## Goals

* To evolve the current product per stakeholder requests for new features and services
* To take advantage of newer development techniques and technologies

## Use Cases

View/Search Issues

Create New Issue

Create New Action

Notify Manager

### Requirements:

Presentation: desktop access, web access, and mobile access; automatic refresh of issues every 15sec or so; task tray icon with associated balloon showing new issues

Reporting - none at present.

Performance: minimize network activity and improve refresh speed with local cache

Authentication: only domain users can access the system; there are no anonymous users.

Authorization: all users are authorized for all services

Availability: basically 9-5; would be desirable if rep’s could create issues/actions when the system is down.

Concurrency: 20-40 concurrent users companywide

Interoperability: integrate with reporting system

### Outstanding Questions: