

# External Documentation for Assignment 4

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## Detailed Description

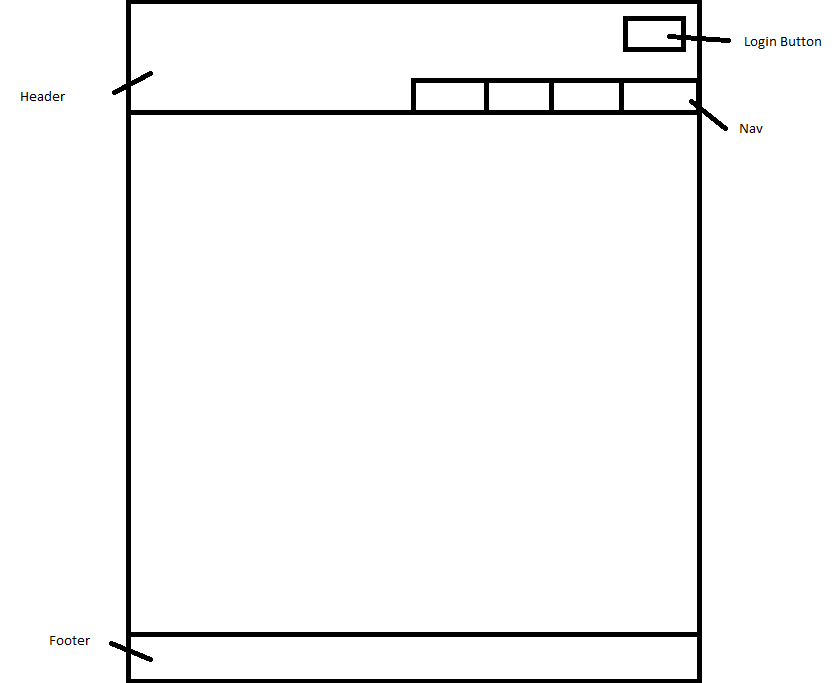
For my final project I decided to make the Incident Management Site option. I liked the idea of making an incident management website because I had used this kind of web app in the past when I worked on my first co-op at Georgian College IT. I thought it would be cool to make a more basic version of something I had used before. I also thought it would be something I would enjoy adding more functionality to after this semester is over to use as a good portfolio piece.

The main function of the website is incident tracking. There are six main pages to the website: The login page, the register page, the profile page, the incidents dashboard, the new incident page, and the view/update incident page. The login page lets you sign into the website so you can access the login protected pages. The register page lets you sign up to the website so you can login. The profile page shows some details about your user and lets you change your password.

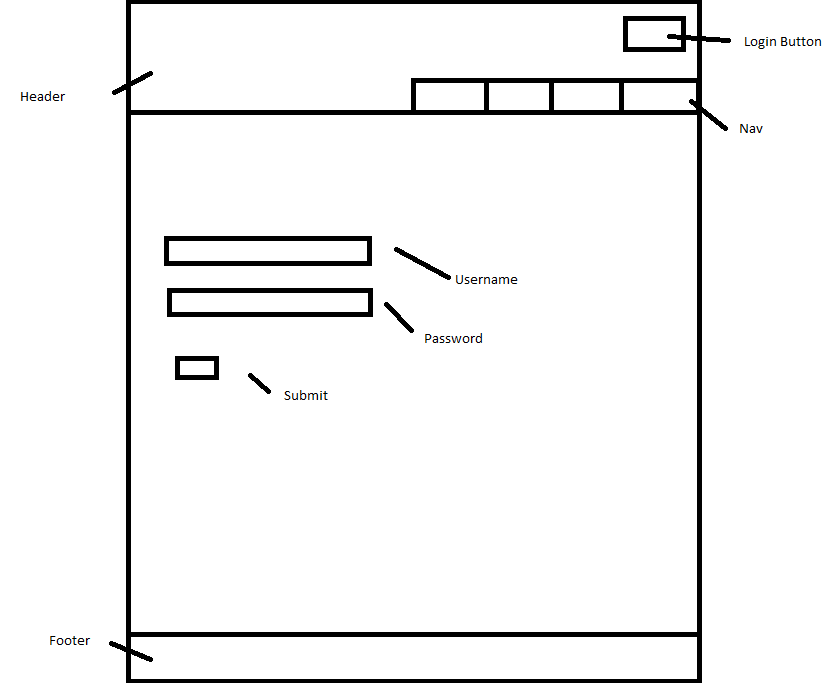
The incident dashboard is the main hub of the websites functionality. It shows a list of the currently open incidents. You can also click a button to create a new incident, and a button to show the closed incidents as well. Finally if you click on the record number of an incident you can view more details about an incident and make updates to it. When you update an incident you can change the status. If an incident is closed you cannot make any more updates to it. Finally on the create a new incident page you can create a new incident and change values such as priority, put information about the incident, and put the customer details for who is having the problem.

