



SOFTWARE ENGINEERING MILESTONE 3

Introduction

The following is a report comprising PIND's efforts in identifying software design requirements and laying down a road map with a tentative timeline for the completion of each of the identified requirements. The following sections detail the efforts taken for the completion of Milestones 3 and beyond.

Component Identification

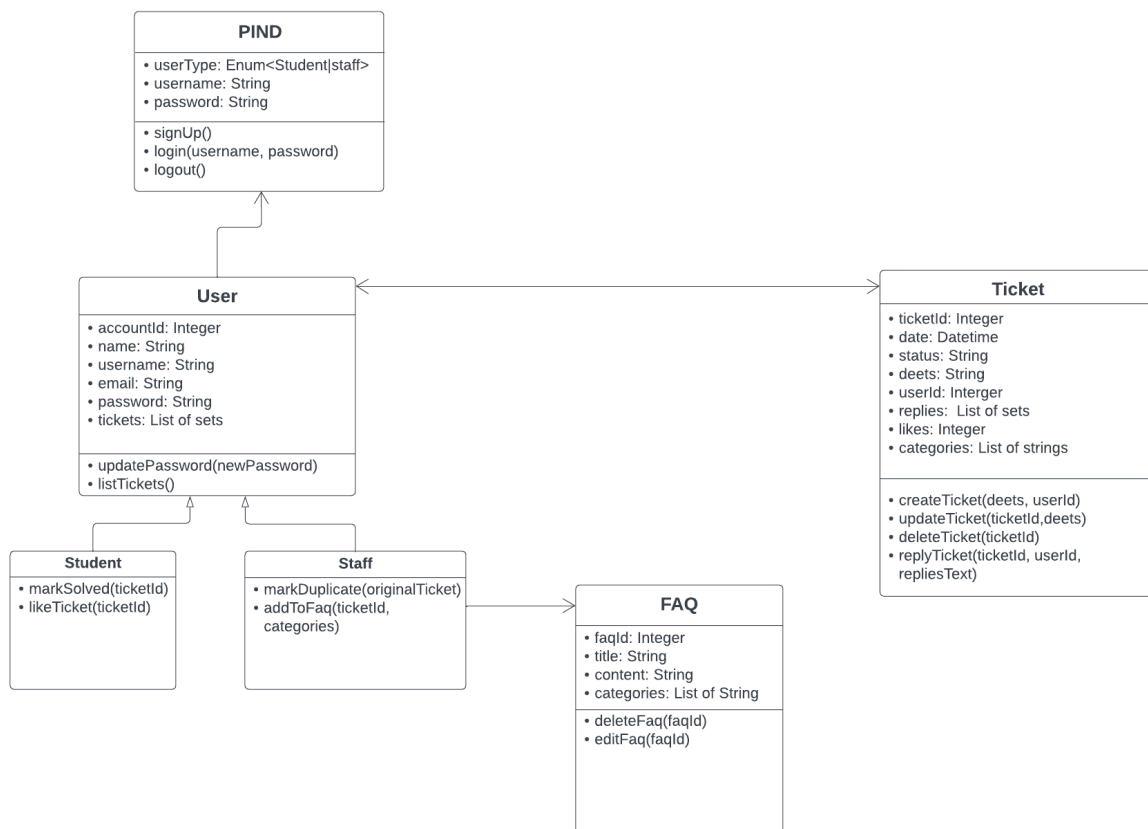
A meeting was held to discuss and identify the core components of the project based on software design principles. Essentially, 3 components were found to be the most critical for the development of the ticket management application, viz. Ticket management component, user management component, and Frequently Asked Questions (FAQs) component.

User management component would allow the ticket management system/application to create and manage user accounts. The user management component may only allow certain operations to be performed only by authorized users. Ticket management component is the core of the system. In addition to CRUD operations on tickets it allows

users to do additional operations on tickets such as indicate urgency of an issue, converting tickets to FAQ, filtering and sorting them. The FAQs component provides an interface for displaying frequently asked questions as categorized by the support staff.

