Facility Manager

RMIT | OUA ITP Assignment 2

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TABLE OF CONTENTS

| CONTENT	PAGE

Facility Manager Overview

Facility Manger is a robust ticket-based issue management system designed to allow the creation and management of maintenance request tickets. Facility Manager has a sleek and clean design interface that focuses on providing the user easily readable data.

Our issue ticket system marks all created tickets with a time stamp allowing for easy referencing back to tickets on certain dates and times, this means if an issue has been logged but not fixed you can go back and check the time stamp for created tickets to see how long it has been pending as unresolved. This will provide managers key insights into the time frame for tickets being submitted to marked as resolved.
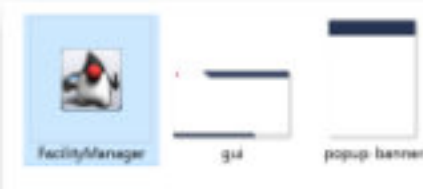
Installing Facility Manager

To Install Facility Manger Simply head to our website and download the reqired zip file "https://peninsulainteractive.com/downloads/FacilityManager.zip"

Once you have the ZIP file right click and select extract here
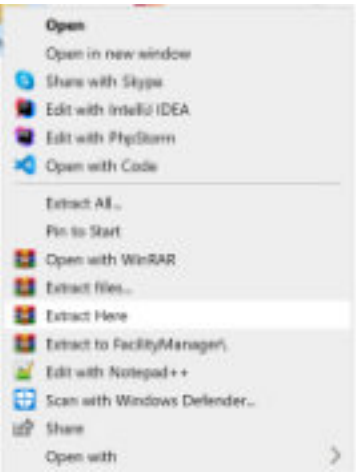
Now you have the extracted folder simply run FacilityManager.Jar and your ready to

Issue Tickets

Facility Manager allows you create an unlimited number of issue request tickets to be held within its database. These tickets have 4 core components and 2 supporting entries. The first four key values are the "Issue Name", "Issue Description", "Issue Priority" and issue "Resolved".

The first three entries are set when the user creates a ticket, its important with the name value to ensure that you keep it short and sweet this should be between 2-3 words at most. The description needs to be a moderately in-depth paragraph about the issue. It is important to try and provide the maintenance team or responding staff member with as much simple and clear information.
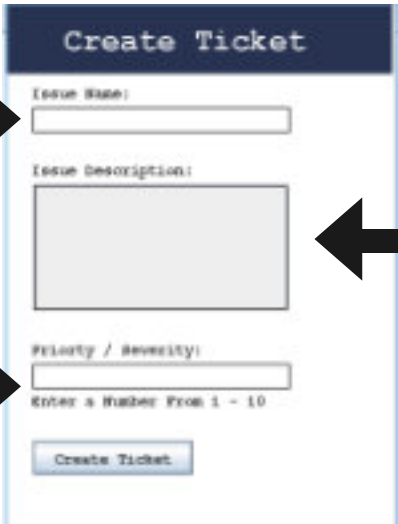
The priority value should indicate the level of severity that the issue provides, for example a priority of 1 would be a very minor repair job, whilst a priority of 10 would be a severe issue that has substantially impacted the business and customers.

Select the Add Ticket Button to get started
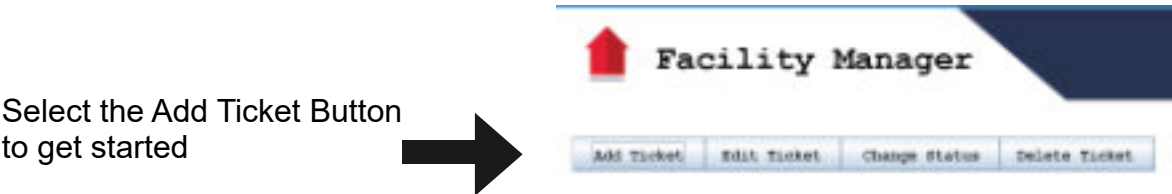
Enter the Issue Name,

Keep this short and sweet

Enter the descirption for the issue, keep this simple but remember to convay as much infromation as possible.

