**Project Plan:  Helpdesk Ticket System**

**1. Introduction**

This document lays out a project plan for the development of a *Helpdesk Ticket System* written by Justin Jewell.

The intended audience of this document is other collaborators, users and testers of this project. Enclosed you’ll find uses, timelines, functionality and more about the project.

**2. Overview**

In todays business world every successful business model includes a deep integration with IT. With IT being so imbedded in the business world there are bound to be technical glitches and bugs or simple user experiences to fix in any given program. This *Helpdesk Ticket System* is intended to be a space for tickets to be submitted, updated and resolved.

**2.1 Customers**

Any business or person who needs a ticketing system for their issues.

**2.2 Functionality**

* Registration system for ticket admins.
* Add, remove tickets in the system.
* Comment on open tickets
* Senior/Junior Dev profiles
* Included solved tickets per user?

**2.3 Platform**

It will be launched both as a Web-based application.

**2.4 Development Responsibility**

Currently, only Justin Jewell is responsible for the codebase and other database needed tasks.

**3. Goals and Scopes**

* Users can update open tickets
* Users can add or remove new/completed issues
* Possible ticket count for each user.
* Ask questions about open tickets for insight.

**4. Deliverables**

I’ll deliver the following during the course of development:

* Feature specification
* Product design
* Test plan
* Development document
* Source code

**5. Risk Management**

**5.1 Risk Identification**

Many Helpdesk Systems already exist, what makes this one stand out?

**5.2 Risk Mitigation**

Adding improved UI and UX will make sorting through open tickets easier and with simplicity.

**6. Scheduling and Estimates**

|  |  |  |  |
| --- | --- | --- | --- |
| **Priority** | **Description** | **Due Date** | **Completed Date** |
| 1 | Setup frontend UI for JS/DB implementation | 11/27/2021 |  |
| 2 | Implement todo list like system for inputting, updating, deleting helpdesk ticket items | 12/09/2021 |  |
| 3 | Implement user registration for being able to do todo / helpdesk items | 12/24/2021  (Longer to include vacation week) |  |
| 4 | Include authentication/security for user system | 01/05/2021 |  |
| 5 | Deploy Helpdesk Ticket System | 01/12/2021 |  |
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