

IT Incident Management Web Application

WEB APPLICATION DESIGN PLAN

Last Updated: 2016-04-20
Cindy Diaz, Hae Yeon (Lucy) Kang



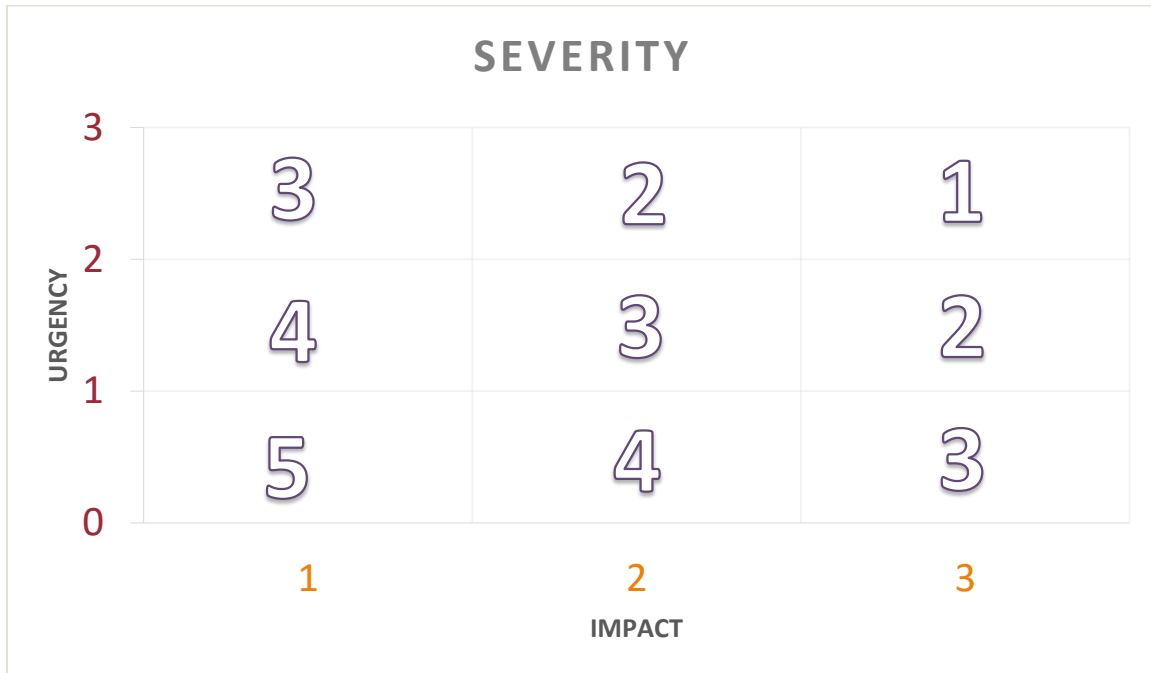
Table of Contents

1	Application Description	2
1.1	APPLICATION SPECIFICATION.....	2
1.2	TARGET AUDIENCE	2
1.3	CORE FUNCTIONALITY.....	3
1.4	PROJECT TIMELINE	4
2	Wireframe.....	5
2.1	AUTHENTICATED AS CUSTOMER.....	7
2.2	AUTHENTICATED AS ADMIN (SUPPORT) USER	9
3	Screen Captured Sample Image.....	13
3.1	PUBLIC PAGES THAT ARE SHOWN WITHOUT LOGIN	13
3.2	PAGES SHOWN WHEN LOGIN AS CUSTOMER.....	15
3.3	PAGES SHOWN WHEN LOGIN AS CUSTOMER.....	16
4	Potential Features.....	19

1 APPLICATION DESCRIPTION

1.1 APPLICATION SPECIFICATION

This incident management application allows our company to restore a normal service operation as quickly as possible by organizing and managing the incident tickets by priority.



The severity is the level of priority of the incident. The user will enter Urgency level (1: Low, 2: Medium, 3: High) and Impact level (1: Low, 2: Medium, 3: High). The Severity is calculated according to the levels. When an admin user pick up the ticket and investigate, the level could be modified by the admin user.

The website implements responsive front-end framework that adapts to various viewport sizes. It connects to MongoDB database for data storage and deploys on cloud server (Azure).

1.2 TARGET AUDIENCE

The target audiences are customers and support team to manage the tasks and resolve the issues efficiently by working in accordance with their urgency.

1.3 CORE FUNCTIONALITY

✓ ***User Registration & Login***

The landing page will show Login page. Depending on the type of the user, they can either send a ticket or view their tickets, or check tickets from dashboard. If they are not registered, they can register at the registration page.

✓ ***User Account Management***

The user can manage their account setting at the account edit page. They can modify their username, password and email.

✓ ***User Authentication for Site Security***

All pages cannot be accessed by unregistered users or user who did not login. Depending on the user type, only limited ticket of theirs or all tickets by any users will be shown.

✓ ***Incident Creation by Registered Users***

The registered users can create incident ticket at the New Incident page. The users are required to fill out the fields such as Incident Description, Incident Priority, Name and Contact Number. When a new incident ticket is submitted, the page will display the ticket that is just submitted by the user with an auto-generated record number.

✓ ***Dashboard With List of Current Tickets With Option To Display Closed Ticket***

The authorized user will be directed to the dashboard after login and view the list of current incident tickets that are new or in progress. There will be an option to display the closed incident tickets.

✓ ***Ticket Info Display With Current Status and Incident Narratives***

There will be a page for the user who submitted a ticket to view the ticket information. It will display the current status of the ticket (whether it is New or In Progress) and the incident narratives that shows the audit trail.

✓ ***Edit Status of Tickets With Audit Trail (Incident Narrative)***

For the admin users, they will be able to edit the status of tickets with comments of what have been changed. These comments will be displayed as incident narrative for the other type of user. They can also make change in the priority level after investigation.

✓ ***Close Tickets with Incident Resolution***

On the edit page for ticket, if the authorized user change the status to Closed, the page will display incident resolution field instead of comment field. The user must enter this field and once the ticket is closed, it will not be shown on the list of current ticket.

The wireframes are designed based on the core functionality as described above.

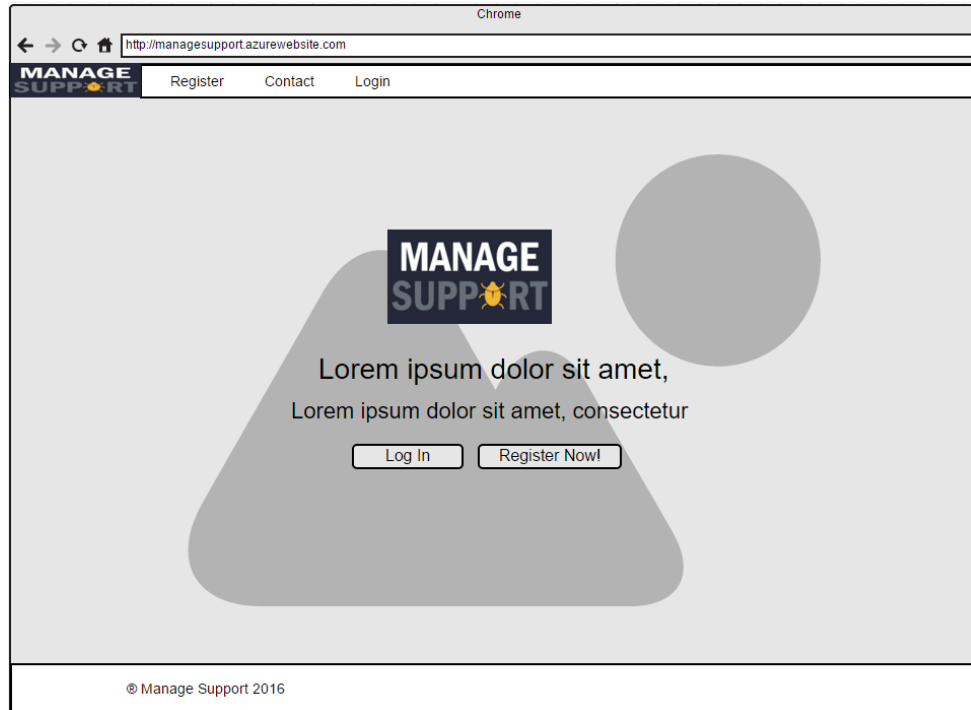
1.4 PROJECT TIMELINE

- ✓ First Draft of Plan and Basic Concept of The Website : 1st April 2016
- ✓ Landing Page and Security : 8th April 2016
- ✓ Main Functionality and Connection to DataBase : 15th April 2016
- ✓ Final Deliverable (Documentation and Final Product) : 20th April 2016

2 WIREFRAME

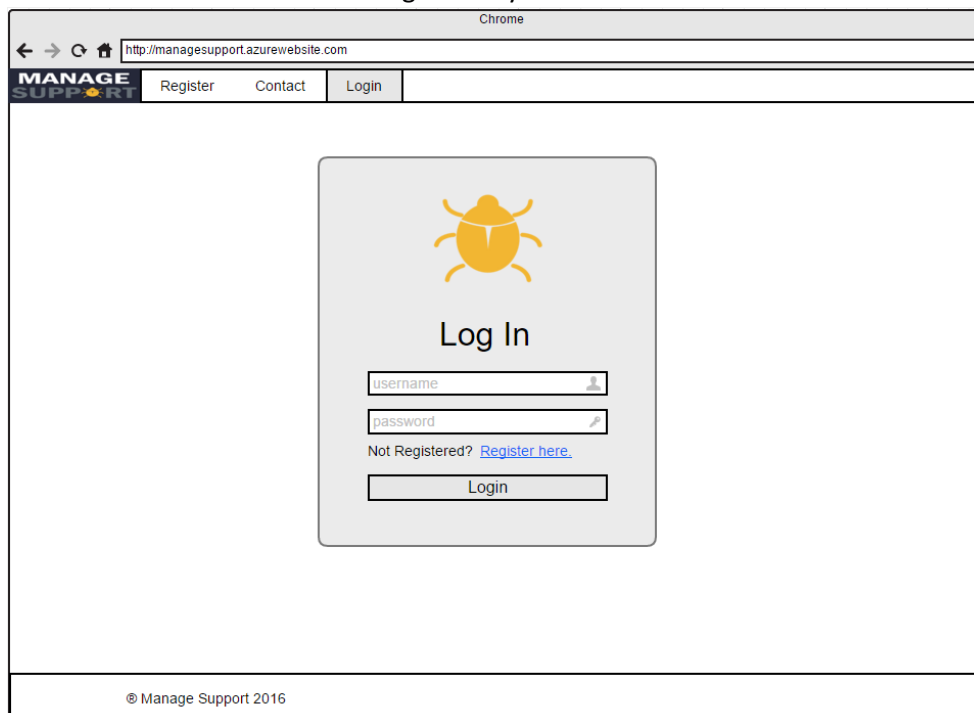
LANDING PAGE

Display the service and product we provide on the landing page.



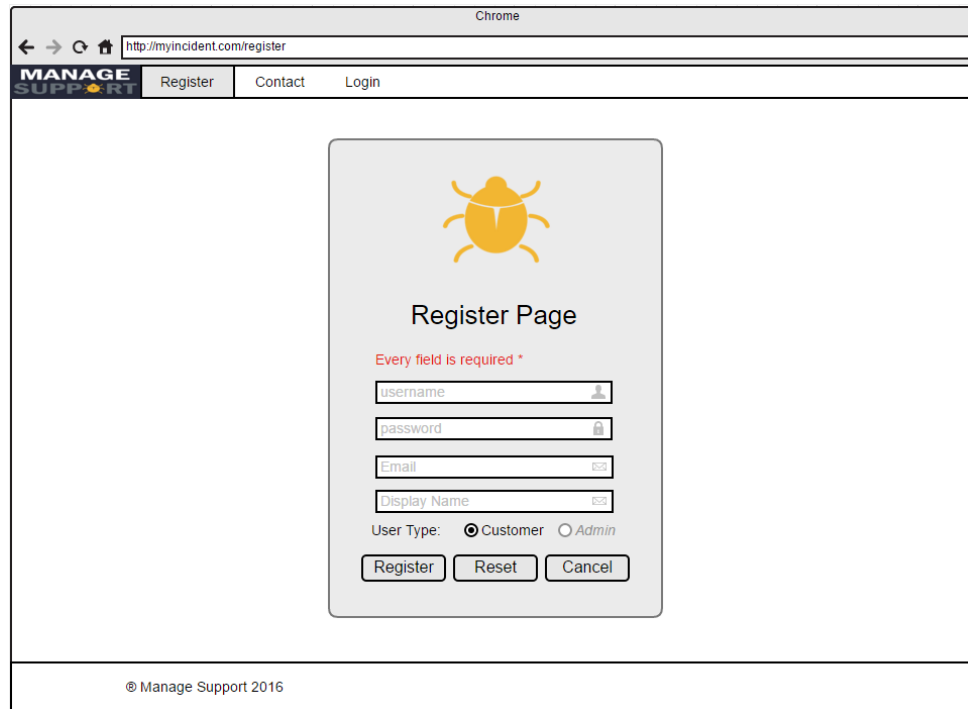
LOGIN PAGE

User can login if they have an account.



REGISTER PAGE

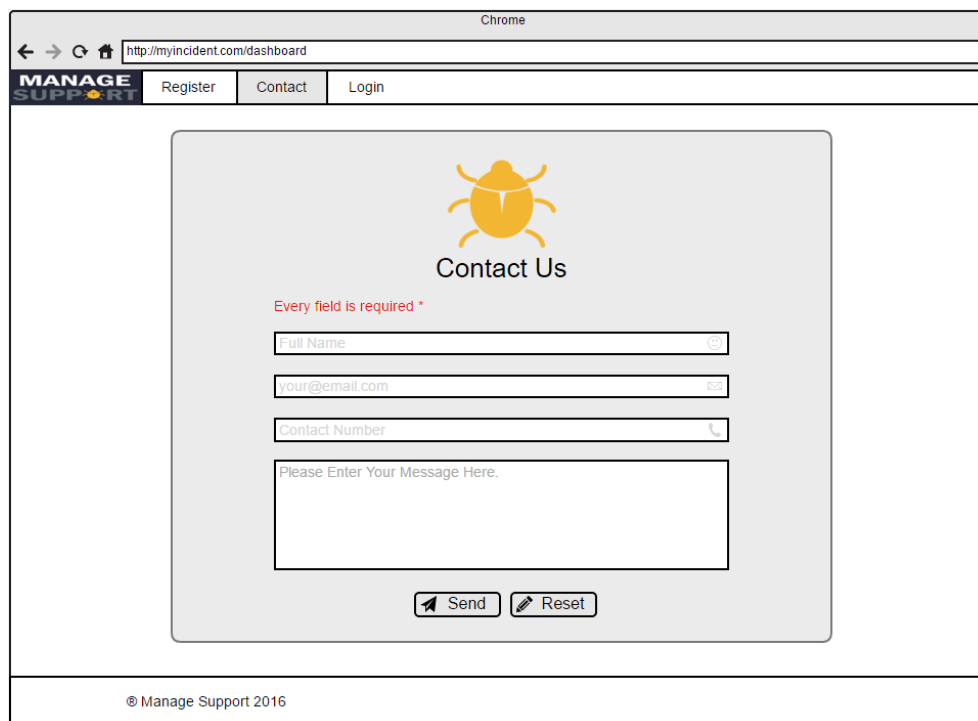
When user is not authenticated as admin user, they will only be able to register themselves as customer.



The screenshot shows a web browser window with the address bar displaying `http://myincident.com/register`. The browser's address bar and navigation buttons are visible at the top. Below the browser window, there is a navigation bar with the "MANAGE SUPPORT" logo on the left and three links: "Register", "Contact", and "Login". The "Register" link is highlighted. The main content area features a registration form titled "Register Page" with a yellow bug icon above it. The form includes a red note: "Every field is required *". The fields are: "username" (with a person icon), "password" (with a lock icon), "Email" (with an @ icon), and "Display Name" (with a speech bubble icon). Below these fields is a "User Type:" section with two radio buttons: "Customer" (selected) and "Admin". At the bottom of the form are three buttons: "Register", "Reset", and "Cancel". The footer of the page displays "© Manage Support 2016".

CONTACT PAGE

The user can contact us via contact form.

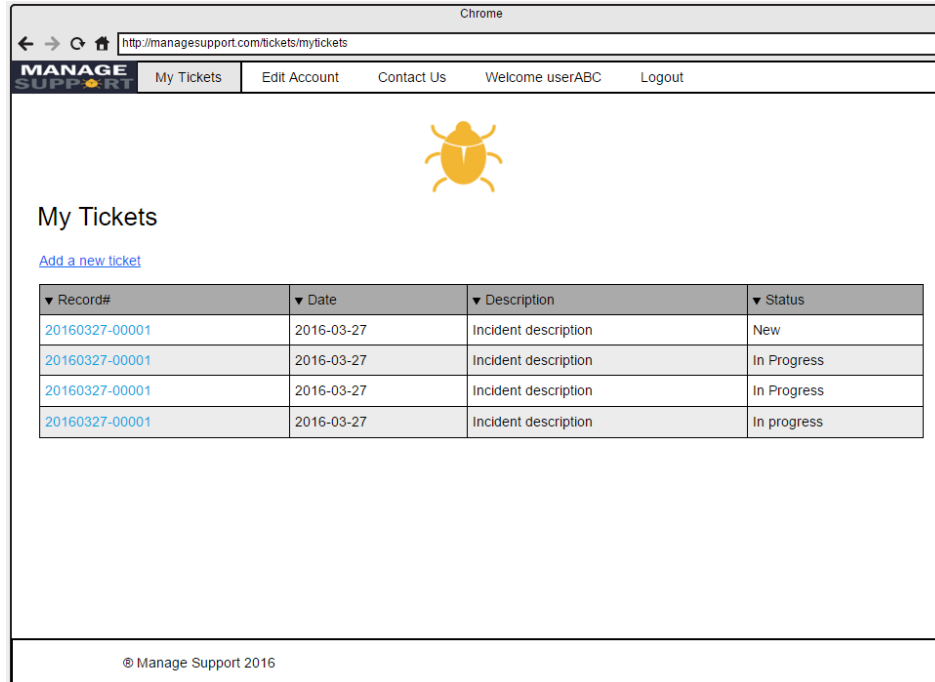


The screenshot shows a web browser window with the address bar displaying `http://myincident.com/dashboard`. The browser's address bar and navigation buttons are visible at the top. Below the browser window, there is a navigation bar with the "MANAGE SUPPORT" logo on the left and three links: "Register", "Contact", and "Login". The "Contact" link is highlighted. The main content area features a contact form titled "Contact Us" with a yellow bug icon above it. The form includes a red note: "Every field is required *". The fields are: "Full Name" (with a person icon), "your@email.com" (with an @ icon), and "Contact Number" (with a phone icon). Below these fields is a text area with the placeholder text "Please Enter Your Message Here.". At the bottom of the form are two buttons: "Send" (with a paper plane icon) and "Reset" (with a pencil icon). The footer of the page displays "© Manage Support 2016".

2.1 AUTHENTICATED AS CUSTOMER

MY TICKETS PAGE


User can see open tickets that are submitted by them. User can click Record# to check the information.



Chrome

http://managesupport.com/tickets/mytickets

MANAGE SUPPORT My Tickets Edit Account Contact Us Welcome userABC Logout



My Tickets

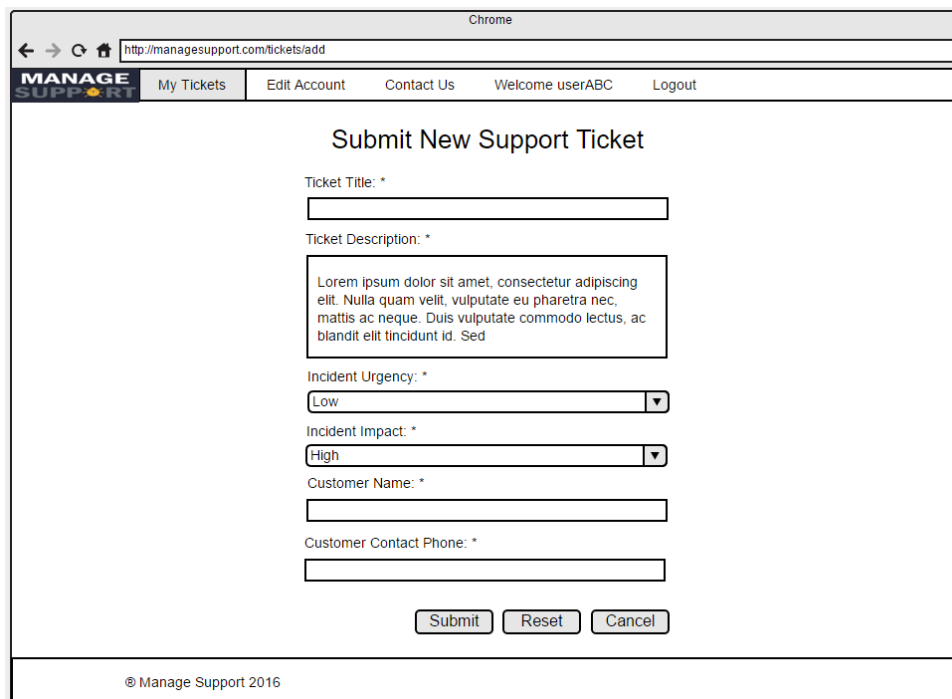
[Add a new ticket](#)

▼ Record#	▼ Date	▼ Description	▼ Status
20160327-00001	2016-03-27	Incident description	New
20160327-00001	2016-03-27	Incident description	In Progress
20160327-00001	2016-03-27	Incident description	In Progress
20160327-00001	2016-03-27	Incident description	In progress

© Manage Support 2016

NEW INCIDENT PAGE

Customer user can submit new incident ticket to the support team.



Chrome

http://managesupport.com/tickets/add

MANAGE SUPPORT My Tickets Edit Account Contact Us Welcome userABC Logout

Submit New Support Ticket

Ticket Title: *

Ticket Description: *

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nulla quam velit, vulputate eu pharetra nec, mattis ac neque. Duis vulputate commodo lectus, ac blandit elit tincidunt id. Sed

Incident Urgency: *

Low ▼

Incident Impact: *

High ▼

Customer Name: *

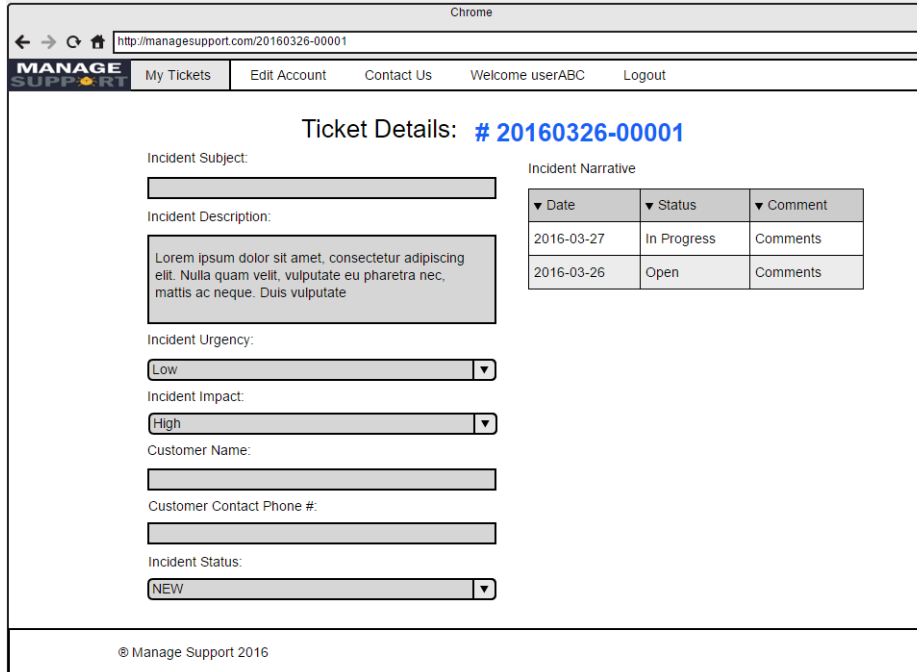
Customer Contact Phone: *

Submit Reset Cancel

© Manage Support 2016

TICKET INFO PAGE

Customer user can check the status and the audit history of the ticket that they have submitted.



Chrome

http://managesupport.com/20160326-00001

MANAGE SUPPORT My Tickets Edit Account Contact Us Welcome userABC Logout

Ticket Details: # 20160326-00001

Incident Subject:

Incident Description:

Incident Urgency:

Incident Impact:

Customer Name:

Customer Contact Phone #:

Incident Status:

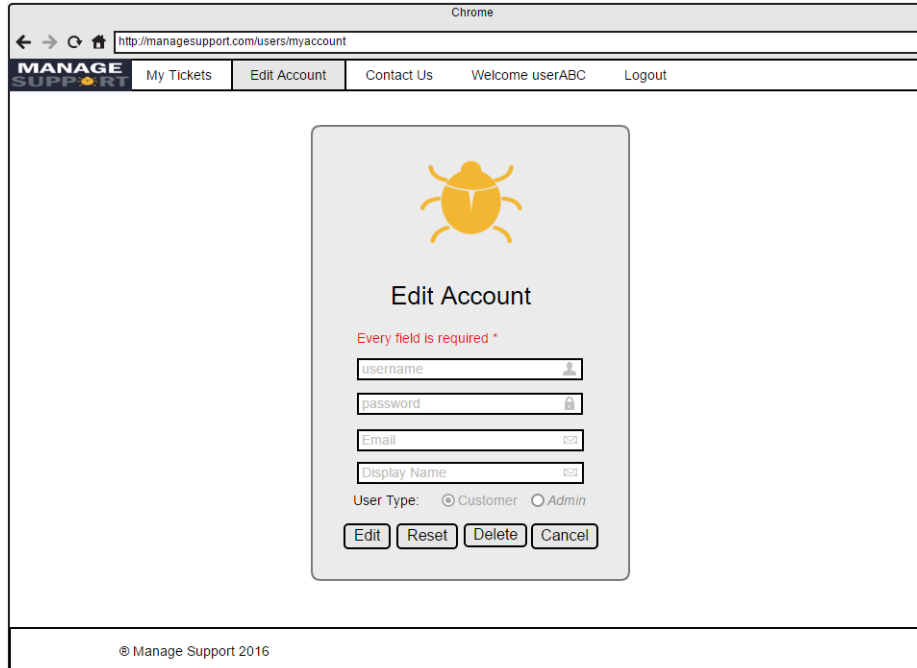
Incident Narrative

▼ Date	▼ Status	▼ Comment
2016-03-27	In Progress	Comments
2016-03-26	Open	Comments

© Manage Support 2016

MY ACCOUNT PAGE

User can modify their account information.



Chrome

http://managesupport.com/users/myaccount

MANAGE SUPPORT My Tickets Edit Account Contact Us Welcome userABC Logout

Edit Account

Every field is required *

username

password

Email

Display Name

User Type: ☒ Customer ☐ Admin

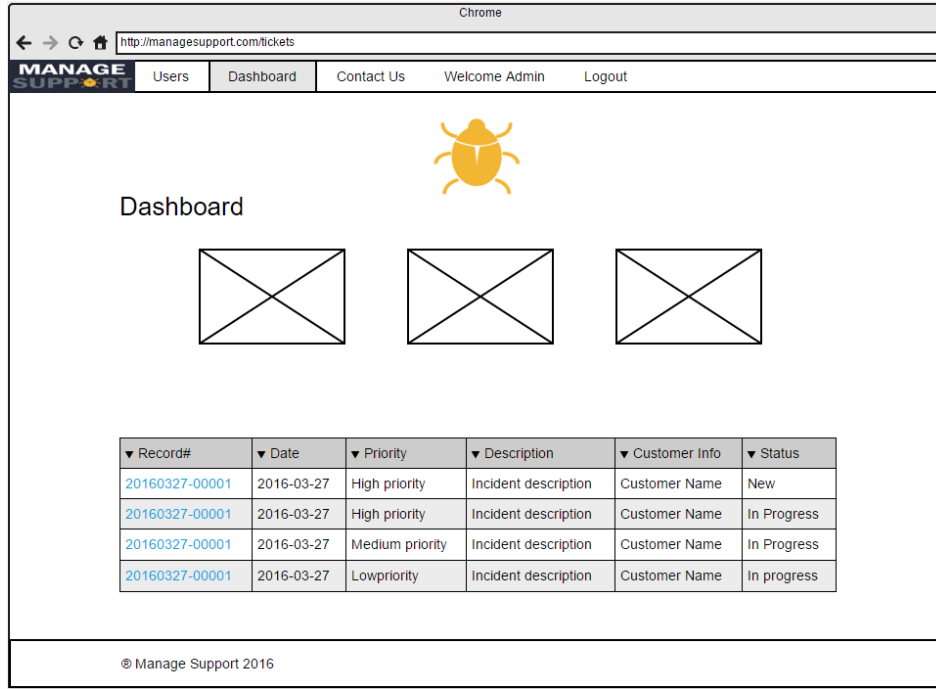
Edit Reset Delete Cancel

© Manage Support 2016

2.2 AUTHENTICATED AS ADMIN (SUPPORT) USER

DASHBOARD PAGE

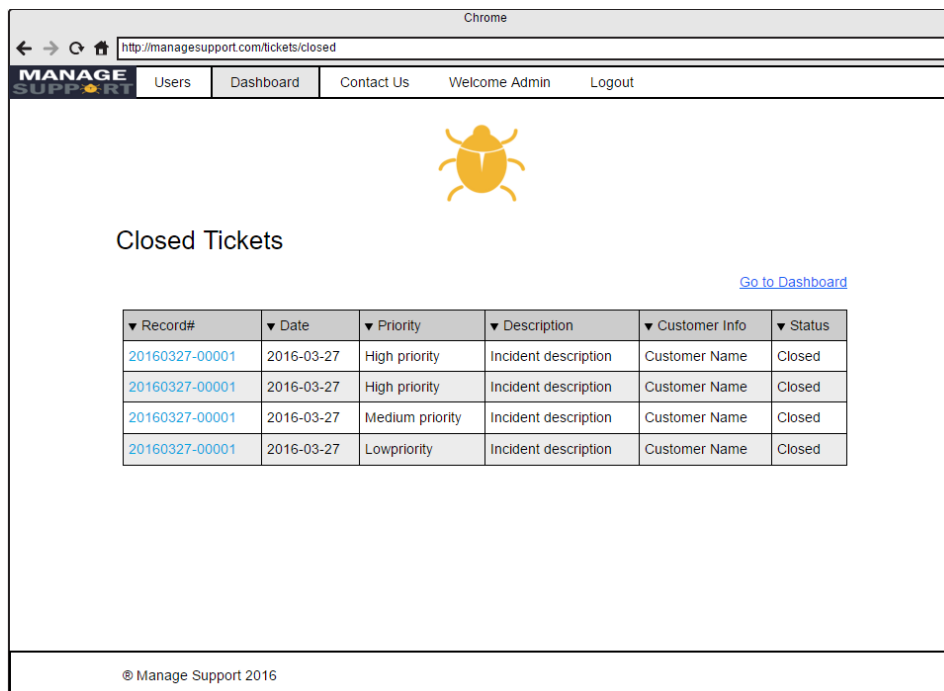
Admin can look at the current open tickets and have option to view all tickets including closed tickets.



▼ Record#	▼ Date	▼ Priority	▼ Description	▼ Customer Info	▼ Status
20160327-00001	2016-03-27	High priority	Incident description	Customer Name	New
20160327-00001	2016-03-27	High priority	Incident description	Customer Name	In Progress
20160327-00001	2016-03-27	Medium priority	Incident description	Customer Name	In Progress
20160327-00001	2016-03-27	Lowpriority	Incident description	Customer Name	In progress

© Manage Support 2016

CLOSED TICKETS PAGE



[Go to Dashboard](#)

▼ Record#	▼ Date	▼ Priority	▼ Description	▼ Customer Info	▼ Status
20160327-00001	2016-03-27	High priority	Incident description	Customer Name	Closed
20160327-00001	2016-03-27	High priority	Incident description	Customer Name	Closed
20160327-00001	2016-03-27	Medium priority	Incident description	Customer Name	Closed
20160327-00001	2016-03-27	Lowpriority	Incident description	Customer Name	Closed

© Manage Support 2016



ADMIN USERS PAGE

Display all users including customers and admins.

Chrome

http://myincident.com/users

MANAGE SUPPORT Users Dashboard Contact Us Welcome Admin Logout

Admin Users

To add a new user, [Click here](#).

▼ Display Name	▼ Full Name	▼ Username	▼ Email	▼ Type	▼ Updated	▼ Created
customer	Lucy Kang	lucyyy	lucy.kang@example.com	Customer	Wed Apr 06 2016	Wed Apr 06 2016
adminCindy	Cindy Diaz	cindy	cindy.diaz@example.com	Admin	Sun Apr 03 2016	Sun Apr 03 2016

© Manage Support 2016


ADMIN REGISTER PAGE

Admin user can be created only by the other admin. The admin radio button is enabled when user is authenticated as admin user.

Chrome


http://myincident.com/register


MANAGE SUPPORT Users Dashboard Contact Us Welcome Admin Logout





Register Page

Every field is required *

username 

password 

Email 

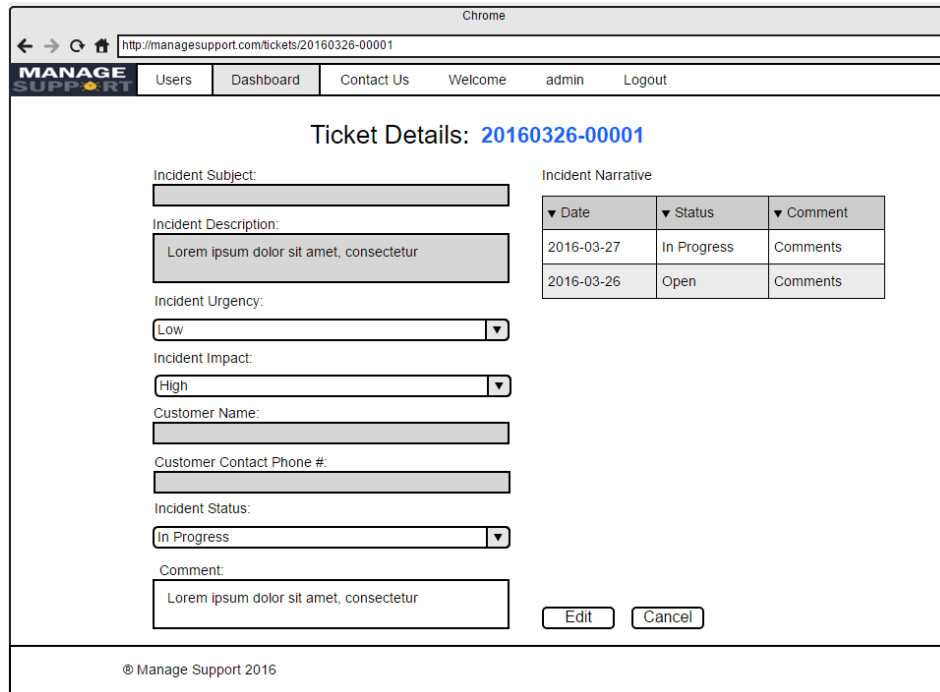
Display Name 

User Type: ☒ Customer ☐ Admin

© Manage Support 2016

TICKET EDIT PAGE

Admin user can edit the incident urgency and impact after investigation, edit status when a ticket is picked up or assigned, and comment field must be filled before submission.



Chrome

http://managesupport.com/tickets/20160326-00001

MANAGE SUPPORT Users Dashboard Contact Us Welcome admin Logout

Ticket Details: 20160326-00001

Incident Subject:

Incident Description:

Incident Urgency:

Incident Impact:

Customer Name:

Customer Contact Phone #:

Incident Status:

Comment:

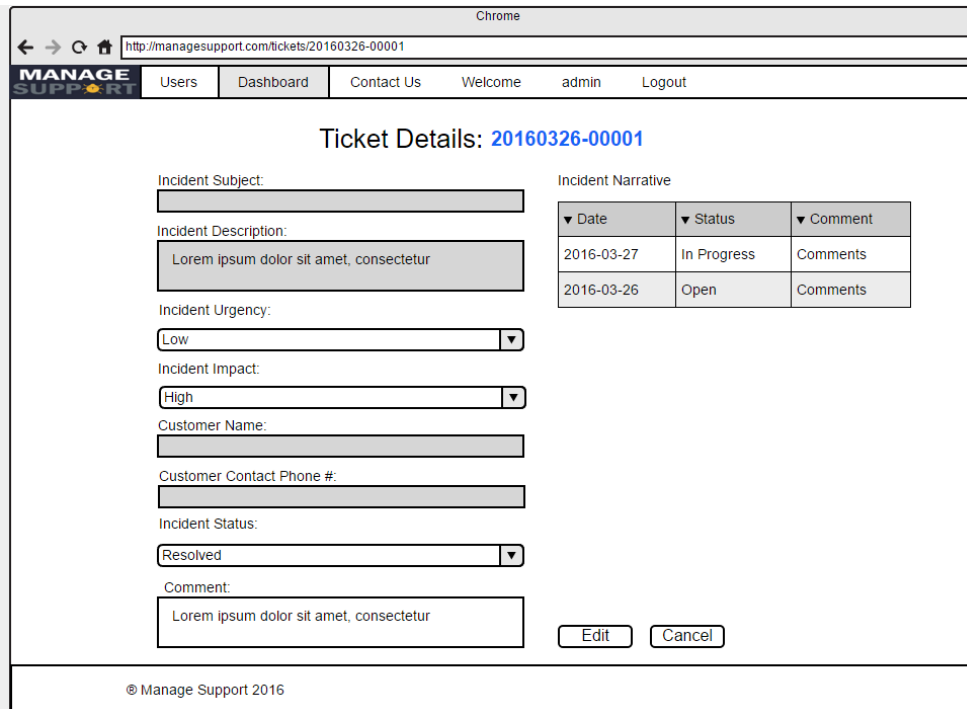
Incident Narrative

▼ Date	▼ Status	▼ Comment
2016-03-27	In Progress	Comments
2016-03-26	Open	Comments

© Manage Support 2016

TICKET EDIT PAGE (RESOLVED STATUS)

When the status is changed to Resolved, the resolution field must be filled before submission.



Chrome

http://managesupport.com/tickets/20160326-00001

MANAGE SUPPORT Users Dashboard Contact Us Welcome admin Logout

Ticket Details: 20160326-00001

Incident Subject:

Incident Description:

Incident Urgency:

Incident Impact:

Customer Name:

Customer Contact Phone #:

Incident Status:

Comment:

Incident Narrative

▼ Date	▼ Status	▼ Comment
2016-03-27	In Progress	Comments
2016-03-26	Open	Comments

© Manage Support 2016

TICKET EDIT PAGE (CLOSED STATUS)

When the status is changed to Closed, the admin user must confirm with the customer. Comment field must be filled before submission.

Chrome
http://managesupport.com/tickets/20160326-00001

MANAGE SUPPORT
Users
Dashboard
Contact Us
Welcome
admin
Logout

Ticket Details: 20160326-00001

Incident Subject:

Incident Description:

Incident Urgency:

Incident Impact:

Customer Name:

Customer Contact Phone #:

Incident Status:

Comment:

Incident Narrative

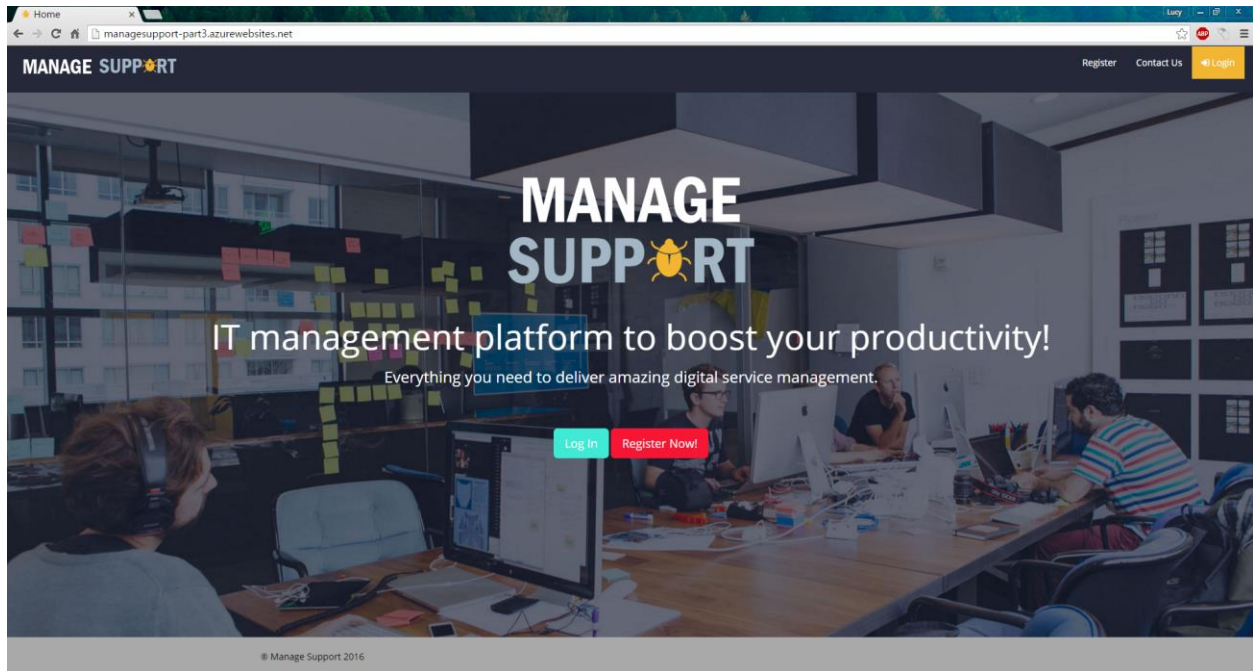
▼ Date	▼ Status	▼ Comment
2016-03-27	In Progress	Comments
2016-03-26	Open	Comments

© Manage Support 2016

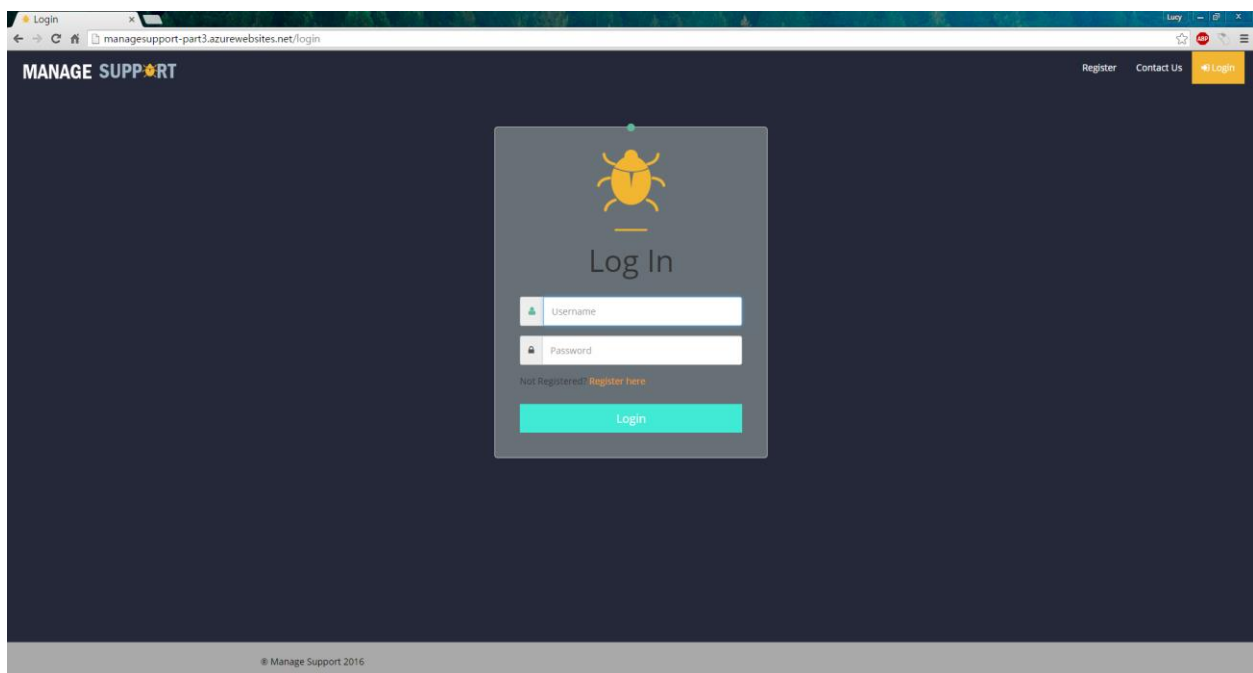
3 SCREEN CAPTURED SAMPLE IMAGE

3.1 PUBLIC PAGES THAT ARE SHOWN WITHOUT LOGIN

LANDING PAGE



LOGIN PAGE



REGISTRATION PAGE

MANAGE SUPPORT

Register Contact Us Login

Registration

Every field is required *

Username

Password

Email

Display Name

User Types: ☒ Customer ☐ Admin

Register Reset Cancel

© Manage Support 2016

CONTACT US PAGE

MANAGE SUPPORT

Register Contact Us Login

Contact Us

Every field is required *

Full Name

your@email.com

Contact Number

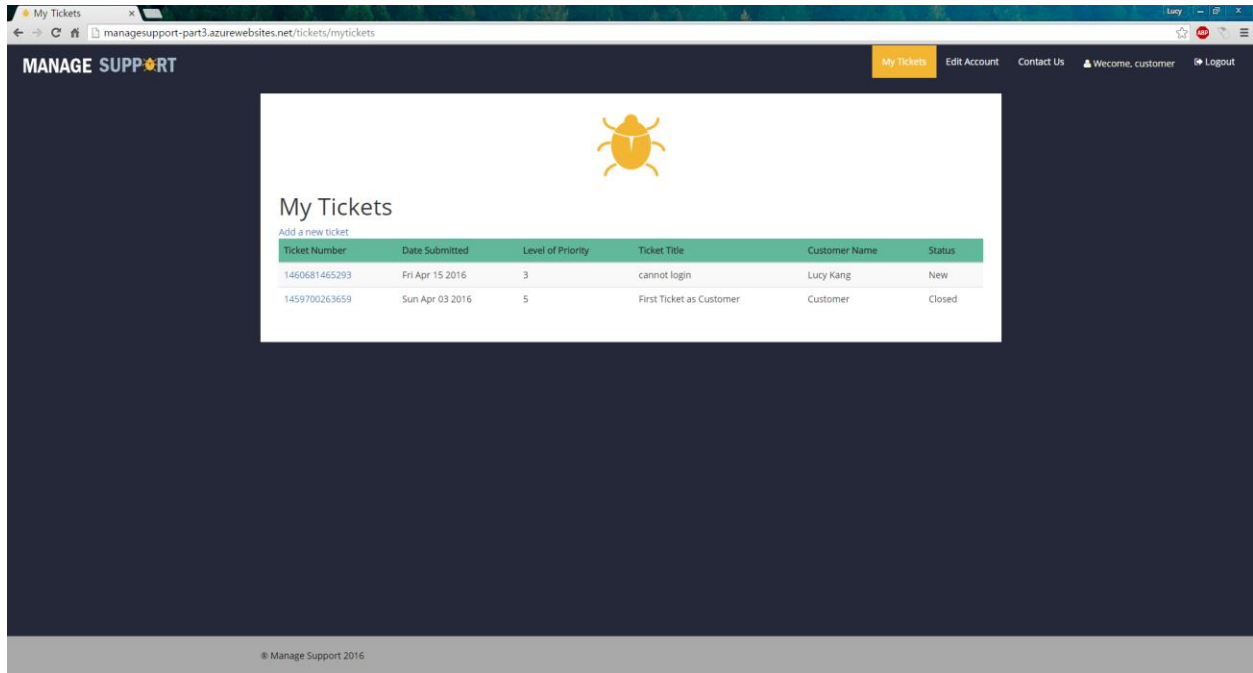
Please Enter Your Message Here.

