



THE UNIVERSITY OF  
**WESTERN**  
**AUSTRALIA**

# CITS3200 Project Team 18

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**UWA Academic Skills Drop-in - Client queue flow and usage reporting  
software**

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# 1. What is this project?

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## 1.1 Authors

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- Jordan Hartley
- Liam Hovell
- Frinze Lapuz
- Alex Hoffman
- Alex Mai
- Jake Yendell

## 1.2 References

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Albert Einstein photo ref: MPI/Getty Images Diagrams by Jasper Paterson and Simon Dransfield Background art by Jordan Hartley

## 2. User

### 2.1 User Documentation

#### 2.1.1 How to access the website

Click [here](#) to redirect to the website. User will need username and password to login.

There will be 3 main tabs in the website, which are Queue, Data Analytics and Export Data

#### 2.1.2 Queue

User can manage student sessions in the Queue tab. There are 3 tables, 2 of which are STUDYSmarter queue and Librarian queue. Students will be put into either queue depending on user's choice.

##### Add to queue

In order to add a student to a waiting queue, look for the "ADD TO QUEUE" button in the top right corner

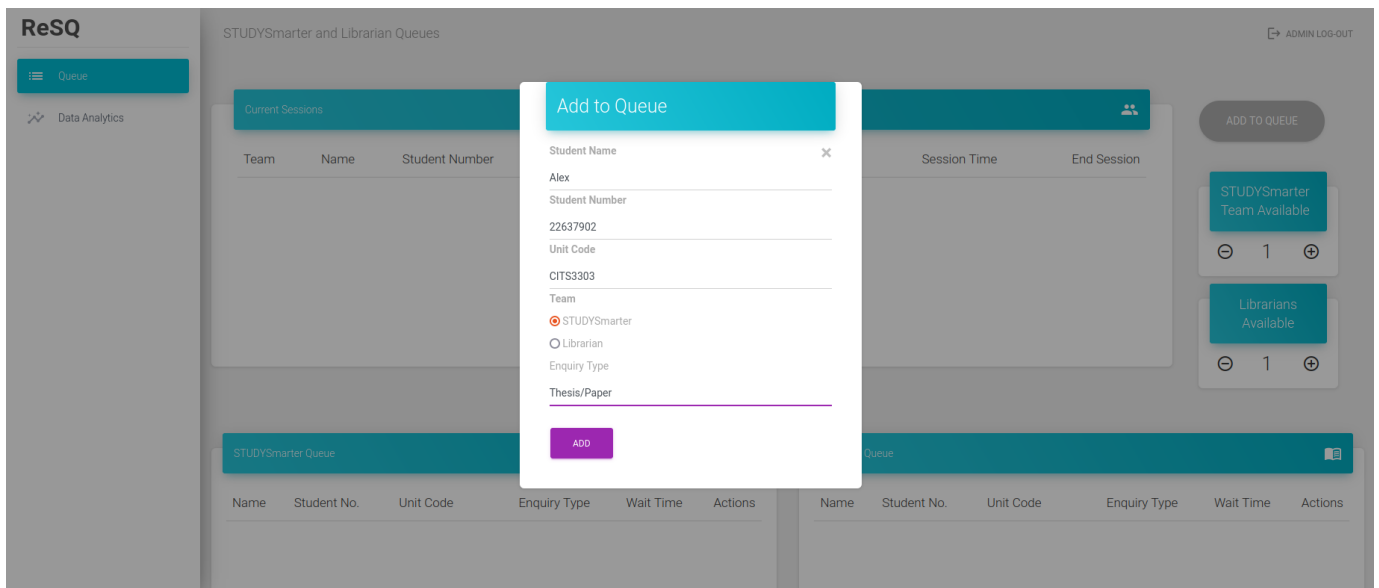
The screenshot shows the ReSQ web application interface. On the left is a sidebar with a 'Queue' tab selected. The main content area is titled 'STUDYSmarter and Librarian Queues'. In the top right corner, there is an 'ADD TO QUEUE' button highlighted with a red box and a red arrow. Below this button are two counters: 'STUDYSmarter Team Available' and 'Librarians Available', both showing a value of 1. The main area also contains two tables: 'Current Sessions' and 'STUDYSmarter Queue'.

Team	Name	Student Number	Unit Code	Enquiry Type	Session Time	End Session

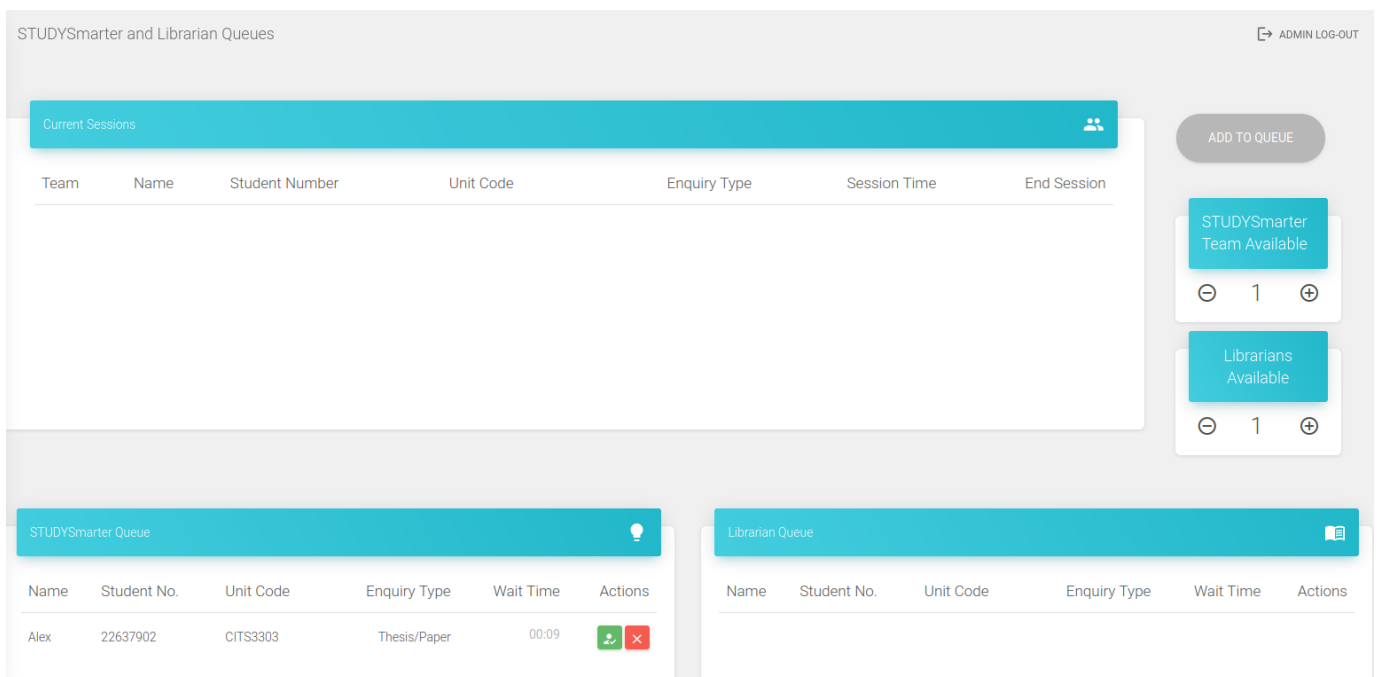
Name	Student No.	Unit Code	Enquiry Type	Wait Time	Actions

Name	Student No.	Unit Code	Enquiry Type	Wait Time	Actions

A form will show up as below. In this form, you can enter student information and choose the queue type between "STUDYSmarter" and "Librarian"



When successfully added, the student information will show up in the corresponding queue. Below is an example



### Managing a session

If you want to move students from either waiting queue to "Current Session" table, click the green button in the "Actions" column

STUDYSmarter and Librarian Queues ADMIN LOG-OUT

Current Sessions

Team	Name	Student Number	Unit Code	Enquiry Type	Session Time	End Session

ADD TO QUEUE



STUDYSmarter Team Available

⊖ 1 ⊕

Librarians Available

⊖ 1 ⊕

STUDYSmarter Queue

Name	Student No.	Unit Code	Enquiry Type	Wait Time	Actions
Alex	22537809	CITS2200	Assignment	00:05	 

Librarian Queue

Name	Student No.	Unit Code	Enquiry Type	Wait Time	Actions

Show all

If a student cancel the appointment, you can remove her/him from the waiting queue by clicking the red button in the "Actions" column



A message box will show up and ask to confirm your action, click "Yes".