## Wireframes Section

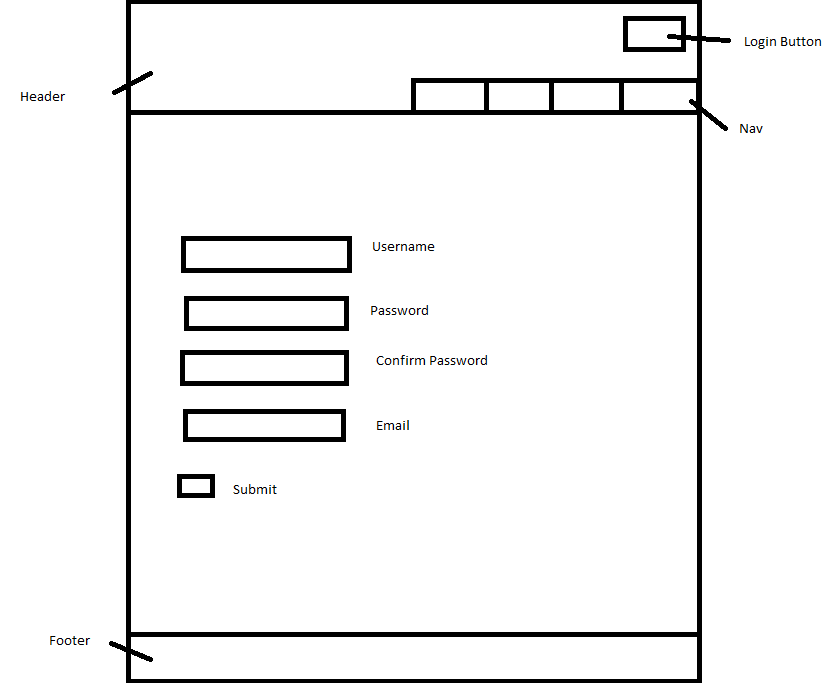
### Home Page



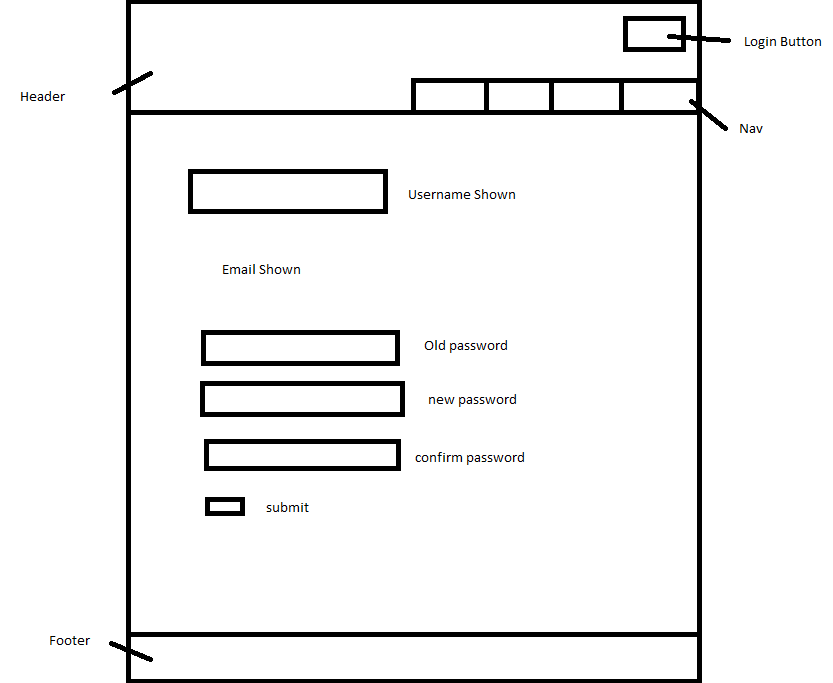
### Login



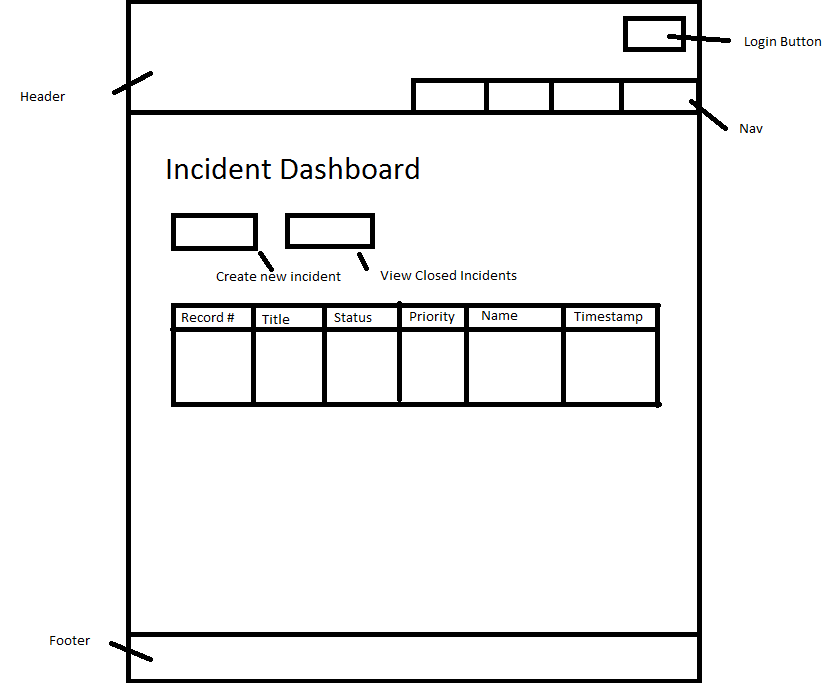
### Register



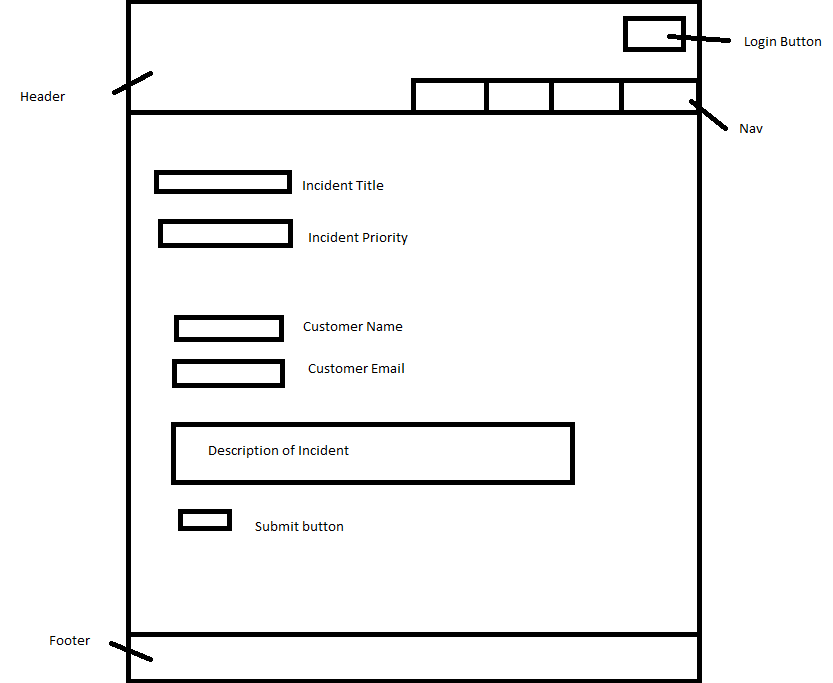
