**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.

2.1.3 +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

**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

**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