### Finish/Undo a session

When a session is done, user can click the green button to finish the session.

When user accidentally added a student to this table from waiting queue, undo it by choosing the undo button

Current Sessions

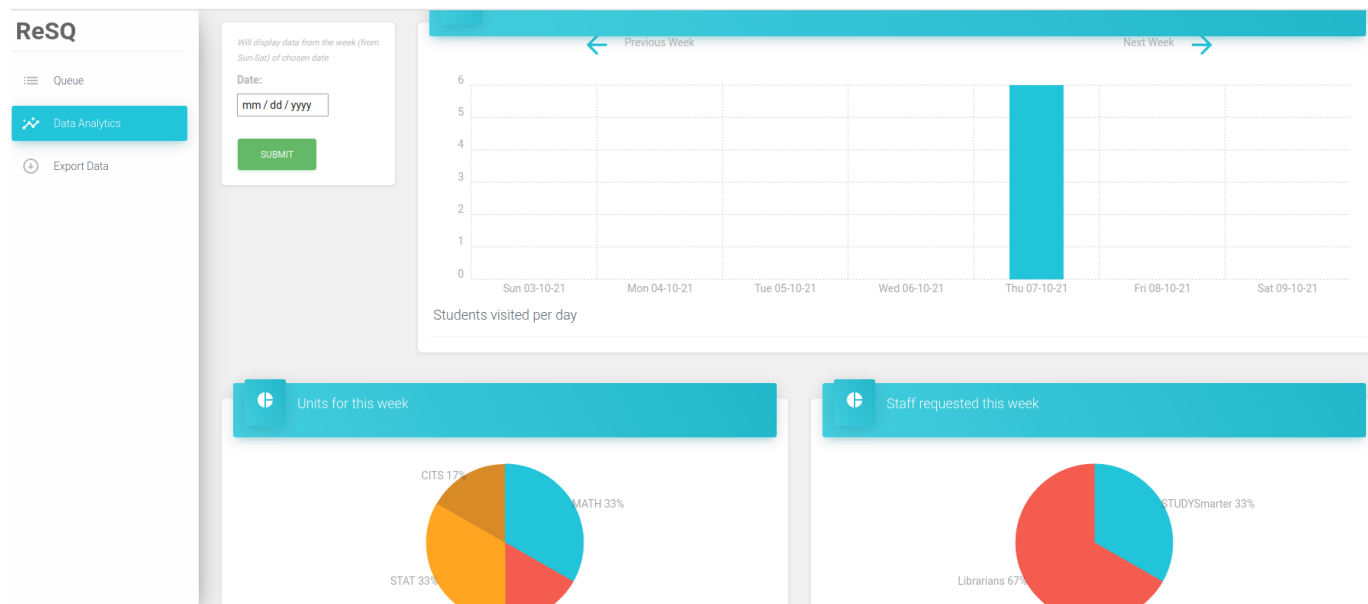
Team	Name	Student Number	Unit Code	Enquiry Type	Session Time	End Session
STUDYSmarter	Alex	22537809	CITS2200	Assignment	00:30	 

### 2.1.3 Data analytics

This website provide some basic data analytics for "at a glance" view.