### Profile



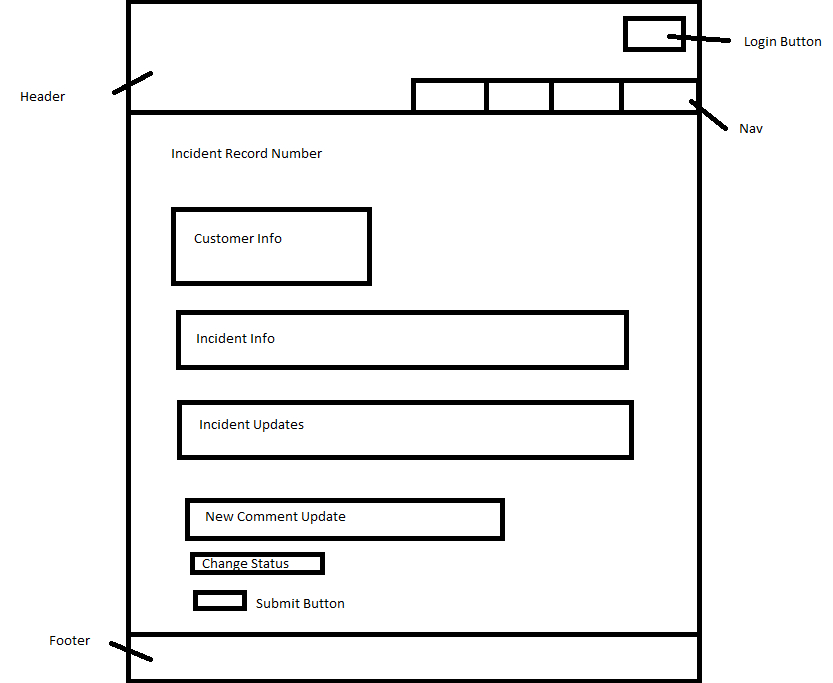
### Incident Dashboard



### Create Incident

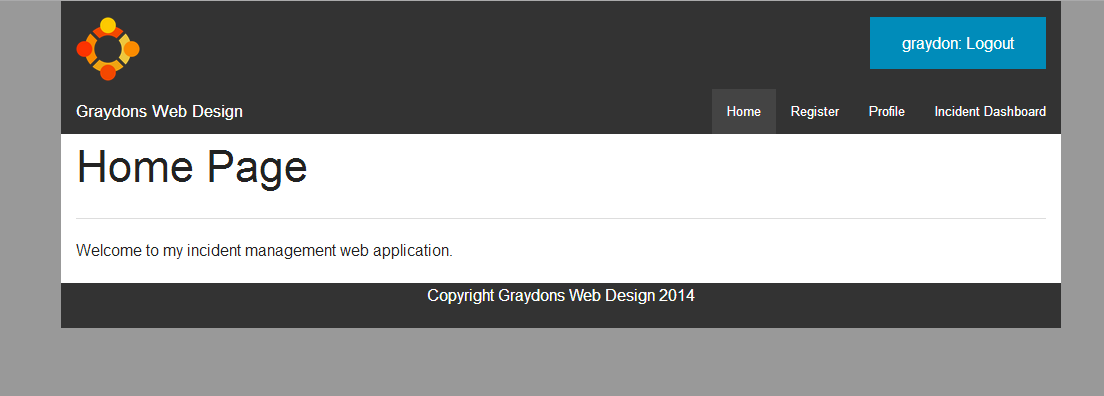


### View/Update Incident

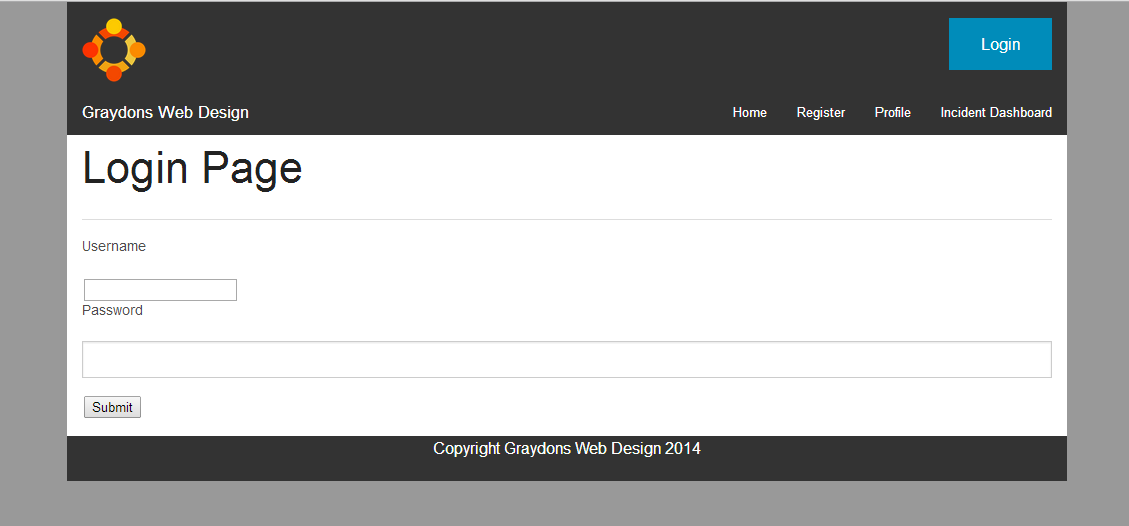


