Name of the Project: MICS Knowledge Base

Description: MICS Knowledge Base is a repository site for all process steps, and issues and its corresponding step-by-step resolution.

Account Types:

1. Administrator – Developers and Other User’s that have administrative task. He is also responsible in adding, editing and deleting accounts.
2. TSG Technician – Input technical issues and its resolutions

Access Requirements:

1. **Administrator** 
   1. All Developer Accesses
   2. Add/Delete/Edit Account
   3. Delete Entry
2. TSG Technician
   1. View, Add & Edit Entry, Category and Sub-Category