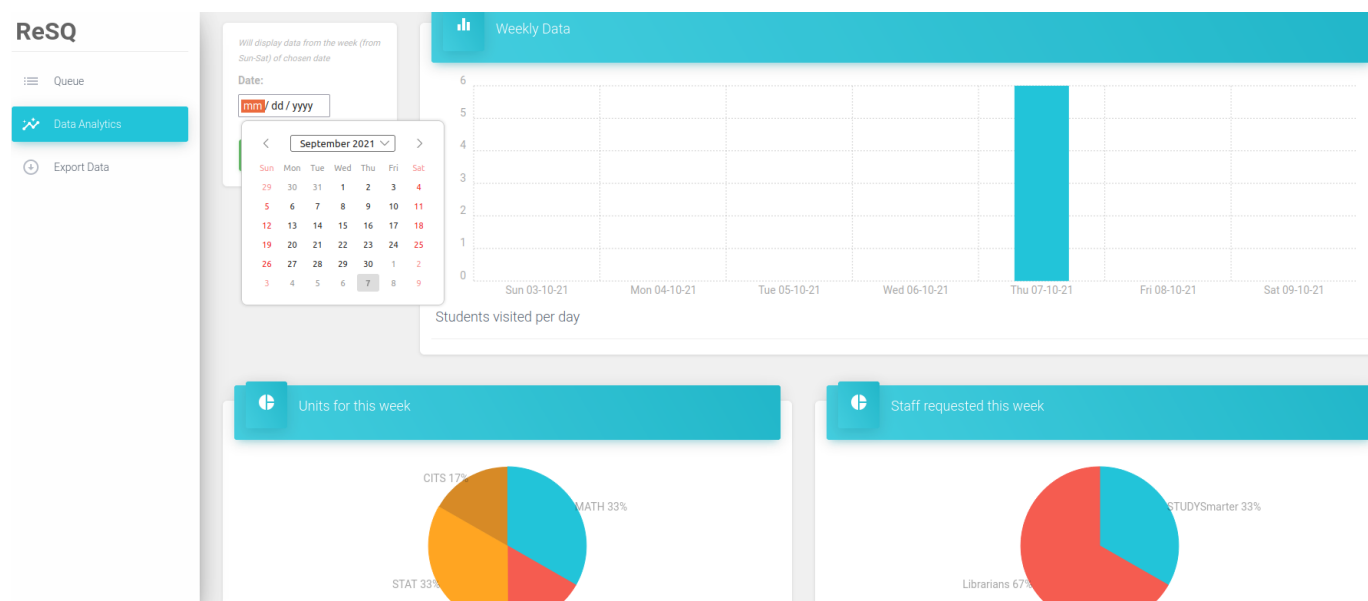
There will be 3 charts generated in the Data analytics tab:

- Students visited per day in the chosen week
- The percentages of popular units in that week
- Comparison between students enter STUDYSmarter and Librarian queue in that week



In order to generate data analytics for a chosen week:

- Choose an arbitrary day in the week you want to generate data



- Click submit

## 2.1.4 Export data

If user wants to export data to a csv file for further data analysis:

- Step 1: Navigate to the 'Export Data' tab
- Step 2: Choose the 'start' and 'end' date to get the data between those days

The screenshot shows the 'ReSQ' application interface. On the left is a sidebar with a menu containing 'Queue', 'Data Analytics', and 'Export Data' (which is highlighted with a blue bar). The main area is titled 'Export Data' and contains a form for exporting data to a CSV file. The form has a blue header 'Export to CSV'. Below this, there are two date pickers: 'Start Date' with the value '09 / 22 / 2021' and 'End Date' with the value '09 / 27 / 2021'. A calendar widget is open for the 'End Date', showing the month of September 2021. The calendar has a grid with days of the week (Sun, Mon, Tue, Wed, Thu, Fri, Sat) and dates. The date '27' is highlighted in orange. At the bottom right of the main area, there is a footer that reads 'Realtime STUDYSmarter Queue'. In the top right corner of the main area, there is a link for 'ADMIN LOG-OUT'.

- Step 3: Click 'Submit', then download the file



## 3. Administrator

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### 3.1 Administrator Documentation

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# 4. Developer

## 4.1 Technical Documentation for Developer

### 4.1.1 Application

The website is run using a flask server. Flask is a micro framework for the backend of the website. Jinja is used inside the HTML so the display can adapt to server data as well as for running loops. Users and test attempts are saved inside a SQLite database. The username, password, and scores of the user are saved so progress can be encouraged.

### 4.1.2 Development Workflow

This project uses docker to orchestrate multiple services. Make sure to install docker, see [here](#) for documentation.

Once you have it installed do the following:

#### Environment Variables: Create the .env file

There is a file called `template.env`. This contains all the configurations for the entire application for database, flask app, and pgadmin. Copy this to `.env` (you have to create this file).

#### Run the Docker-Compose

Run the following command

```
1 docker-compose up
```

This one command will build all the containers. Most notably this will create the Flask Application with pip installation, and database migration to PostgreSQL.



