| **Resource Availability** | Medium: Impacts task completion | Cross-train team members to cover critical roles. |
| **Technical Challenges** | High: May require more time | Allocate additional time in the schedule for unforeseen issues. |

# Conclusion

This project plan outlines the timeline, milestones, deliverables, and resource allocation for the IT Support Ticketing System. By following this plan, the team will ensure that the project is completed on time and meets the specified requirements.