Project Name: I.T Support Ticketing System

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# Key Components:

1. **Frontend**: Interfaces for both customers and IT admins to interact with the system.
2. **Backend (Django)**: Handles API requests, user authentication, and ticket management.
3. **Database (PostgreSQL)**: Stores ticket data, user information, and logs.
4. **Real-Time Communication**: WebSocket provides live updates and notifications.
5. **Authentication**: JWT-based security for user authentication and role management.
6. **Cloud Hosting**: Hosted on Cloudways for scalability and reliability.