Final project – **IT** **Trouble Ticket Management App 200 points**

I. Create Database table. Create needed dbase tables (2 minimum) as follows

\*Create your desired table name to hold data for trouble tickets, using your **first initial\_ first four letters** of your last name followed by whatever.

Ex. **jpapa\_tickets**

*Minimum* fields for your table should include tid, ticket\_desc, start\_date, end\_date.

Use the following credentials for connectivity…

url = "jdbc:mysql://www.papademas.net:3307/**tickets**?autoReconnect=true&useSSL=false";

username = "**fp411**";

password = "**411**";

\*Create a second table for user credentials.

Ex. **jpapa\_users**

II. Create Java files for interactivity

1. Create Login window (for end user vs admin credential checking). Ex. **Login.java**
2. Create ticket window for either user or admin. Ex. **Tickets.java**

For your ticket window, Include menu items and other GUI elements as options for user vs admin interactivity. Decide on the functionality of your program -What does the user need to do? -What does the admin/manager need to do?

III. Create a Java file for database connectivity / CRUD implementations

Create a file to allow for a connection to the papaserver and any needed CRUD implementation. Call the file **Dao.java**.

Functions your CRUD methods should perform:

- I**nserting** a ticket into the database table given some ticketnum - **Update** record (fields?) by some ticketnum

- **Delete** record by some ticketnum. Include a popup message dialog box asking the user

if it is okay to delete the record. Show the ticket number in question in the popup box area.

- **View** record(s) by ticketnum(s)

- **Close** a desired ticket by ticketnum

IV. Run your app and *snapshot* the following runtime work for credit

1. Insert at least 10 tickets into the DB table. *Include a record with your name* into the table.
2. Update your record by changing your ticket description.
3. Show a view of your updated ticket.
4. Delete your ticket from the DB.
5. Close any two existing tickets.
6. Lastly, show a table view of all of your tickets.

\*Include the following for credit into Blackboard & github (if applicable).

- A doc file of snapshots (including any extra credit) labeled appropriately. Please provide any

login credentials for admin and for a regular user at page 1.

- Include in your Word doc file a program description of your app at page 1 and if in a group

what each member accomplished!

- Separate Word Doc file of your java project files. Label your file as **yourname\_final\_proj.docx**.

- Include a working **.jar** file of your app.

- A zip file of your completed project.

- You can even record and paste in a link in your doc file of a demonstration of your running app

if you like with [TechSmith](https://www.techsmith.com/jing-tool.html). Alternatively you can upload to BB your video file!

Those working in groups of two will be required to put more effort into the app which includes an extra table and class file.

Ex. A history table. A class containing queries to centralize CRUD statement executions.

If you are in a group, please include all names in your doc file of all group members. Only one group member need to turn in all the required files and documentation.