

Final project - IT Help Desk / Trouble Ticket system

I. Create Database tables

Create needed dbase tables (3)

*Creating your table(s) name using your first initial_ first four letters of your last name followed by whatever. Use the following credentials for connectivity...

```
url = "jdbc:mysql://www.papademas.net:3306/tickets?autoReconnect=true&useSSL=false";  
username = "fp411";  
password = "411";
```

II. Create Java files for the UI/UX

- a. Create Login screen (user vs admin password)
- b. Create ticket screen

Include menu items and other GUI elements as options for user vs admin

Decide on the functionality of your program

- What does the user need to do?
- What does the admin need to do?

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

Functions your CRUD methods should perform:

- Inserting a ticket into the database with some ticketnum
- Update record (fields?) / by ticketnum
- Delete (purge) record / by 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 ticket / by ticketnum

IV. Run your app and snapshot the following for credit

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

*Include your project files zipped up into Blackboard as well as a separate file for snapshots in a doc file. Label your zip/doc file as **yourname_final_proj**. Include also a separate working **.jar** file of your project.

**Please provide in your doc file a description of your app, and if in a group, what each member accomplished in a paragraph. Also include your login credentials for your app! Label your snapshots accordingly as well.