Milestone 3

Introduction

This report helps in understanding the requirements required for the assigned project. Following section consists of a roadmap and the timelines required to complete the project. The support team of IIT madras often get overwhelmed with queries and emails, without proper software the work of the support becomes tedious and time consuming. The below components, user stories and road map help in analyzing the problem and guide us to the path of implementation.
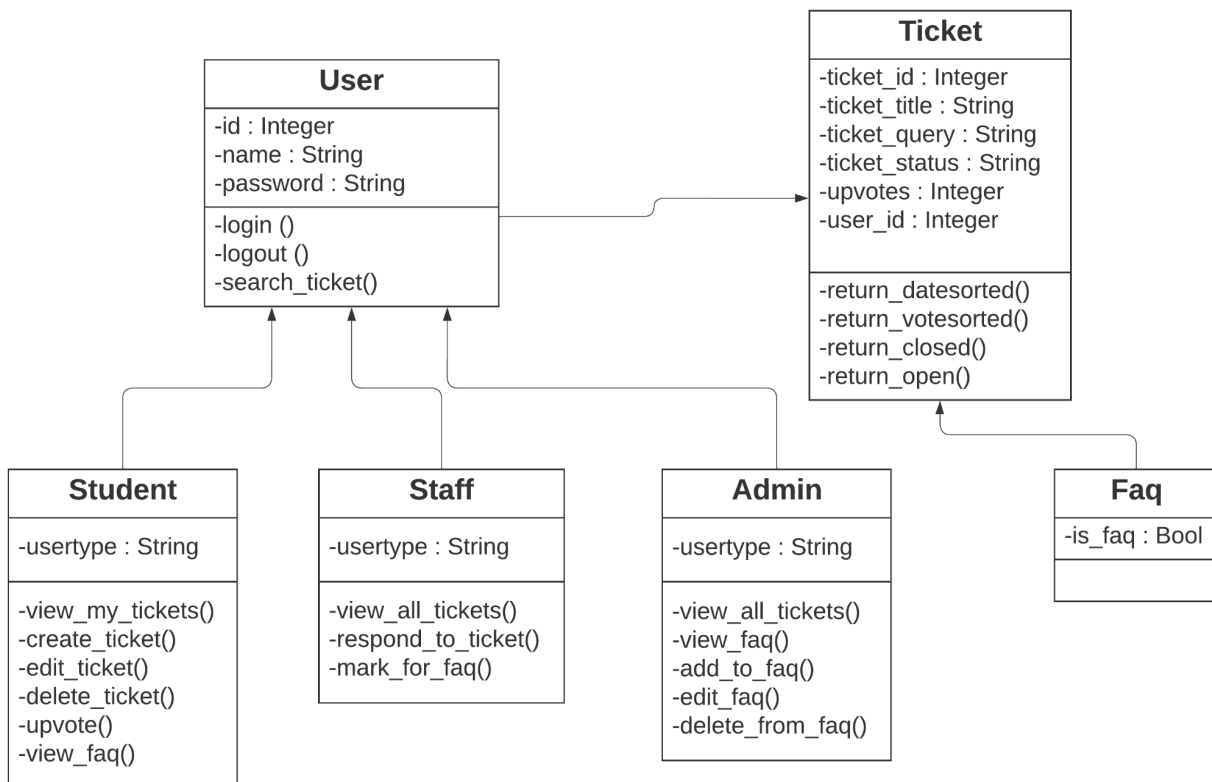
Component Identification

Based on the software guidelines and principles ,critical components identified are::
1. Student component
2. Staff component
3. Ticket management component

 Through the student component, a student is able to register/login to the system and can raise queries by creating tickets or can view the ticket created by fellow students. The created ticket is then resolved by the concerned faculty and updated. All the tickets are maintained using the ticket management system.Solved queries are then added to FAQ which reduces duplication of tickets.
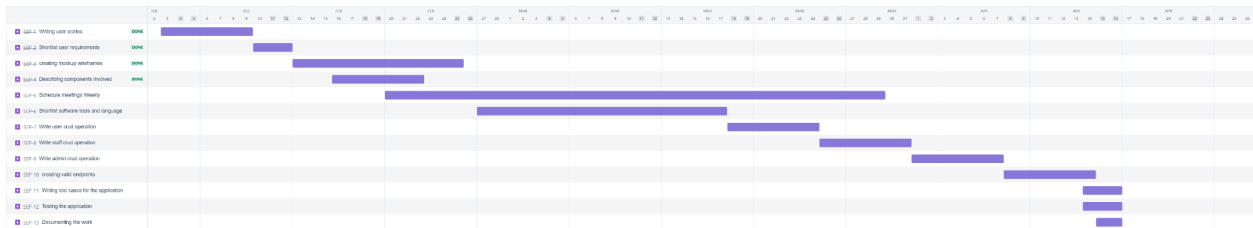
Class Diagram

