# **HTTP5203 Assignment 2: XML DOM**

In this assignment, you will be implementing the support ticket system for which you've designed XML data structures.

To do this you will need to have (minimum):

* a login page/form: Users need to log in before viewing his or her tickets.
* a ticket listing page: Admin/support staff should see all tickets while users can only see tickets he or she owns. You should be able to click to open a ticket details page.
* a ticket details page: There should be a form to allow a user to submit a message for the ticket (you only need a message box and a submit button).

You should implement the above pages and display the appropriate page(s) for clients and support staff. There is a small mark component for design. The design does not need to be fancy, but it should be presentable.

When a support staff member submits a status change or a message, the XML file should be modified accordingly and the ticket is refreshed.

It is a good idea to add AJAX on the ticket details page for periodic checks so that support staff/admins can get notified if there is a new issue. Add any other things you think the project needs in order to make things flow nicely. Note that the AJAX is not compulsory so focus on the core functionality before working on any add-ons.

The structure of your message element depends on the structure you defined in Assignment 1 (you can make some modifications based on the issues identified). You may use either **.NET or PHP**.

You will be marked on:

* **Code quality (5)**
* **XML DOM (10)**
* **Requirements (5)**
* **Design (5)**

This is an **individual** assignment and is due on **April 3, 2021 at 11:59 pm** and is worth 15% of your final mark. Zip up your files and submit the ZIP file via Blackboard. Alternatively, you can put your assignment on your GitHub and submit the link to your GitHub in a TXT file via Blackboard.