



Facility Manager V2

RMIT | OUA ITP Assignment 3

Create By Jack Harris
(s3893749) 23/05/2021

TABLE OF CONTENTS

CONTENT	PAGE
Facility Manger Overview	Page 2
Whats New in Facility Manager v2!	Page 2
Installing Facility Manager	Page 3
Create Users	Page 4
User Permission List	Page 4
Logging In	Page 6
How to Create a Issue Ticket	Page 6
How to edit a Issue Ticket	Page 7
Marking Tickets as Resolved	Page 8
Time Stamps	Page 8
Deleting Tickets	Page 9
Import Tickets from a .CSV	Page 10
Console VS GUI User Interfaces	Page 11

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.

Whats New in v2?

Facility manager has been recoded in its entirety since its intial creation to allow for a number of key features not present in the first version, this means it retains the same simple and easy to use user ineface whilst offering the end user a far superior experiance.

New Core Features

Login & User Accounts!

Facility Manger has a robust user login and permission system allowing you to have multiple user accounts with users split between normal and administrators, this means that you can limit user permission for deleting and resolving tickets to your maintiance team and limit normal staff to simple creating and editing the content of their tickets. This creates a safer and more secure enviroment for your team.

Automatic Saving & .CSV

e enviroment for your team. Facility Manger now support saving to .CSV files for tickets and users, this allows us to store pessistant data across the appication regardless of who opens it. Creating tickets is still as simple as ever! In line with our core ideas saving has been made as simple as posible, when the user exits the application with the close button facility manger will save all tickets and changes meaning you dont need to worrie about clicking “save” before exiting your program!

Multiple User Interfaces at Once!

We understand that there are situations that you may wish to run multiple user interfaces, due to the rebuild of facility manger we can now serve an unlimited version of user interfaces all linked back to our core backend system! These can be both console & GUI application windows allowing facility manger to meet any buissness requiremets!

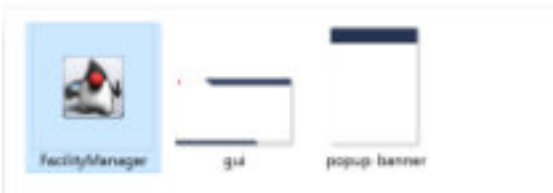
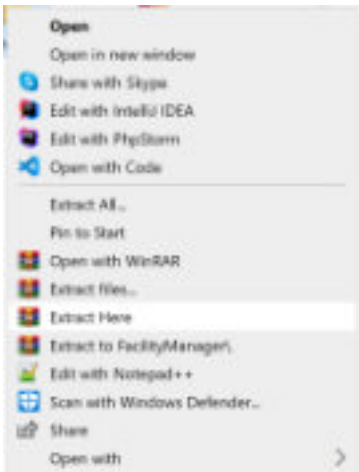
Installing Facility Manager

Installing facility Manager is as simple and easy as ever, firstly navigate to our website and download a copy of the program, then select a directory of you choosing and right click and extract all the files to that location.

Facility manager only requires its core .Jar file as well as 2 GUI art elements to function, all relivant .CSV storage files are generated at run time.

<http://peninsulainteractive.com/downloads/FacilityManagerV2.zip>

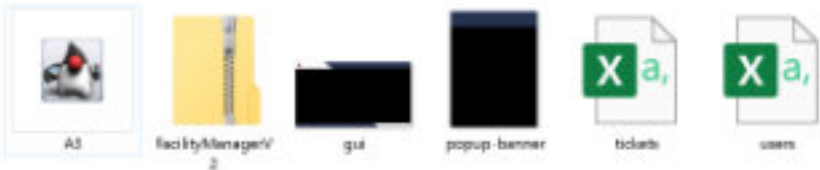
Firstly Click Extract after you move the.ZIP int your selected File



When your ready to run the application launch the Facility Manager Jar File

Creating Users & Setting Permissions

In Facility Manager V2 we currently do not have any process with editing users whilst in the application, when you first install the system it will create two default users for you, called “user” & “admin” it is highly recommended that you use these as a template and create your own users streight away, this can be performed by editing the newly generated users.csv. If you dont see the csv file make sure you run Facility Manager once to perform its first time system set up.



We recommend you edit the CSV file using your systems default note pad program, this ensures no other formating code is injected into the file, Microsoft Excel will inject additional code, please DO NOT use it!



Now you have that file open you can view the two default users, to create a new user simply create a new line and enter the follow fields seperated by commerse.

Username,Firstname,Lastname>Password,true/fasle (Is the user an admin?)

An example of this for a normal user and administrator would look like this:

Normal user: john.smith,John,Smith,myPassword,false

Administrator user: jack.harris,Jack,Harris,123,true

Permissions List

Standard User	Administrator User
Create Tickets	Create Tickets
Edit Tickets Details Created by That User	Can Edit All Tickets Details
Can View Tickets Created By That User.	Can View All Users Tickets in the System
	Can Delete Tickets
	Can Mark Tickets As Resolved
	Can Import New Tickets From CSV

Logging In

Loggins into Facility Manager is a simple and painless process, when you first load up the Jar file it will ask prompt you for a username and password, by default this is "admin, 123" for the administrator account and "user, no-password" for the user account.

