Issue Tracker SRS

1. **Introduction**
   1.1 Purpose:
   The purpose of this issue/bug tracker software is to enable teams with visibility and functionality in managing their weekly/bi-weekly sprint objectives and deliverables

   1.2 Intended Audience:
   - Engineering Teams
   - Product Teams
   - Operations Teams
   - Marketing & Content Teams

   1.3 Intended Use:
   - Sprint planning
   - Content deliverables
   - Bug and feature creation
   - Monthly calendar view of team projects

   1.4 Scope:
   - Ticketing dashboard for teams with consistent deliverables
   - User setup of the system to handle tickets and issues across multiple teams
   - Training for teams on how to use this software
   - Administration system so the Issue/Bug tracker can be configured by the team leads

   1.5 Definitions and Acronyms:
   - MVC: Model, View, Controller
     - Architectural design pattern of the project
   - API: Application Programming interface
   - Sprint Planning:
     - A process in agile product planning to distribute workloads across teams

2. **Overall Description**
   2.1 User Needs:
   - To create a ticket
   - To assign the ticket a deliverable date
   - To assign the ticket a user
   - To view (in calendar format) when projects will be delivered
   - To view open tickets vs closed tickets in a monthly time frame
   - Comment on the ticket

2.2 Assumptions and Dependencies:
- Assumptions:
    - OAuth is already integrated within the company enabling easy migration of users onto the platform
    - All users are already part of the company
- *Dependencies:*
    - Integrate OAuth into the backend
    - Node.js
    - React.js
    - JavaScript
    - Body-parser
    - Express
    - mysql

3. **System Features and Requirements**

3.1 Functional Requirements:
- User Creation
- Ticket Creation
    - Title
    - Date to be completed (2 weeks default)
    - Assigned User
    - Description
    - Severity
    - Team
    - Ticket state (unassigned, in progress, completed)
- Team View
    - Provides a column format view for the state of the tickets
    - Can drag tickets from one section to another
        - Ideally when you assign the ticket to a user it will automatically move the ticket to "in progress"
- Calendar View:
    - Can see a monthly calendar view of when tickets are set to be completed
    - Only displays the title
    - Can click on the tickets in this view to see the actual ticket
- Email notifications
    - Notifies when someone is assigned a ticket
    - Notifies when a ticket has 1 week until due date
    - Notifies when a ticket has 2 days until due date
- Dashboard
    - View completed, in-progress and unassigned tickets on a monthly scale
    - View percentages
    - View tickets completed and assigned by user

3.2 External Interface Requirements:
- UI Components

- User Login
- Calendar View
- Team/Column View
- Ticket Creation
- OAuth Integration for login

3.3 Non-functional Requirements:
- OAuth security