Access Control

1. Description

Access control ensures that only authorized users can view or modify ticket records in the system. This maintains security and confidentiality.

2. Configuration Steps

1. Navigate to System Security → Access Control (ACL).

2. Select Table → `Metro Database` → Click New ACL.

3. Default ACLs were used to control:

   - Read access

   - Write access

   - Create access

   - Delete access

4. Role-based restrictions were applied where necessary.

. ## 3. Security Benefits

   - Prevents unauthorized access

   - Ensures compliance with approval policies

   - Maintains audit trails

4. Outcome

- Protects sensitive ticketing information.

- Ensures role-based access control.

- Aligns with security best practices.