**** TIP **** remember to change the administrator and user account details after you run the application for the fist time, Refer to the above section for instructions.



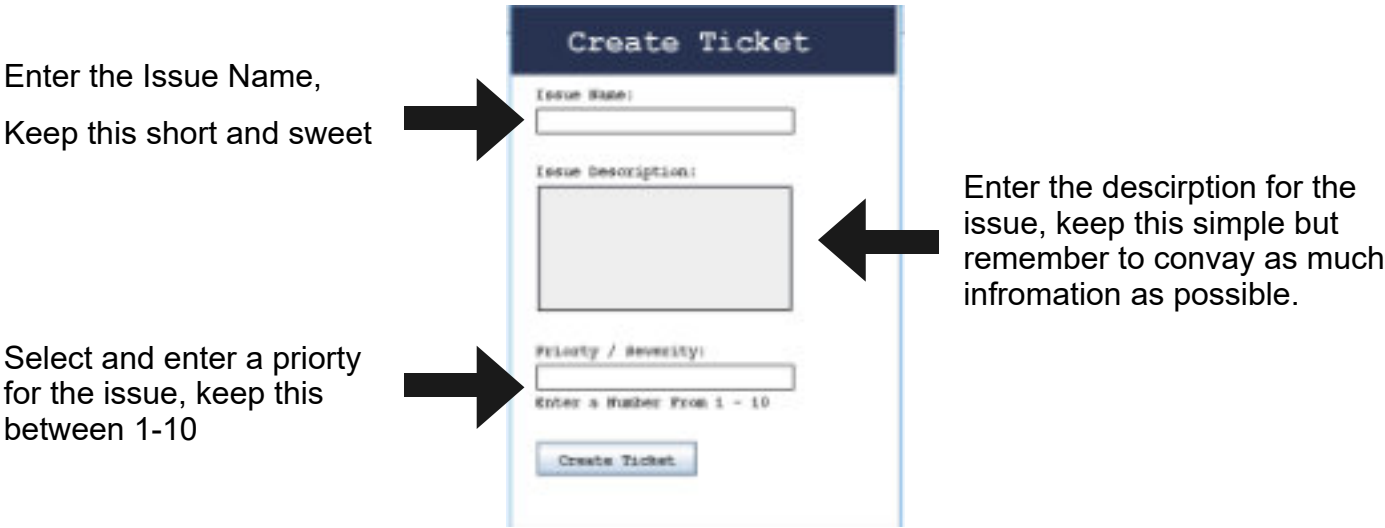
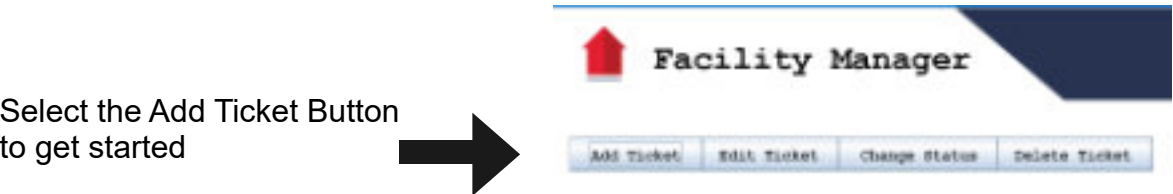
If you enter and details wrong and the system cannot log you in or match your details with a known user then you will recive this prompt. Retry the login or reset the users by deteling the users.CSV file.

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.



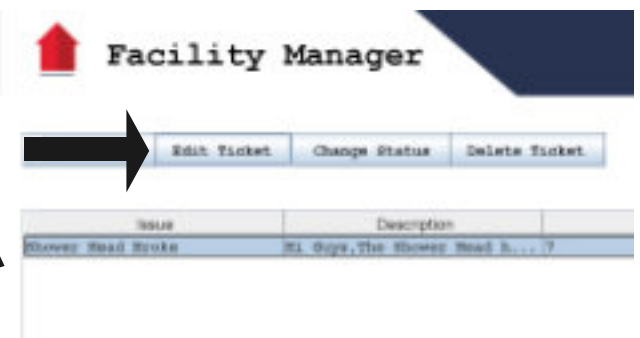
Editing Issue Tickets

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.

Administrators can edit all tickets how ever standard users are locked to only editing tickets that belong to them!

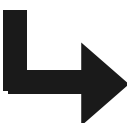
Select the ticket you want to edit and make sure it is high lighted blue



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



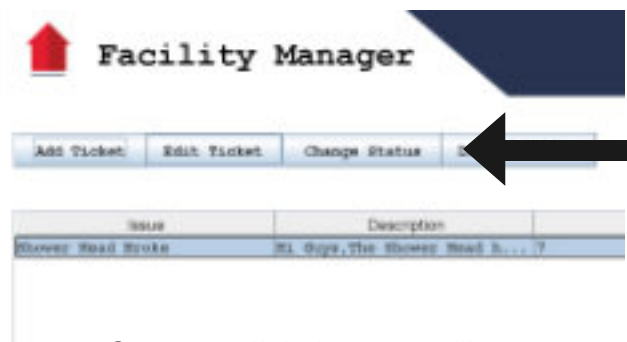
When you are finished editing the settings click save ticket to exit and commit the changes



Marking Tickets As Resolved - ADMIN ONLY!