## Screen Capture Section

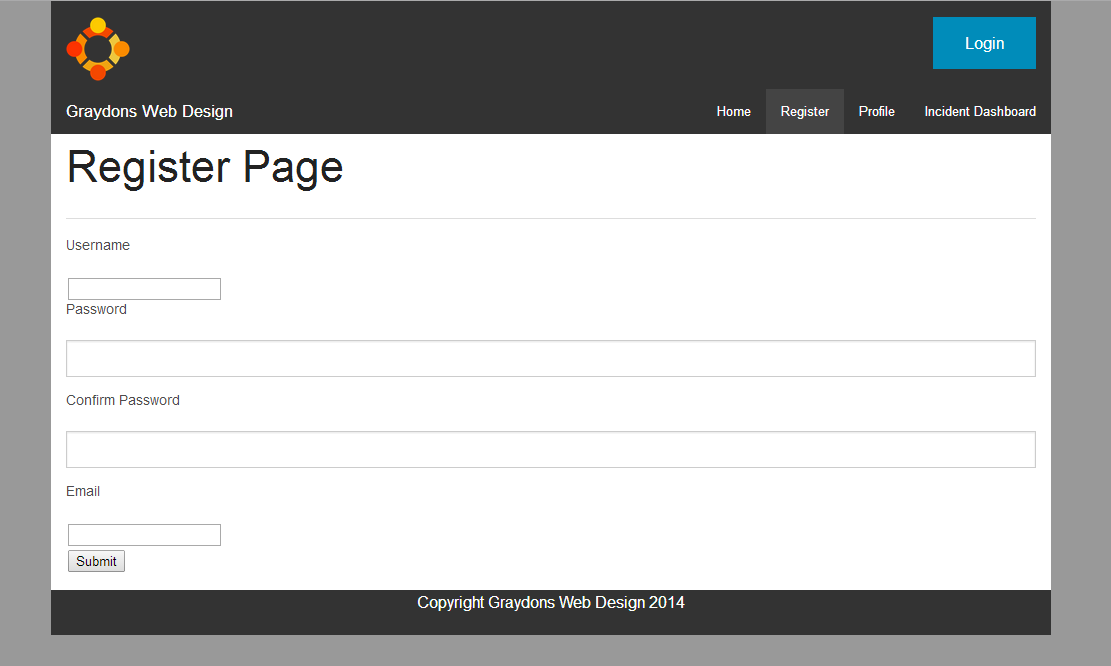
### Home Page



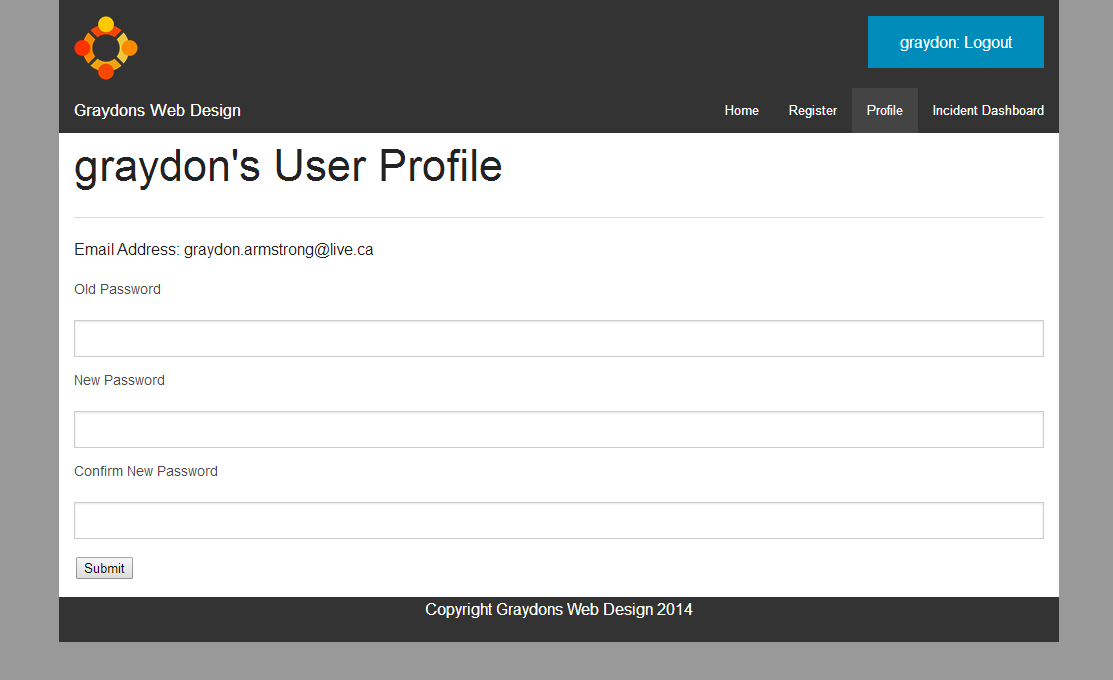
### Login



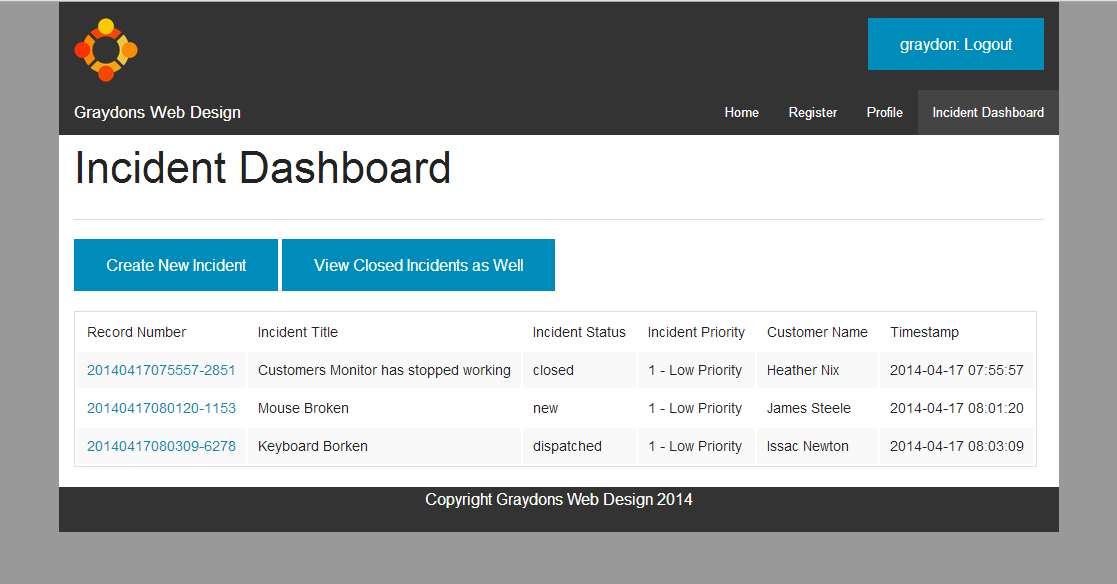
