**How to**

1. In the zipped file attached, locate the *apache-tomcat-7.0.34* directory.
2. Unzip the directory.
3. Place the directory on the root of C:\
4. Create the following directory: C:\csj\s1\

Copy the following file to the S1 directory: env-setup-for-tomcat.bat

1. Copy and paste the commands below on a command prompt and hit enter:

**cd c:\csj\s1\**

**env-setup-for-tomcat.bat**

**:wait**

**cd c:\apache-tomcat-7.0.34\bin\**

**startup.bat**

1. Once the Tomcat environment is running, navigate to <http://localhost/csj/Main.jsp>
2. The credentials are below:

("test", "password", "customer"));

("test2", "password", "customer"));

("Hernandezo", "temp1234", "customer"));

("Jonesj", "password", "customer"));

("Badera", "project", "manager"));

("Garciaa", "password1234", "manager"));

("Smithj", "test1234", "account"));

("Chenk", "pw1234", "technical"));

("Petersf", "test123", "account"));

("Hernandezg", "pw123", "technical"));you

**Project Implementation**

Lines of code:

HTML to code ratio: Less than 10%

Requirements implemented:

* Build an application that will be used to enroll in a plan or to order services/PPV events
* Implement four different roles/logins/webpages:

1. Managers
2. Account Specialists (Customer Support)
3. Technical Support Specialists (Technician)
4. Customers

* A manager has all privileges and can cancel/update/delete any type of order
* Account Specialist can:

1. Create an account for a new customer

2. Update customer account

3. Create an incident ticket and assign it to a Technician

4. Place an order of a PPV

* Technical Support Specialist can:

1. Schedule incident ticket
2. Close incident ticket
3. Cancel incident ticket

* A customer that has an existing account can:

1. Update Record (credit card, personal info, etc.)
2. Pay Monthly Bill
3. Order a PPV event
4. Cancel an ordered PPV
5. Change TV or Internet plan

* The users/customers have a valid login and password. Hard-coded logins/passwords in HashMap data structure.

Requirements attempted:

* A manager has all privileges and can cancel/update/delete any type of order
  1. Did not have time to complete the function to process a customer payment

Requirements excluded:

* PPV Live Sports Events
  1. Hard-Code 10 Events – only one was hard coded
* PPV Movies
  1. Hard-Code 20 Movies – only one was hard coded
* Cancel an ordered PPV event 24 hours before the PPV date
  1. Did not have time to implement a time stamp with an if statement to validate the time before allowing the customer to cancel
* Cancel/Add Internet account
  1. Completely overlooked this requirement until now