

## 1 – Introduction

Good morning everyone we are Alvaro and Bryan and today we will present our IT incident management project.

This project has been developed as part learned of all modules and aims to offer an efficient tool to control and resolve technological incidents that may occur within an organization.

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## 2 – Access to the application

To access the application, we need to go to this [Web Page](#) link and log in with our username and password to be able to report the incident (we can create the account on the same page without any problem).

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## 3 – How the application works

The application is divided into different user roles:

**Users:** can report incidents by indicating the department and a description.

**Administrator or IT manager:** manages incidents by assigning technicians, priority, and type.

**Technicians:** can add actions and write reports.

Once an incident is registered, it can be viewed and modified depending on its status.

Actions are recorded with date and time, and the reports generated by technician or by department can be consulted.

The system also allows tracking the consumption and resources used in each action.

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## 4 – Design and technology used

For the database, we have used MySQL / MongoDB, with a relational model that includes tables such as:

**Incidents**  
**Technicians**  
**Actions**  
**Departments**  
**Reports**

The development was done with / PHP.

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## 5 – Practical example

For example:

A projector does not work in the second-year secondary classroom.

The teacher or student creates a new incident indicating the department "Students" and describes the problem.

The technician checks the projector and replaces the HDMI cable.

The application marks the incident as resolved, and the teacher can see it on their dashboard.

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## 6 – Closing

Thank you very much for your attention.

This tool will be very useful for reporting problems quickly and efficiently, and will make the IT team's work easier.

If you have any questions, we are at your disposal.

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