### Register



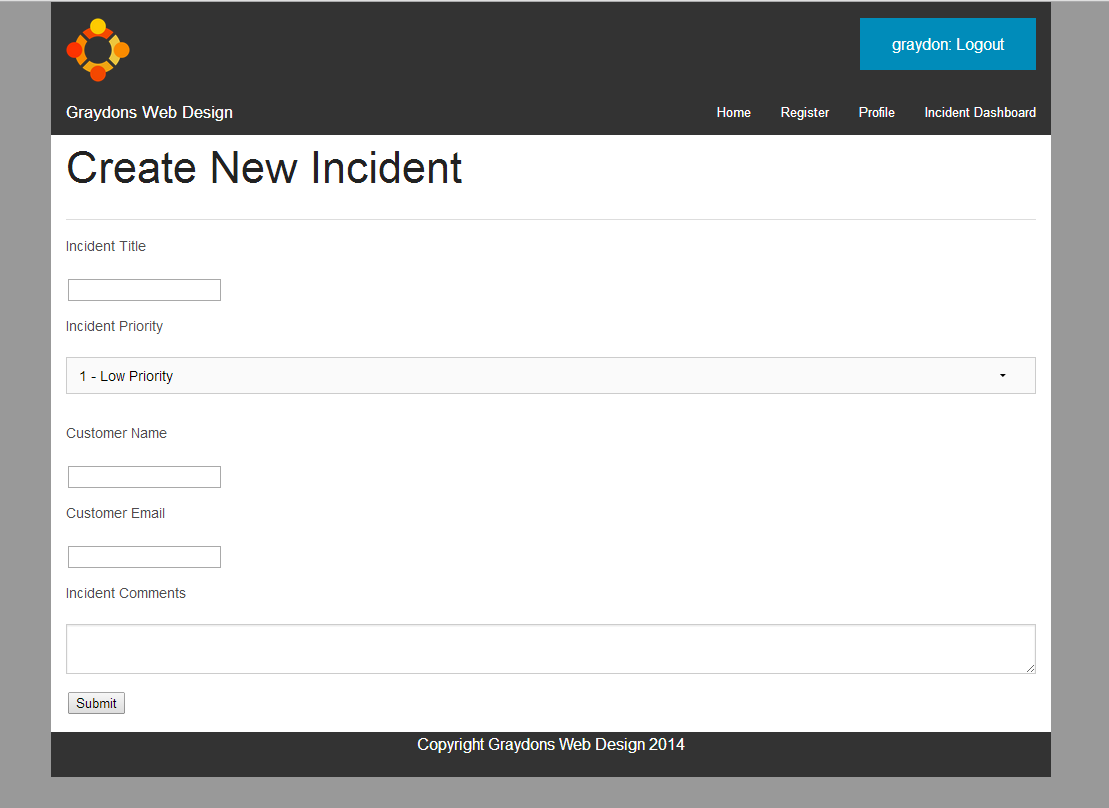
### Profile



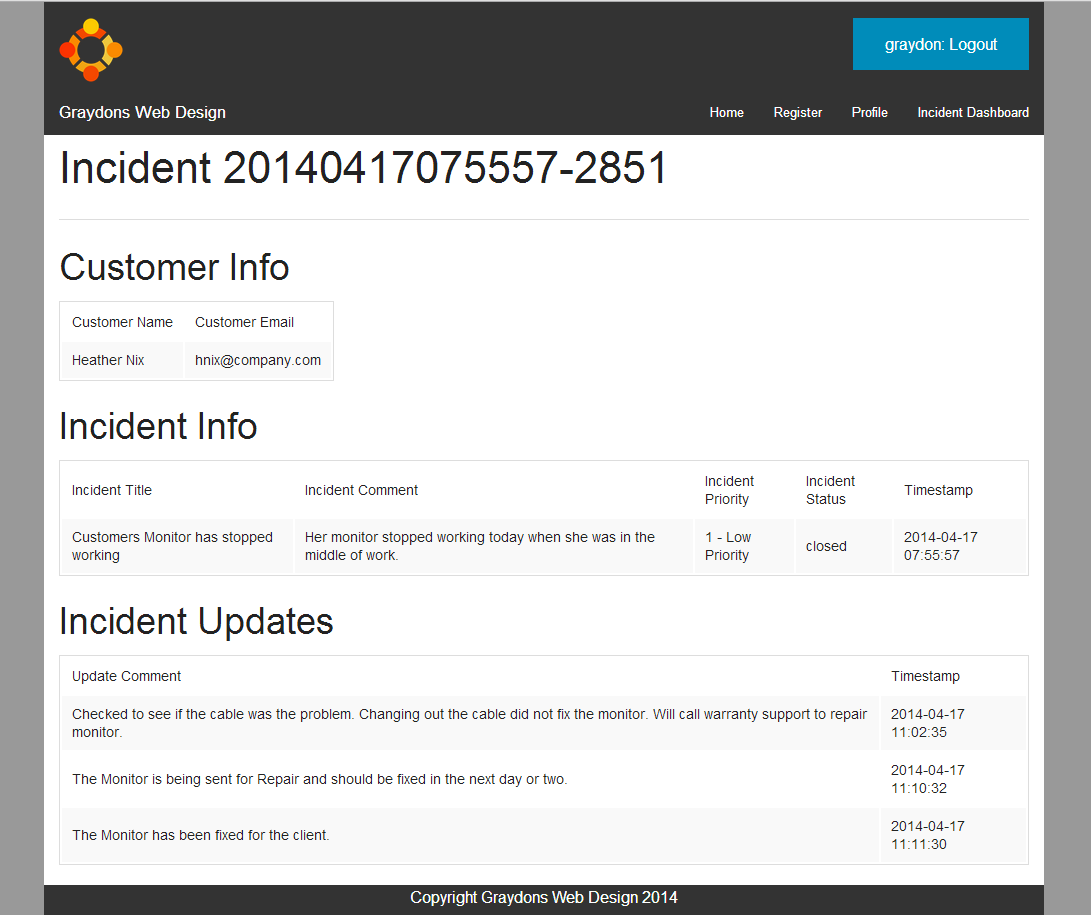
### Incident Dashboard

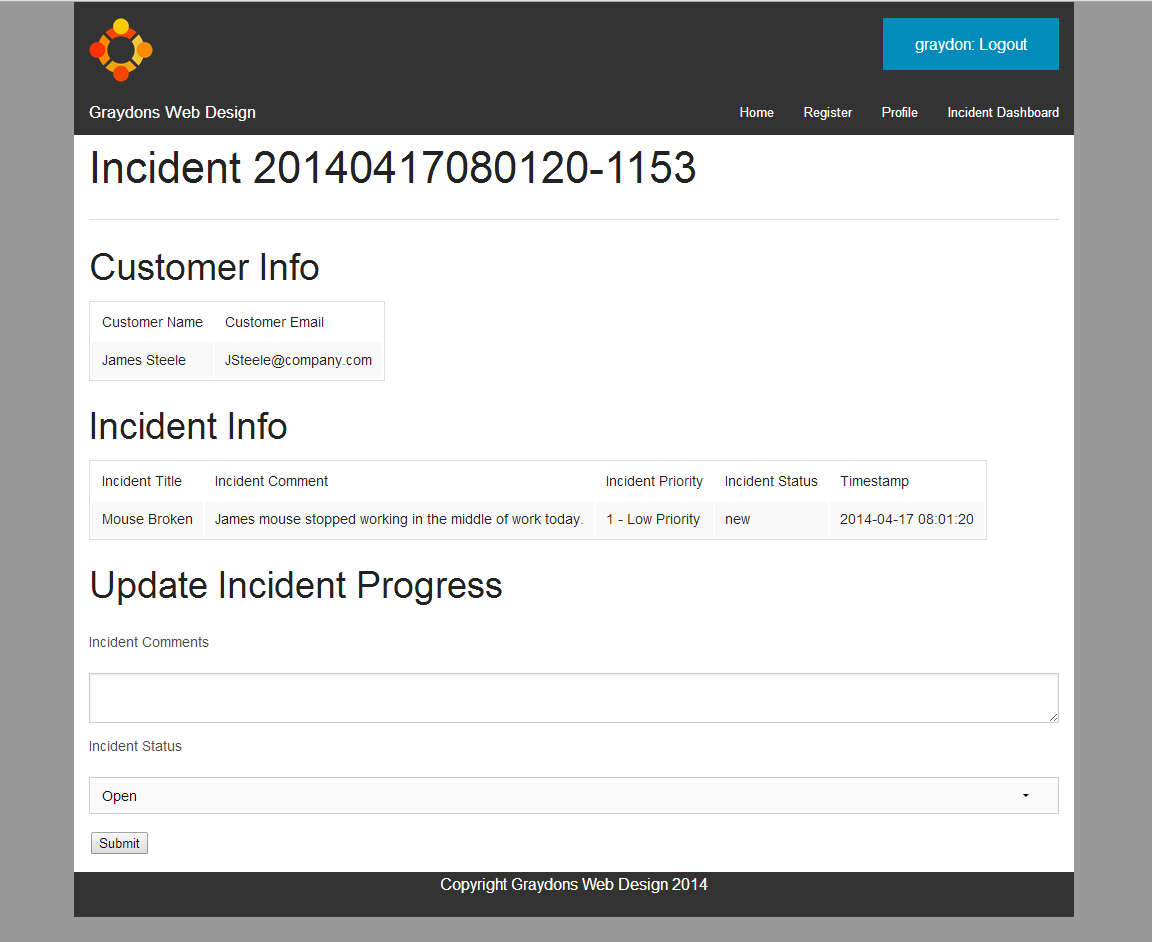


### Create Incident



### View/Update Incident





## Potential Future Functionality

Some Ideas I have for future functionality in my web application:

* A search feature for customers to search up their incident number to view progress on an incident without having to have a login to the admin section of the site.
* Having lists of incidents that are assigned to each administrator and a way to move incidents between the main list to an admins list and vice versa
* Having tags for incidents that highlight them differently on the incident list. Examples: Highlighting new incidents, Highlighting High Priority Incidents, Highlighting Incidents for VIPs