Requirements:

Our project's purpose is to create an incident reporting application that allows users to report when and where they have various issues that they need assistance with. The variety of issues can be e-mailing issues, general technical issues, hardware problems, and other things of this nature. Our software should be able to allow a user to login, report their issue, check the issue status, and receive a response when it is done via e-mail. When a user is filling out a report it should request the building, department, and room number where it may have occurred, and any additional information on this specific incident. Users can do this primarily by using various ‘fill in the box’ and drop-down style menus to make it an easy and understandable process. Once an incident report is requested, the user should receive an e-mail confirming that their request went through specifically when it is submitted and receive an additional e-mail when it is marked as finished. They also can obtain additional e-mails as the process is being undergone in the event of being asked for more information.

The project will have an SQL database that stores the information of users, roles, incident reports, and location info within the database. It will have to separate incidents based on the type of incident and severity of the issue occurring. We will have our application have a general login page where admins, managers, technicians, and normal users will all login at the same central portal, and based on the verification they have been given when registered into the database they will have access to different information. A user should only be able to file incidents, check currently open ongoing incidents they filed or might have been cc’d in, and lastly, they will be able to see past incidents they requested. A technician should have the ability to look at all incidents that have been assigned to them as well as the ones that haven’t been assigned yet. Technicians can change the status of an incident to active and closed, update an incident, and assign currently unassigned incidents to themselves. A manager would be able to see a layer deeper with the ability to look at all the incidents with the ability to close them, assign technicians to work on these issues, and the ability to upload location data through excel and the ability to manually add, edit, or delete. An admin should only be able to manage users, whether it's deleting, freezing, or registering new users and assign them any role, be that normal user, admin, technician, or a manager. Every user, technician, and Manager should be able to file incidents.

The program will likely consist mostly of configuring various HTML files to work with our backend Java via the Controller java file since it seems like we will need a variety of HTML pages to cover the range of issues, and page needs for having a well-built and easy to use application for our users. It will have a lot of the work going on inside of the MySQL database and the various tables we will need to make and create as well as connecting the HTML to work with the Java code in a fluid manner that allows for our application to work in a secure, efficient manner. The Java side of this project will primarily make use of Maven and Spring Boot libraries to interact with both the HTML files, and the mySQl database that our information will be stored with.