Ticket

-ticket_id : Integer
-ticket_title : String
-ticket_query : String
-ticket_status : String
-upvotes : Integer
-user_id : Integer

-return_datesorted()
-return_votesorted()
-return_closed()
-return_open()

User

-id : Integer
-name : String
-password : String

-login ()
-logout ()
-search_ticket()

Student

-usertype : String

-view_my_tickets()
-create_ticket()
-edit_ticket()
-delete_ticket()
-upvote()
-view_faq()

Staff

-usertype : String

-view_all_tickets()
-respond_to_ticket()
-mark_for_faq()

Admin

-usertype : String

-view_all_tickets()
-view_faq()
-add_to_faq()
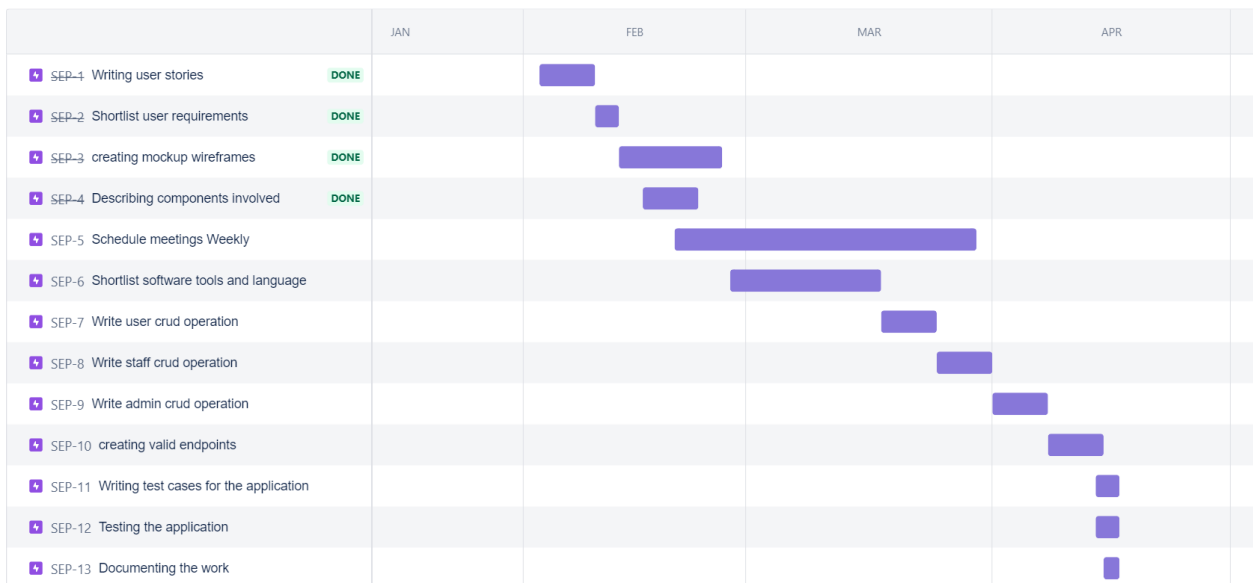-edit_faq()
-delete_from_faq()

Faq

-is_faq : Bool

Project Scheduling

Jira is chosen as a tool for Project Scheduling. The gantt chart is prepared with time bound tasks which are discussed with fellow team members.

Weekly timeline

Monthly timeline

		JAN	FEB	MAR	APR	
⚡ SEP-1 Writing user stories	DONE		�			
⚡ SEP-2 Shortlist user requirements	DONE		▪			
⚡ SEP-3 creating mockup wireframes	DONE		▬			
⚡ SEP-4 Describing components involved	DONE		▪			
⚡ SEP-5 Schedule meetings Weekly				▬▬▬▬▬		
⚡ SEP-6 Shortlist software tools and language				▬▬▬		
⚡ SEP-7 Write user crud operation				▪		
⚡ SEP-8 Write staff crud operation				▪		
⚡ SEP-9 Write admin crud operation					▪	
⚡ SEP-10 creating valid endpoints					▪	
⚡ SEP-11 Writing test cases for the application					▪	
⚡ SEP-12 Testing the application					▪	
⚡ SEP-13 Documenting the work					▪	

MOM(20/02/2023):

1. Discussing user stories
2. Finalizing Primary,Secondary and Tertiary Users
3. Writing user stories for Student,Staff and Admin

MOM(24/02/2023):

1. Discussing about mock wireframes
2. Creating wireframes in Figma Tool
3. Writing Storyboards for the concept

MOM(04/03/2023):

1. Component Identification
2. Drawing Class Diagram
3. Using Jira to create Gantt Chart
4. Drawing timelines in chart
5. Generating Milestone 3 Pdf