

FIXIT TICKET

A TICKETING SYSTEM FOR RESIDENTIAL LIFE AND HOUSING

1 Introduction

Have you ever had to deal with a broken faucet or other problems in your University of the Pacific residence hall? If yes, chances are you know how daunting, tedious, and bureaucratic it is to get ahold of Physical Plant and get things fixed quickly and accurately. Fixit Ticket is a ticketing system that allows residents in University of the Pacific's residence halls to submit work order requests to Physical Plant employees. The purpose of Fixit Ticket is to streamline the work order process and ensure that Physical Plant employees have all the information they need to fulfill the work order.

2 Creating Tickets

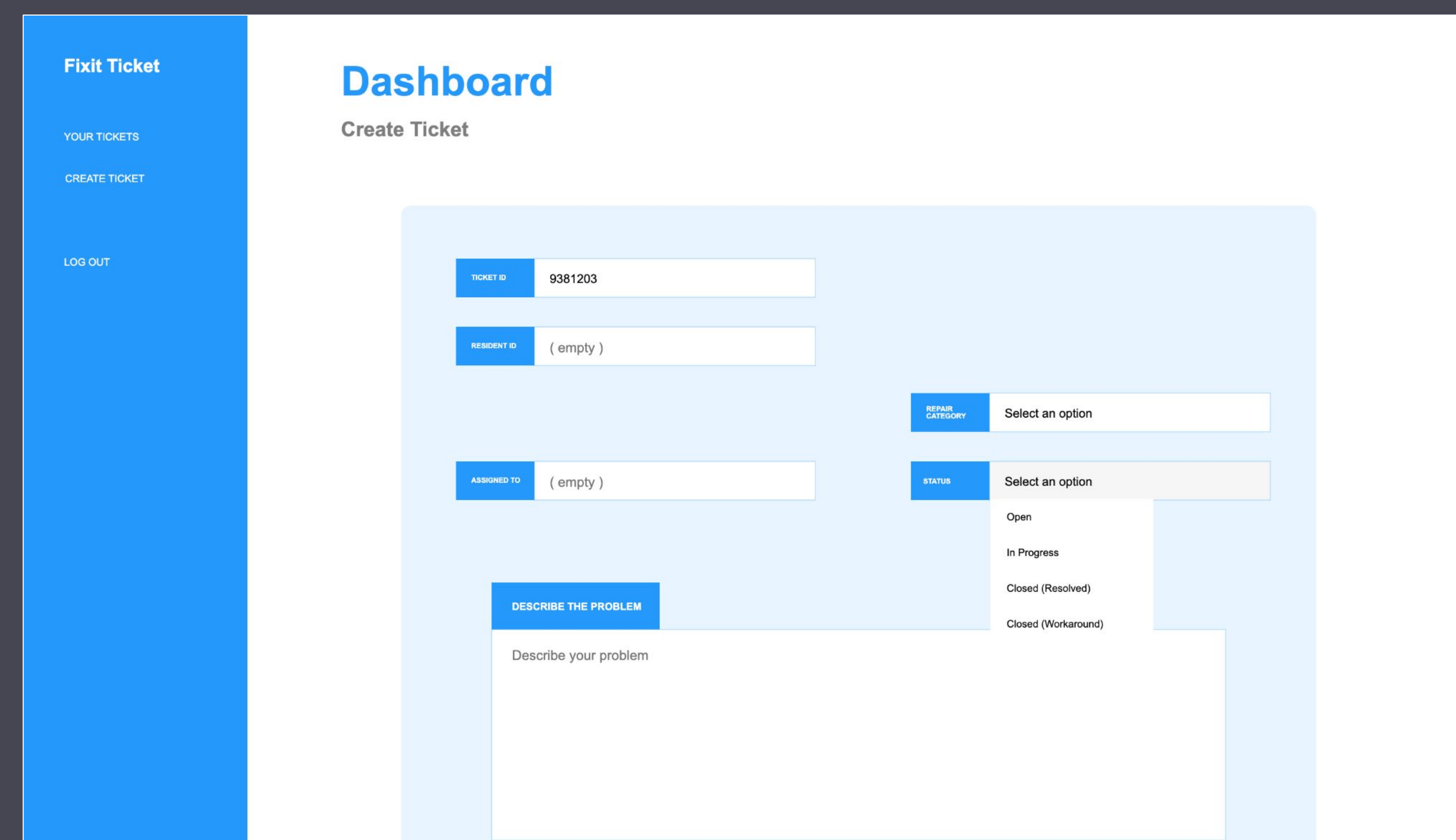
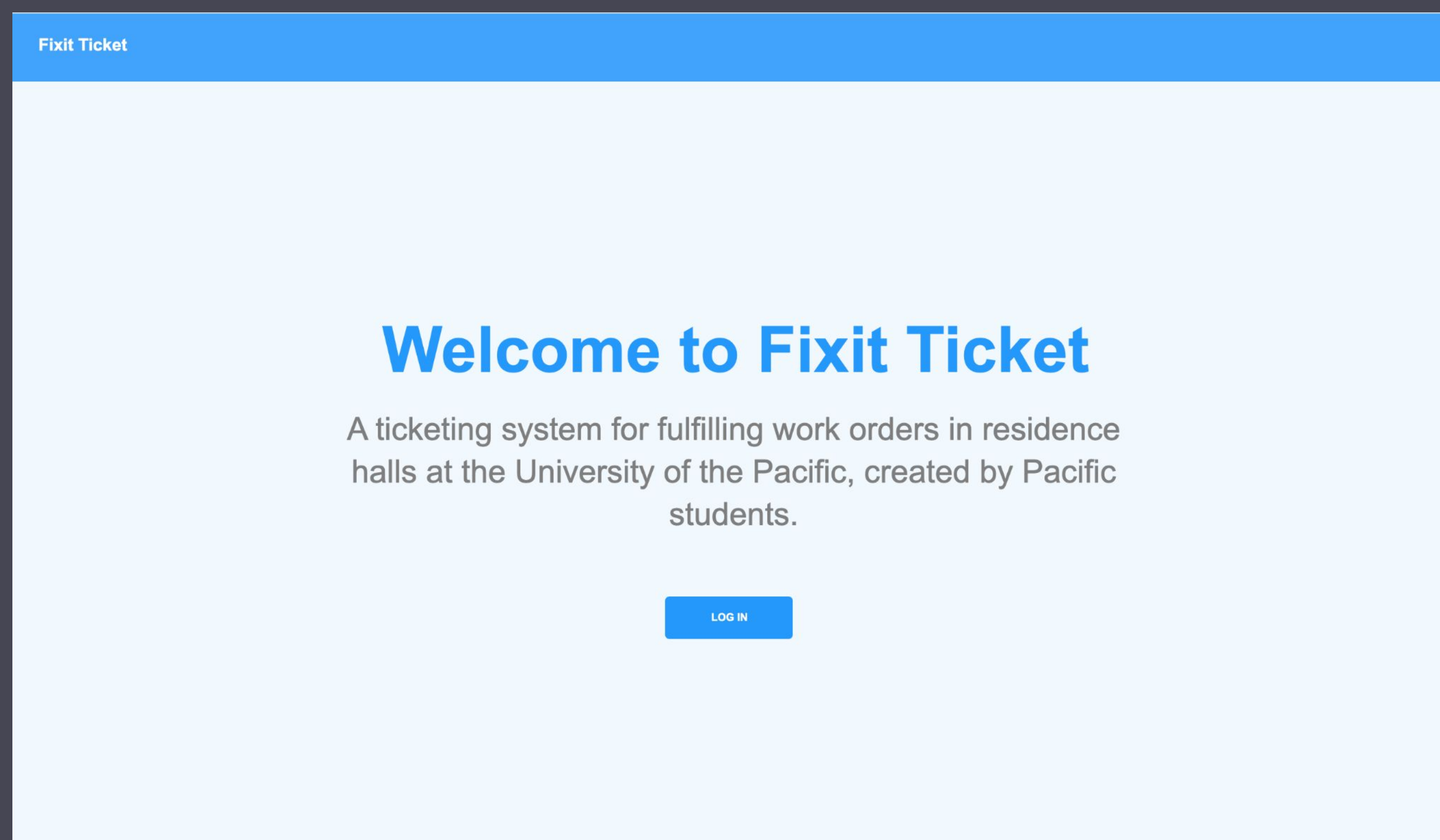
The most important feature of our project is the ability for users to create tickets detailing their concerns and what needs to be fixed. On the create ticket screen, users can enter their student ID, select a category for their problem, and enter a description of their problem in the box. Physical plant employees can also create tickets and assign themselves to student's tickets. Once a ticket is created, it is added to a database of tickets.

4 User Interface & Viewing Tickets

Users can view all tickets associated with them through the Dashboard. The table of tickets can be sorted by date created, ticket category, ticket status, and ticket location for maximum user convenience. Residents have access to all tickets they have created, while employees are able to view all tickets, while also being able to view only the tickets assigned to them. This system allows employees to get a sense of what tickets are open and unassigned in order to plan future work.

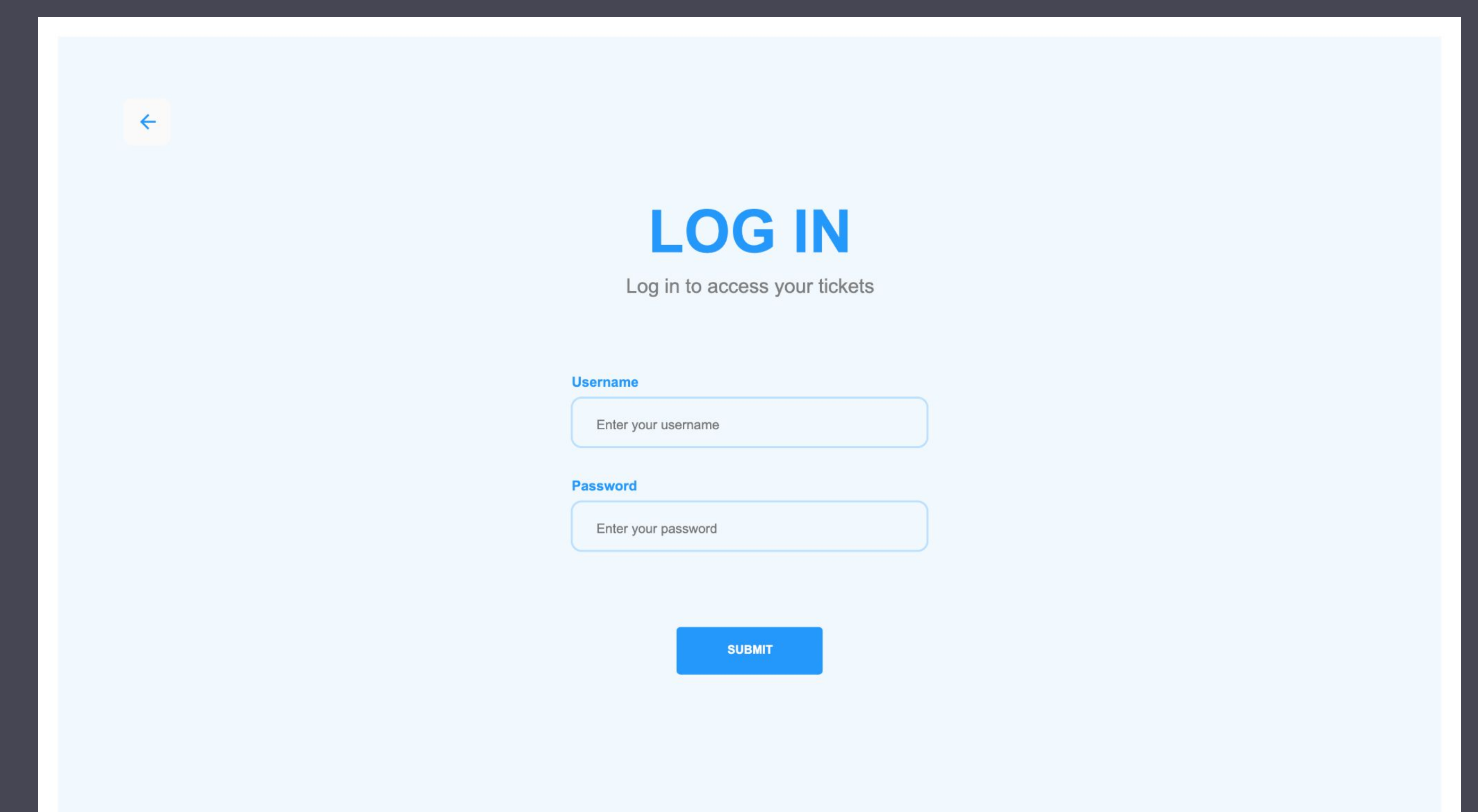
5 Conclusion

While working on this ticketing system, we gained significant experience with technologies we hadn't worked with much before, specifically IIS, ASP.NET, and SQL Server. Additionally, we learned how to incorporate business considerations into our project, and design our website according to user needs. Finally, we learned how to manage the evolving requirements of a changing project, and adjust our expectations, timelines, and tasks.



3 Updating Tickets

Users can edit and update their tickets through the same process. Physical plant employees can update tickets by adding comments that show up when viewing the ticket. These functions make it much easier for residents to communicate with employees about the specific problem and receive updates about how and when those problems can get fixed.



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