## Phase 9: Reporting, Dashboards & Security Review – Event Management & Ticketing System

### 🔹 Objective

To build **reports and dashboards** that provide insights into ticket sales, attendee engagement, and event success, while ensuring **data security and compliance**.

### 🔹 Reports

Types of reports created: 1. **Tabular Reports** → List of all attendees per event. 2. **Summary Reports** → Group tickets by status (Issued, Checked-In, Cancelled). 3. **Matrix Reports** → Compare ticket sales by Event\_\_c vs Ticket Type. 4. **Joined Reports** → Show events with tickets + feedback side-by-side.

**Sample Reports:** - Tickets by Event. - Attendees by Event & Check-In Status. - Feedback Ratings by Event. - Revenue by Event (Ticket Price × Count).

### 🔹 Dashboards

Dashboards combine multiple reports into visual insights.

**Key Dashboard Components:** 1. **Ticket Sales by Event** (Bar Chart). 2. **Checked-In vs Issued Tickets** (Donut Chart). 3. **Event Feedback Trends** (Line Chart). 4. **Revenue Generated by Event** (Gauge).

* Dashboards scheduled for **daily refresh**.
* Role-based dashboards for **Organizer, Admin, and Attendee views**.

### 🔹 Dynamic Dashboards

* Dashboards run as the logged-in user.
* Organizers → See only their managed events.
* Admin → See all events and tickets.
* Attendee → Limited to their registered tickets.

### 🔹 Security Review

#### 1. Sharing Settings

* **OWD:**
  + Event\_\_c → Public Read Only.
  + Ticket\_\_c → Private (attendee sees only their ticket).
  + Attendee\_\_c → Private (visible to owner + admin).
  + Feedback\_\_c → Controlled by Parent (Event).

#### 2. Field-Level Security (FLS)

* Hide sensitive fields:
  + Ticket Price → Visible to Organizers & Admin, hidden from Attendees.
  + Attendee Contact Info → Visible to Admin, hidden from other attendees.

#### 3. Session Settings

* Attendees → Timeout: 30 mins.
* Organizers → Timeout: 1 hour.
* Admin → Timeout: 2 hours.
* Enabled HTTPS, clickjack protection.

#### 4. Login IP Ranges

* Admin access restricted to corporate IP.
* Organizers/Attendees → broader access allowed.

#### 5. Audit Trail

* Setup Audit Trail → Tracks configuration changes.
* Field History Tracking enabled for Ticket Status & Event Capacity.
* Login History monitored for suspicious activity.

### 🔹 Outcome of Phase 9

✅ Business insights with real-time dashboards & reports.  
✅ Personalized views with dynamic dashboards.  
✅ Data security ensured via OWD, FLS, IP restrictions, and audit trail.

This completes **Phase 9 (Reporting, Dashboards & Security Review)** for the *Event Management & Ticketing System*. The system is now **data-driven, secure, and deployment-ready**.