Select and enter a priorty for the issue, keep this between 1-10
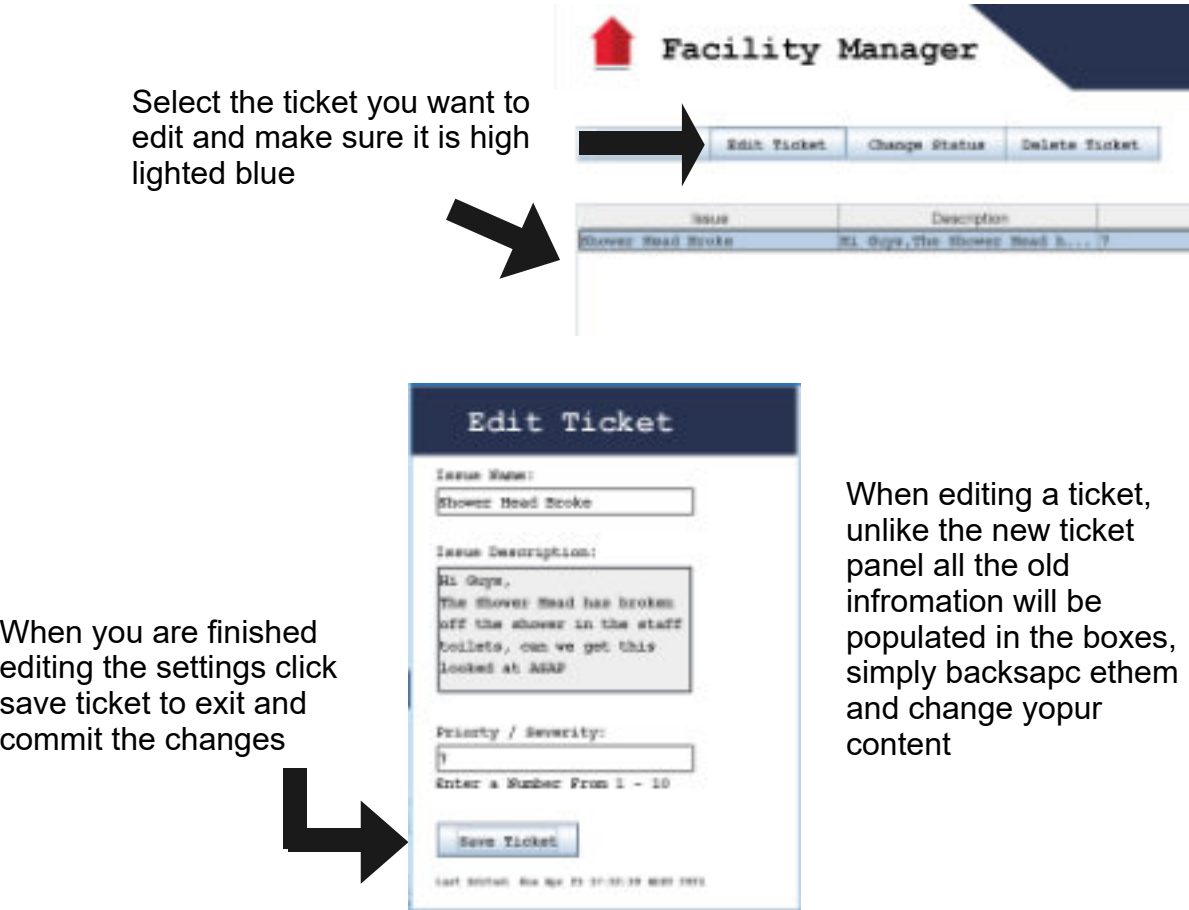

Editing Issue Tickets

When editing a ticket, make sure that you that select the ticket you wish to edit first, you will know this occurs when you click on the ticket and see it highlighted in blue. Now up the top, click the edit ticket button to open the edit window. Now this is open you can edit any number of the fields that we set when creating the ticket.

Simply backspace the content that you had and retype in your change information. When you are done click save ticket to update the content. When editing a ticket, it's important to remember that it will display the last edited time stamp at the bottom as well as update the edited timestamp when you click save.

Select the ticket you want to edit and make sure it is high lighted blue


When editing a ticket, unlike the new ticket panel all the old infromation will be populated in the boxes, simply backsapc ethem and change yopur content

When you are finished editing the settings click save ticket to exit and commit the changes

Marking Tickets As Resolved

When you or a member of your company's maintenance team have fixed the issue as outlined in the issue ticket you can simply select the ticket and click change status, this allows you to change its resolution status to resolved.

To compliment this feature if you perform a change and it breaks again and requires further assessment you can select a resolved ticket and click change status to change it back to resolved being false. Clicking change status will swap the resolved level for you.
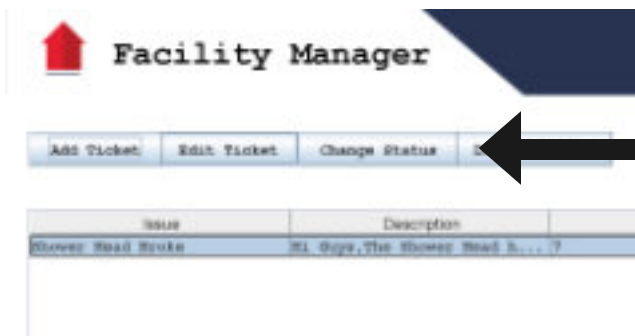
Select the Ticket (Ensure it is highlighted blue) Then select the "Change Status Button"

One you click that you will see a popup window telling you that the status has been changes to either true or fasle depending on the starting value!
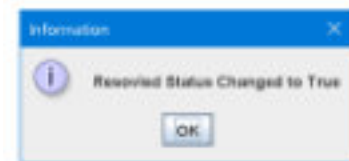
Time Stamps

When a ticket is created it will log its time stamp with the Facility Manager system, this is displayed on the far-right hand side of the ticket table. The last modified stamp will be constantly updated to reflect the last time that a change was made to the ticket, this can be a edit to the content or a status change.

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