**SENG2050 Assignment 3**

**Minimum Requirements**

The minimum requirements of the system are as follows:

**User Management**

There should be at least 2 different user roles in the system, users and IT staff. Users should see different elements in their views appropriate to their role.

It will be assumed that users are already registered. You should pre fill the database with some users and provide a list of username/password/role triples.

Additionally, users should have a first name, surname, email, and contact number.

**Issue Reporting**

Users can report issues and IT staff can work to resolve them. Issues must have a state associated to them. Users and IT staff can change the state of an incident at any time (i.e. from “in progress” to “complete”).

The following is how an issue’s state will change:

1. New – A user has reported an issue but IT staff have not started work yet.
2. In Progress – IT staff have started work, all interested parties can make comments.
3. Completed – IT staff have provided a solution.
4. Resolved – A user has accepted the solution (if the user rejects the solution, the issue will go back to “In Progress”). This additional fourth state of ‘resolved’ is only required if you within a group of three.

Issues will be categorised as follows:

* Network
* Software
* Hardware
* Email
* Account

IT staff can view all issues in the system. They need to be able to sort issues by their status or issues should be grouped by their status.

Both IT staff and users can comment on an issue at any time before the issue is in its final state.

Users can only see issues that are in the Knowledge Base or issues they have reported. They should not be able to see other user’s issues.

Along with state and category an issue must also have a title, description, resolution details, comments (from both users and IT staff), date and time reported, and date and time resolved.

**Knowledge Base**

IT staff may add an incident to the Knowledge Base once it has been set to “Completed” or “Resolved”.

A Knowledge Base article is viewable by all users and should show at least the original issue’s name, description, resolution details, and date and time resolved.

**Additional Requirements**

**Requirement 8: Weight 5**

*“It would be nice if the new system had a section for us to advertise any planned or current maintenance” - IT Staff*

A section (i.e. text box, or other suitable message box) should be displayed on the main page as any user logs in. This box will contain any scheduled updates, maintenance, or other issues/information that a user might need to know about.

IT Staff (Admins) will be able to update this message box at any time from the home page. (i.e. staff will have an option to “edit messages” when viewing the box, average users will not)

**Requirement 9: Weight 20**

*For a knowledge base to work we need to be able to capture the data relating to an incident in a more meaningful manner. Currently we capture this data in a free-form textbox. The suggested text is related to the category of incident but can easily be cleared or ignored by users.” IT Staff*

When reporting an incident, instead of a basic, large text field to add information relating to the incident, the user should be required to fill in many smaller, more specific text fields that will ensure that the user enters all required information. When IT Staff are viewing reported issues, they may sort issues by subcategory as well.

These text fields will differ depending on the type of issue selected, and may include:

* Room Number
* Machine number
* Software Version
* Antivirus Installed
* Network Connected to
* Detailed Description of the issue
* Example Cases
* Etc.

**Requirement 10: Weight 20**

*“The categories are very broad and could congest the Knowledge-Base. Can we have some sub-categories as well?” - IT Staff*

When reporting an issue, users are required to select both a broad issue topic (Network, Software, Hardware, Email, Account), but also a specific sub-category that better describes the issue. These sub-categories are:

* Network
  + Can’t Connect
  + Speed
  + Constant Dropouts
* Software
  + Slow to Load
  + Won’t Load at all
* Hardware
  + Computer Won’t Turn On
  + Computer “Blue Screens”
  + Disk Drive
  + Peripherals
* Email
  + Can’t Send
  + Can’t Receive
  + Spam/Phishing
* Account
  + Password Reset
  + Wrong Details