Use cases:

1. Created a procedure to add an incident
2. Created Triggers:
3. To update Inst\_date while inserting
4. To update Upd\_TS while inserting
5. To update the UPD\_TS
6. To Update the defect closed time INC\_CLOSED
7. To Insert a new group if user does not belong to any group
8. To delete the inserted group if user updated to existing group
9. Created Triggers:
10. to view to see all the details of an incident
11. Created view to see the time elapsed to close the defect