Send Reset

© Manage Support 2016

3.2 PAGES SHOWN WHEN LOGIN AS CUSTOMER

MY TICKETS PAGE



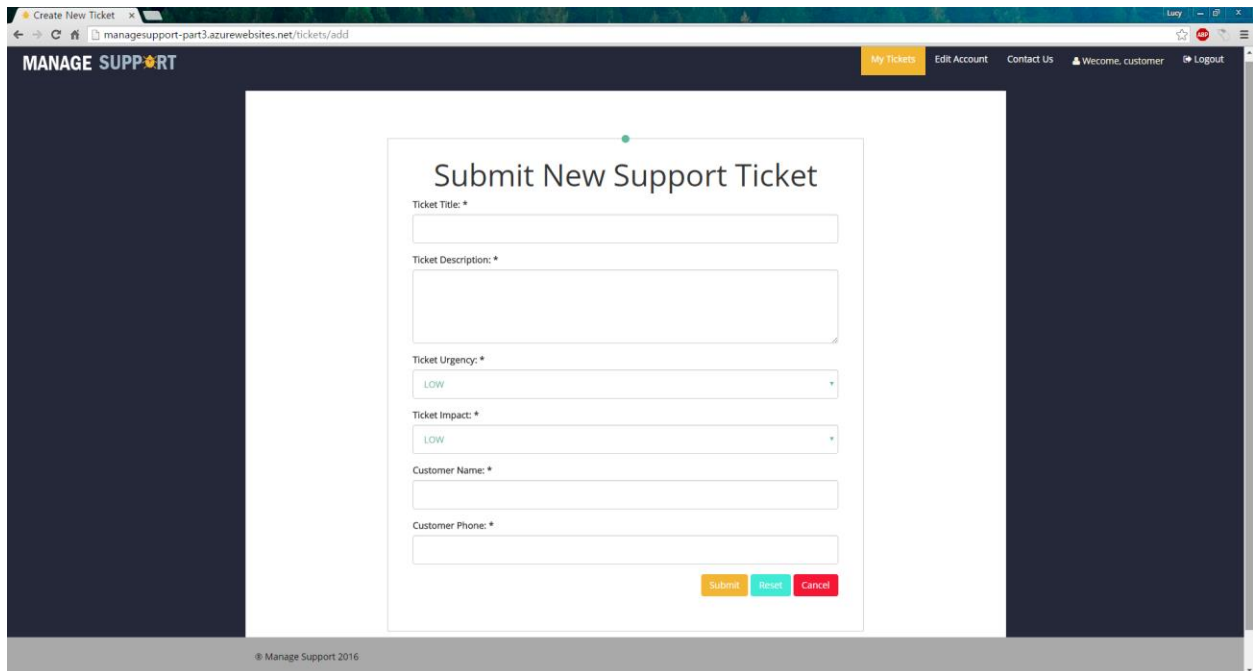
My Tickets

Add a new ticket

Ticket Number	Date Submitted	Level of Priority	Ticket Title	Customer Name	Status
1460681465293	Fri Apr 15 2016	3	cannot login	Lucy Kang	New
1459790263659	Sun Apr 03 2016	5	First Ticket as Customer	Customer	Closed

© Manage Support 2016

SUBMIT A NEW TICKET PAGE



Submit New Support Ticket

Ticket Title: *

Ticket Description: *

Ticket Urgency: *

Ticket Impact: *

Customer Name: *

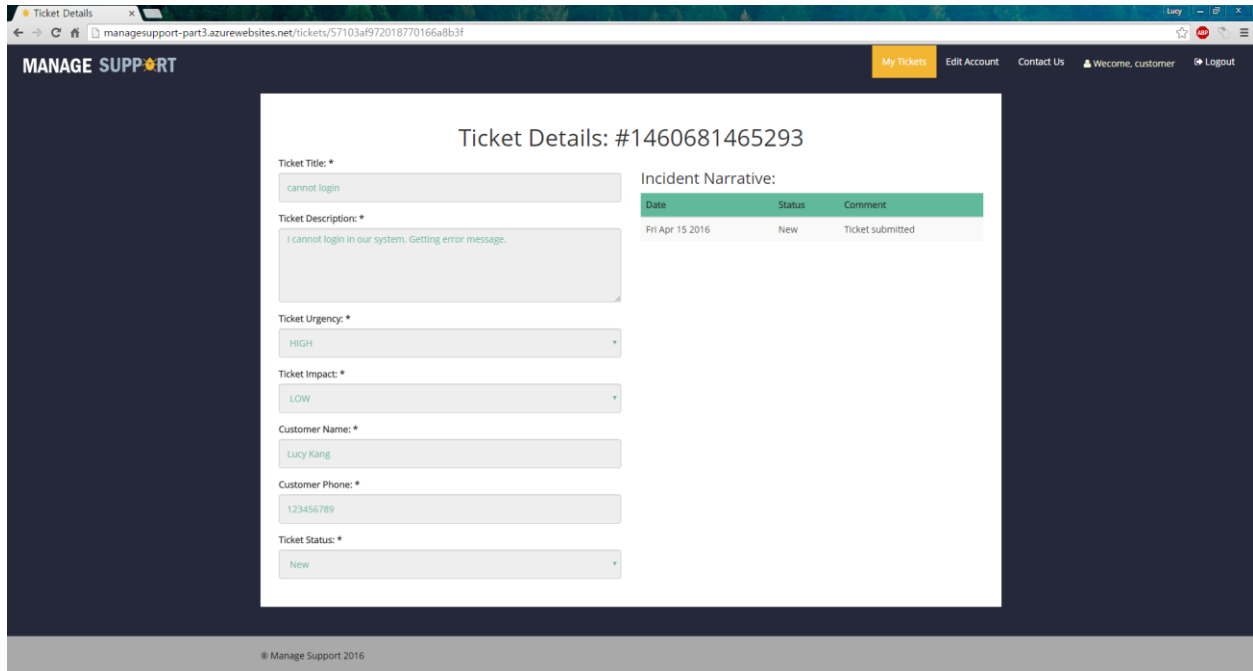
Customer Phone: *

Submit Reset Cancel

© Manage Support 2016

3.3 PAGES SHOWN WHEN LOGIN AS CUSTOMER

SUBMIT A NEW TICKET



Ticket Details: #1460681465293

Ticket Title: *
cannot login

Ticket Description: *
I cannot login in our system. Getting error message.

Ticket Urgency: *
HIGH

Ticket Impact: *
LOW

Customer Name: *
Lucy Kang

Customer Phone: *
123456789

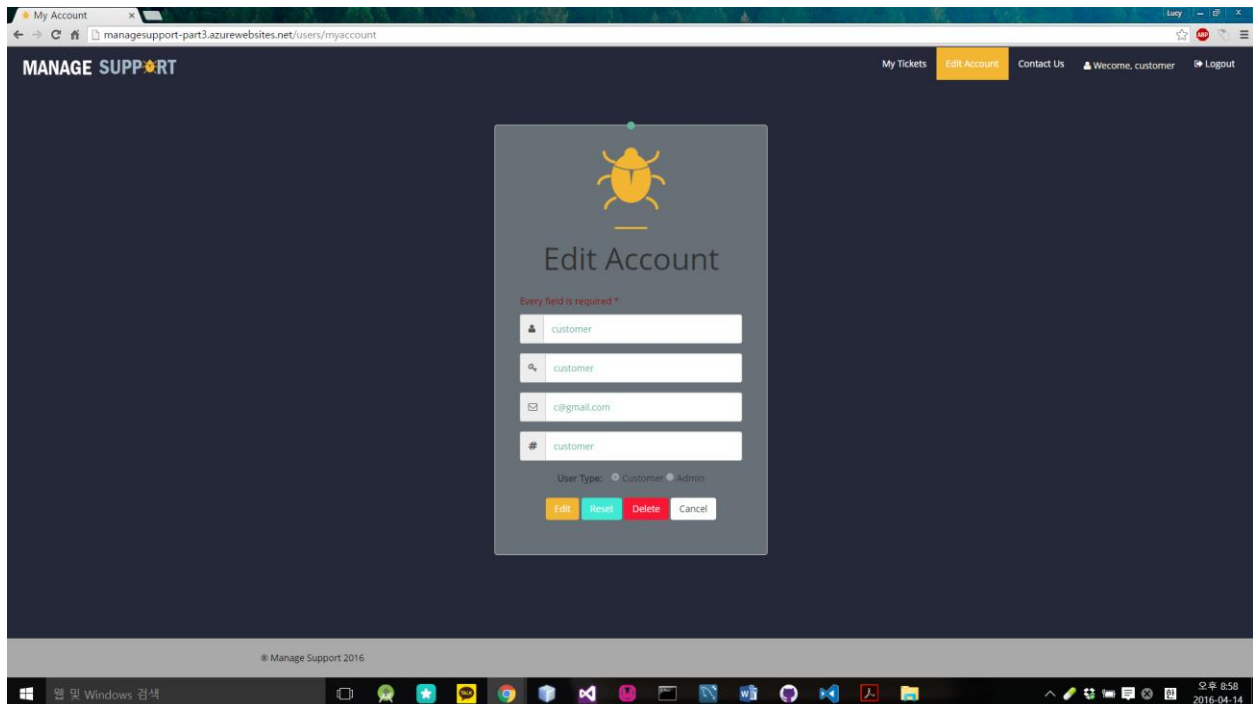
Ticket Status: *
New

Incident Narrative:

Date	Status	Comment
Fri Apr 15 2016	New	Ticket submitted

© Manage Support 2016

EDIT ACCOUNT PAGE



My Account

MANAGE SUPPORT

My Tickets Edit Account Contact Us Welcome, customer Logout

Edit Account

Every field is required *

username: customer

email: customer

password: c@gmail.com

password: customer

User Type: ☒ Customer ☐ Admin

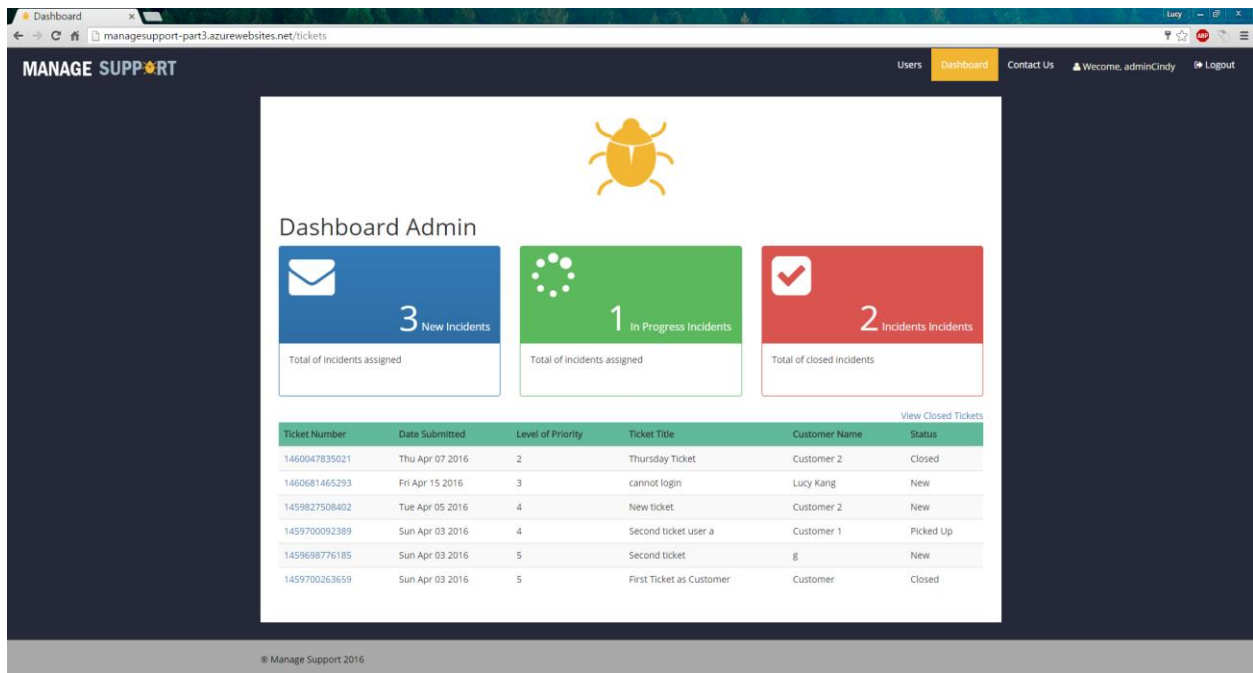
Edit Reset Delete Cancel

© Manage Support 2016

Windows 검색

오피스 8:58 2016-04-14

DASHBOARD PAGE

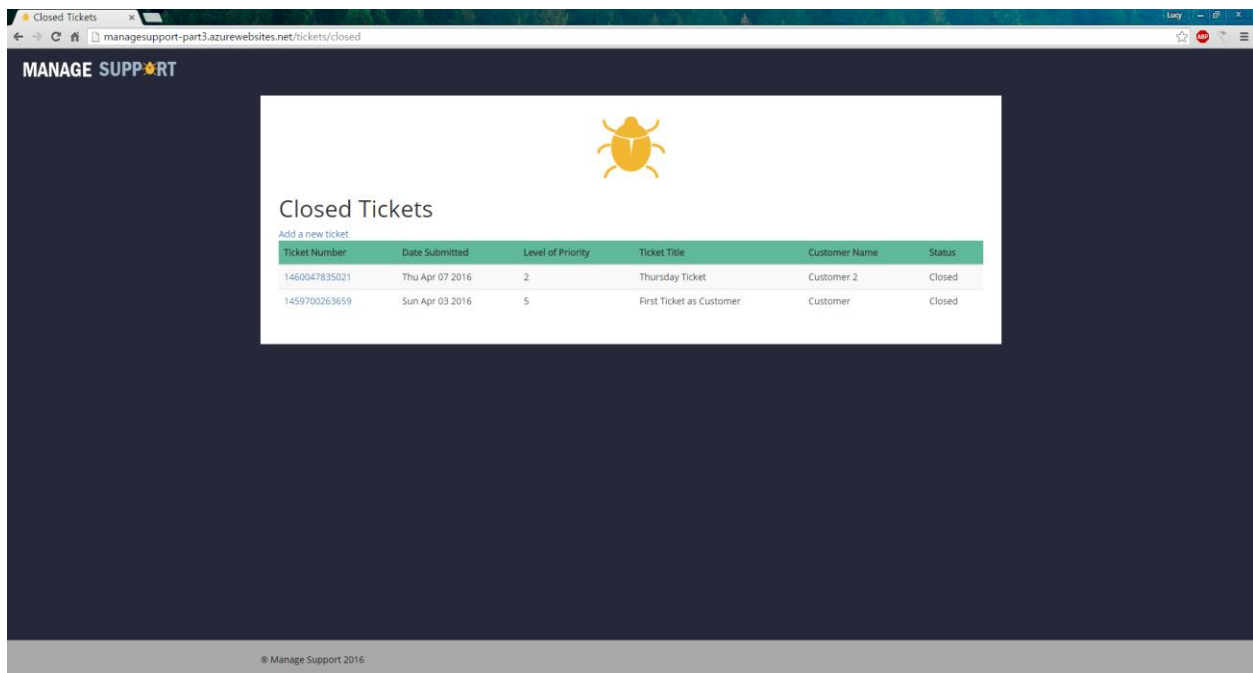


The dashboard page features a dark blue header with the 'MANAGE SUPPORT' logo and navigation links: Users, Dashboard (active), Contact Us, Welcome, adminCindy, and Logout. The main content area is white and contains a central orange bug icon. Below the icon, the title 'Dashboard Admin' is followed by three colored boxes: a blue box for '3 New Incidents' (Total of incidents assigned), a green box for '1 In Progress Incidents' (Total of incidents assigned), and a red box for '2 Incidents Incidents' (Total of closed incidents). A table titled 'View Closed Tickets' lists the following data:

Ticket Number	Date Submitted	Level of Priority	Ticket Title	Customer Name	Status
1460047835021	Thu Apr 07 2016	2	Thursday Ticket	Customer 2	Closed
1460681465293	Fri Apr 15 2016	3	cannot login	Lucy Kang	New
1459827508402	Tue Apr 05 2016	4	New ticket	Customer 2	New
1459700092389	Sun Apr 03 2016	4	Second ticket user a	Customer 1	Picked Up
1459698776185	Sun Apr 03 2016	5	Second ticket	g	New
1459700263659	Sun Apr 03 2016	5	First Ticket as Customer	Customer	Closed

© Manage Support 2016

CLOSED TICKET PAGE



The 'Closed Tickets' page features a dark blue header with the 'MANAGE SUPPORT' logo. The main content area is white and contains a central orange bug icon. Below the icon, the title 'Closed Tickets' is followed by a link 'Add a new ticket'. A table lists the following data:

Ticket Number	Date Submitted	Level of Priority	Ticket Title	Customer Name	Status
1460047835021	Thu Apr 07 2016	2	Thursday Ticket	Customer 2	Closed
1459700263659	Sun Apr 03 2016	5	First Ticket as Customer	Customer	Closed

© Manage Support 2016

EDIT TICKET & VIEW TICKET INFO PAGE

Ticket Details

manage-support-part3.azurewebsites.net/tickets/5701417c7237f4144438f238

Ticket Details: #1459700092389

Ticket Title: *
Second ticket user a

Ticket Description: *
asgac

Ticket Urgency: *
LOW

Ticket Impact: *
MEDIUM

Customer Name: *
Customer 1

Customer Phone: *
1233

Ticket Status: *
Picked Up

Comment: *

Incident Narrative:

Date	Status	Comment
Sun Apr 03 2016	New	Ticket submitted
Thu Apr 07 2016	Picked Up	dasd

Submit Cancel

Manage Support 2016

4 POTENTIAL FEATURES

- After the user submitted the ticket, email confirmation will be sent.
- When the status changed, send email notification to the user who submitted the ticket.
- When the ticket has not be closed for certain period, it will be displayed in different color.
- A chart that display the number of tickets received per month.