#### Rebuilding containers

If you do need to build containers, run the following:

```
1 docker-compose up --build
```

#### Services that are running

There are a couple of services that are running

Services	URL
PostgreSQL Database	<a href="http://localhost:5432">http://localhost:5432</a>
PgAdmin (PostgreSQL GUI)	<a href="http://localhost:8002">http://localhost:8002</a>
ReSQ Flask App	<a href="http://localhost:5000">http://localhost:5000</a>
MkDocs Documentation	<a href="http://localhost:8001">http://localhost:8001</a>

### Going inside the container / Remote Code Execution

Most likely you will be developing inside this container such as doing pip installation and other commands. You can do remote code execution to the container using the following command

```
1 docker exec -it resq_app bash
```

This will allow you to connect to the container and do whatever command that pleases you.

## 4.2 Requirements

### 4.2.1 Acronyms, Abbreviations and Definitions

- UWA: The University of Western Australia

### 4.2.2 Aim and Scope

### 4.2.3 Requirements

#### Stage 1 Functional Requirements

The following are the core functional requirements for the first stage application

USERS

#### Stage 2 Functional Requirements

#### "Nice to have"

Some of the "nice to have" of this project will be covered in this requirements documents. However, "nice to have" usually will come along as the users of the system see fit. This will be documented in the [Issue Tracking Management sytem](#) of the code repository.

#### Non-functional Requirements

Identifier	Name	Description
NFR1	Security	Only authenticated and authorised users should be able to perform actions such as adding equipment, updating equipment location and information, or searching for specific equipment.
NFR2	Performance	The loading time should not hinder the user experience and productivity of the user in the website. The <b>page/actions</b> should have a loading time < 5 seconds on most computing environments on standard internet connections**
NFR3	Maintainable and extensible	The website should be relatively easy to update and extended to accomodate for new contexts.
NFR4	Recoverable	In the event of the web server or database server crashing, all stored data should be fully recoverable.
NFR5	Intuitive user interface	The website should have an intuitive / easy-to-use user interface, so that users will be able to easily use the website and update the equipment database
NFR6	Compatibility	The application should be compatible with recent versions of the major browsers (Safari, Chrome, Firefox and Edge) on laptop and desktop computers
NFR7	Deployability	The application should be compatible with deployment in the SHL VPS

### 4.2.4 Proposed Solution

The proposed solution is to build a custom web application that will encompass and satisfy the requirements (by completing the suggested "ideal solution" as per the [Aim and Scope](#)).

Some research for existing design solution has been done for this project see [Appendix: Existing Design Solution](#). The beauty of custom web application for the team is that it upskills the current software engineers as aligned in the purpose of this unit, and the high possibility of extending application depending on the requirements without being constrained with the bulk of codebase

of other unmaintained opensource projects. Comparatively to enterprise systems, most enterprise systems will charge per users that use the system, this easily becomes expensive because the amount of users that will use the system should be able to accomodate the number of users that are interested in looking for the assets.

### Core Technologies

The custom web application will aim to satisfy all the requirements in here along with the "Nice to have's" as they come up. The application will be built using the ...

The authentication system will be outsourced to the UWA PHEME Authentication API to allow any users in with a UWA PHEME account to login.

#### DOCKER

Docker is a deployment technology that allows virtualization in a server to allow the packaging of software into containers for deployment. To satisfy NFR7 - Deployability, the web platform will use docker to allow the deployment through the SHL VPS Server.

Furthermore, Docker will be used for orchestration of different services in development to increase speed of development, and reduce inconsistency between developers devices (NFR3 - Maintainable and extensible).

#### CODE QUALITY

The code quality will be ensured by peer reviews between the developers in the team.

#### CODE STORAGE AND DEVELOPMENT CONTROL

Git source control will be used, using the remote UWA System Health Lab organisational GitHub (NFR3 - Maintenance and Extensibility).

### Prototype

See the Prototype mentioned in [Figma Interface Prototype](#)

### Execution Team

The development of the web platform will be performed by

## 4.2.5 Development and Methodology

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As per the staged requirement, majority of the development will take place on the stage 1 whereas stage 2 are feature-based requirements for the system.

## 4.2.6 Appendix

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### Existing Design Solutions

Some of the design solutions that have been considered with great detail and justification are here.

## 4.3 Coding Patterns

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### 4.3.1 Casing

This codebase will be using camel casing.

### 4.3.2 Linters / Formatters

This will automatically format your code if you install [ESLint](#) in VS Code or type `yarn lint` in the specific folders.

Make sure you have installed the devDependencies so additional linters can be used.

### 4.3.3 Github Issues and Pull Requests

Most changes in the codebase can be matched to a github issue that contains description of the work that needs to be done. Each of the pull request are matched to this github issue with the branch name that has a standard `c{Issue Number}-{branch name}`. The issue number allows referencing especially when resolving reason for change.

### 4.3.4 Development with Docker

The development is done with Docker to orchestrate multiple services as defined in the `docker-compose.yml` file:

- Documentation at localhost:8001

### 4.3.5 Inconsistencies

During the project, different developers have different terminology. Some of the inconsistencies are documented below

### 4.3.6 queue means Team Name as well

`queue` refers to where the student belongs to in the queue. This can either be `StudySmarter` or `Librarian` team.

## 4.4 Frontend/Client-Side App

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### 4.4.1 Frontend

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## 4.5 Backend/Server-side App

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### 4.5.1 Backend

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## 4.6 Continuous Integration Pipeline

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These are just scripts that run whenever you do pull requests and successful merges. There are a couple of scripts that are currently configured see `.github/workflows`:

### 4.6.1 Automated Documentation Deployment `docs.yml`

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This automatically deploys this documentation whenever `main` is updated with new changes.

## 4.7 Deployment

The deployment of ReSQ is in the UWA Infrastructure (to be precise in the [UWA System Health Lab](#)). The reason being is that permission is granted to Frinze Erin Lapuz (Software Team Lead of the Redbacks Team at the UWA System Health Lab).

There a couple of steps that were involved in doing this:

### 4.7.1 DNS Configuration

#### **This is a 1 time configuration**

The domain name is set to "resq.systemhealthlab.com" in UWA Cloudflare.

### 4.7.2 NGINX Configuration

Using [Binchicken](#), I have created the NGINX configuration that will handle all requests going to the application (reverse-proxy).



#### **Nginx Configuration**

```

1  server {
2      server_name resq.systemhealthlab.com;
3      location / {
4          proxy_set_header Host $host;
5          proxy_set_header X-Real-IP $remote_addr;
6          proxy_pass http://localhost:10023;
7          proxy_set_header X-Forwarded-Proto $scheme;
8          proxy_http_version 1.1;
9          proxy_set_header Upgrade $http_upgrade;
10         proxy_set_header Connection "upgrade";
11         proxy_set_header X-Forwarded-For $proxy_add_x_forwarded_for;
12         proxy_read_timeout 3m;
13         proxy_send_timeout 3m;
14     }
15 }
16
17 listen [::]:443 ssl;
18 listen 443 ssl;
19 ssl_certificate /etc/letsencrypt/live/systemhealthlab.com/fullchain.pem;
20 ssl_certificate_key /etc/letsencrypt/live/systemhealthlab.com/privkey.pem;
21 include /etc/letsencrypt/options-ssl-nginx.conf;
22 ssl_dhparam /etc/letsencrypt/ssl-dhparams.pem;
23 }
24
25 server {
26     listen 80;
27     listen [::]:80;
28
29     server_name
30         resq.systemhealthlab.com
31         www.resq.systemhealthlab.com;
32     return 301 https://resq.systemhealthlab.com$request_uri;
33 }
```

#### **Diagrammatic Explanation**

graph TD
 User -->|User goes to resq.systemhealthlab.com| Cloudflare
 Cloudflare -->|Sees that it is under the DNS registered on VPS| VPS
 subgraph VPS
 UWA\_Infra[UWA Infrastructure]
 subgraph VPS
 Config[Configuration on Locations]
 NGINX[NGINX]
 end
 NGINX -->|Host Port Location| VPS
 end
 VPS -->|ReSQ subgraph Docker ReSQ Other\_UWA\_SHL\_Services end end

### 4.7.3 Deployment with Docker Image

This requires access towards the application inside the VPS. The easiest way to do this is to have access with the VPS through SSH (you may need permission for this).

Once you are in there, do

```
1 git pull
```

to pull in the new changes from the `main` branch.

 `git pull`

This assumes that you already have the repository in the VPS. If it does not exist, just do `git clone .`

Then run

```
1 sh deploy.sh
```

This will rebuild all the containers (for production) as well as the new code.

#### 4.7.4 Gunicorn Process in Production

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The reason as to why we gunicorn process instead of `flask run` in production is for the main following reason:

- gunicorn allows parallelising of HTTP request
- automatic disconnect towards the database after the short-lived process (of responding to HTTP request)

More information about its setup [here](#).