Class Diagrams

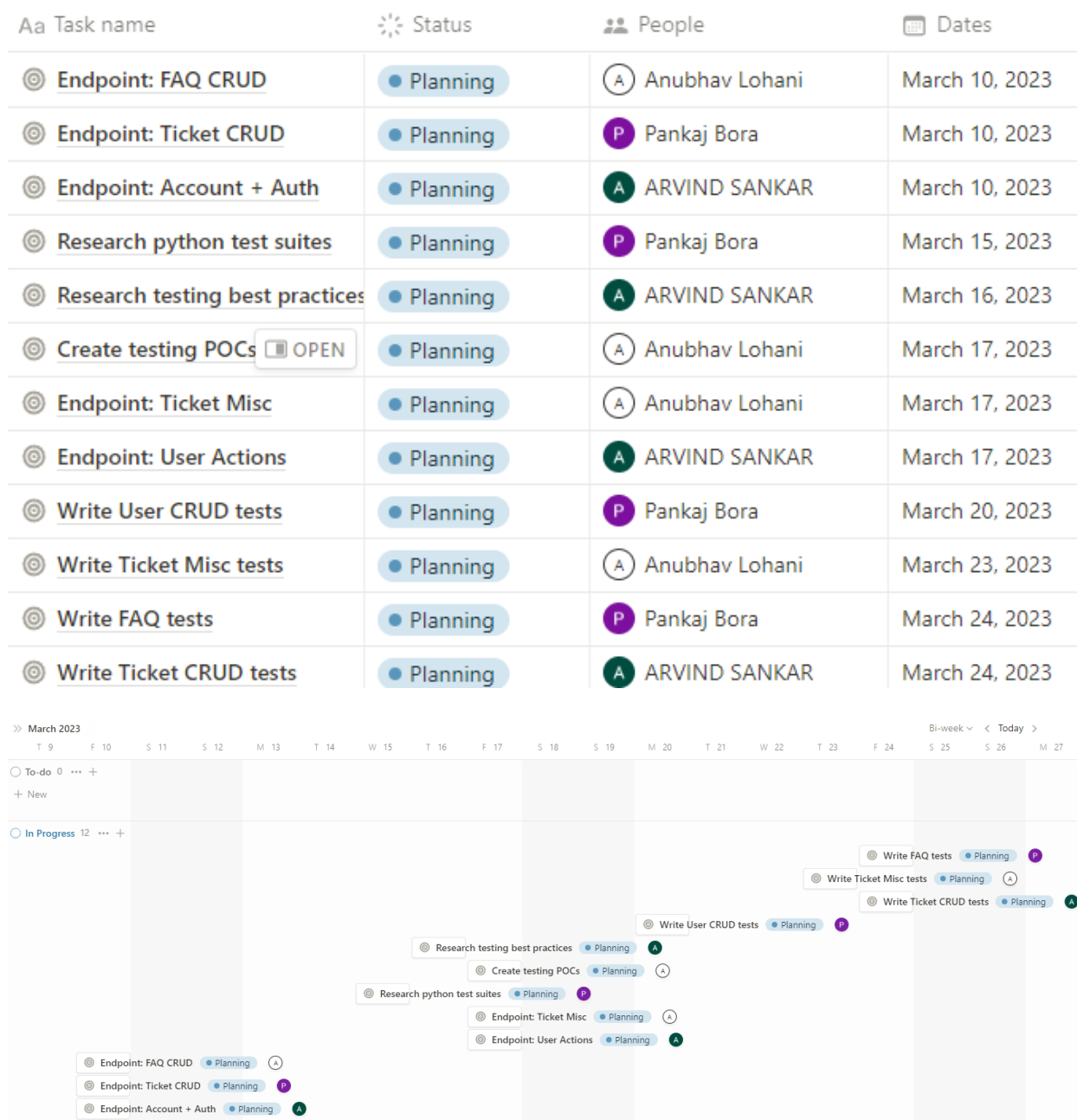
Further, the team discussed and prepared a tentative class diagram, specifically outlining the attributes and methods associated with each class, as well as their relationships with other classes. The class diagram was prepared with the intention of modularizing the development process for the application proposed to be built. It was agreed that the identified components and classes would be subject to iterative modifications for providing flexibility during the development process.



Project scheduling

Notion was chosen as a tool for project scheduling. The identified components and the classes were further deconstructed into specific, measurable, achievable, relevant, and time-bound tasks and assigned to each member of the team. A tentative timeline was also agreed upon for sprints and iterations, and timings of our bi-weekly scrum meetings.

A screenshot of the assigned tasks and their agreed-upon timelines may be found in the Milestone 3 folder.



Meeting Notes

PIND INC (Pending)

MEETING NO. 04

26 February 2023 / 9:30 PM

ATTENDEES

Arvind Sankar, Pankaj Bora, Anubhav Lohani

AGENDA

1. Review support side wireframe progress
2. Review client side wireframe progress
3. Review storyboard progress
4. Finalize storyboard and wireframe

ACTION ITEMS

1. Add UI elements to the storyboard.
2. Proofread storyboard dialog.
3. Convert figma wireframes to pdf.
4. Create and upload week 2 milestone reports.

PIND INC (Pending)

MEETING NO. 06

04 March 2023 / 9:30 PM

ATTENDEES

Arvind Sankar, Pankaj Bora, Anubhav Lohani

AGENDA

1. Finalize on a project management tool
2. Identify components and finalize class diagrams
3. Assign and schedule tasks for building the application

ACTION ITEMS

1. Identify components of the application
2. Modularize current class diagram
3. Choose a project management tool
4. Assign tasks and prepare timelines for building the application