Team-based Programming Project

SWE1 - Spring 2021

**“OurTicket”** – Issue Tracking / Ticket Management System

**Brief Description:**

OurTicket is a support ticket management system / issue tracker which the group consisting of Bailey Carothers, Christopher Miller, and Cole Roper will design and implement.

**Scope:**

Insofar as scope is concerned, the goal is for our project to be a “bare-bones” demonstration of a support ticket management system that would be best suited for open-source community-driven endeavors. The project is designed around the concept of community voting, and is to be built such that a community as a whole decides what contributors should prioritize. The project will have a central hosted backend with a SQL/MariaDB database, have a functional web-based interface, and include many features one would expect of such a system (such as priority, tagging, classification of tickets).

**Motivation:**

Support ticket systems are implemented in a wide variety of manners for an even wider variety of use-cases. Programming initiatives, development firms, open-source community-driven projects, customer service companies, and many others make extensive use of issue trackers and support ticket management systems. Our goal is to build a proof of concept for “OurTicket,” a functional issue tracker/ticket management system which allows the community to prioritize issues for the contributors.

In “classical” support ticket systems, issues are assigned a priority manually by the support team and based on the classification of the ticket. This proves very useful for extremely centralized initiatives, as well as for customer service agencies. This falls short, however, for less centralized, community-driven initiatives with a weaker sense of leadership. Who decides what needs to get done? Rather than vest faith in some individual or committee and compromise the open-source community-driven nature of a project, our goal is to make OurTicket an issue tracker for the community projects, where the users of the project alongside its contributors make democratic, decentralized decisions about what needs to be done. This allows for non-contributors to feel more involved in the open-source tools they use, and can increase the effectiveness of contributors’ time since they can works towards community-decided initiatives.