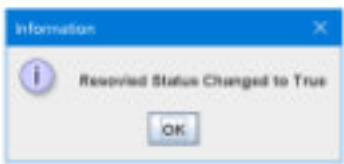
To get started marking tickets as resolved ensure you are logged in as an administrator user. When you or a member of your company's maintenance team have fixed the issue as outlined in the issue ticket you can simply select the ticket and click change status, this allows you to change its resolution 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



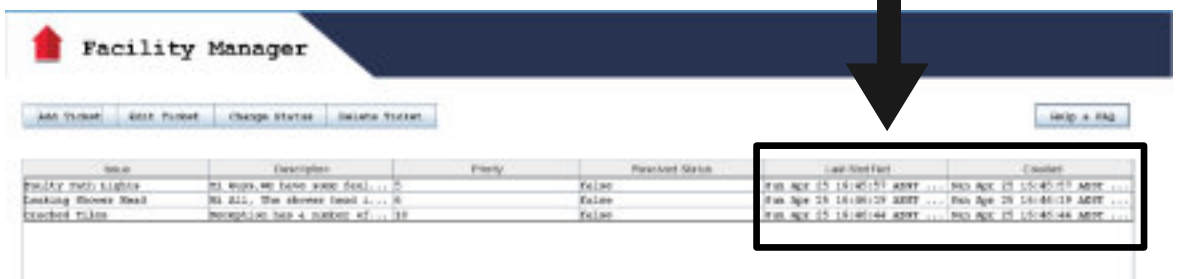
Select the Ticket (Ensure it is highlighted blue) Then select the "Change Status Button"

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

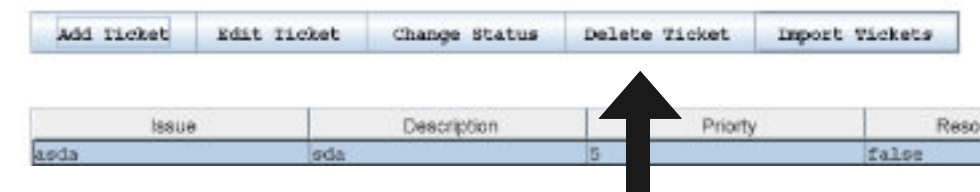
When a ticket is created it will log its time stamp with the Facility Manager system, this is displayed on the far-right hand side of the ticket table. The last modified stamp will be constantly updated to reflect the last time that a change was made to the ticket, this can be a edit to the content or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



Deleting Tickets - ADMIN ONLY!

When deleting a ticket from the system, please ensure you are logged in as an administrator account, then simply select a ticket and click the delete button, this will prompt you with a confirmation that the ticket has been deleted.

Deleted tickets cannot be recovered from the system, it is recommended to mark the tickets as resolved and leave them in the system rather than manually deleting them.



Delete Button on main task bar, admin only!, Ensure that you have a record selected in blue here.



Once the record has been deleted you will receive a confirmation popup like this informing you that the delete was a success

Importing Tickets from a .CSV file

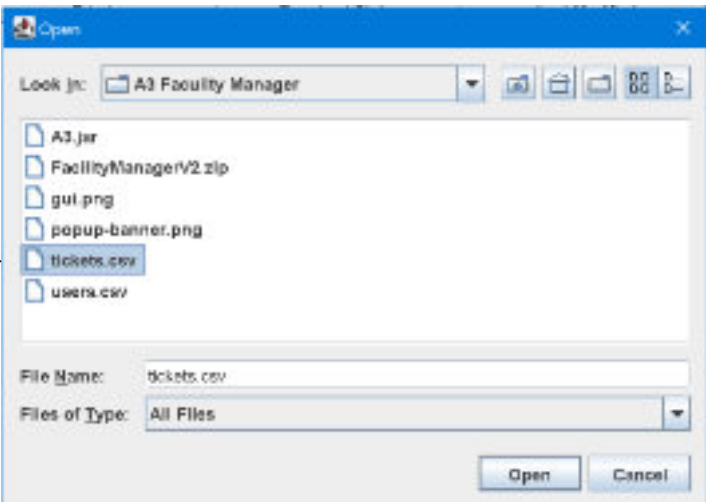
When deploying a Facility Manager installation you may wish to import previous tickets from a prior tickets.csv save file. In order to perform that function the administrator accounts have access to an import button, this will allow you to select a .csv file and load the contents into Facility Manager, CSV imports only need to occur once as after the import the tickets will be saved with the existing tickets in the standard save location.



Once you are logged in to the program as an administrator you will see the import button on the far right hand side

Once the open file window navigate to the new CSV file, once the file is selected and highlighted in blue then click the "Open" button.

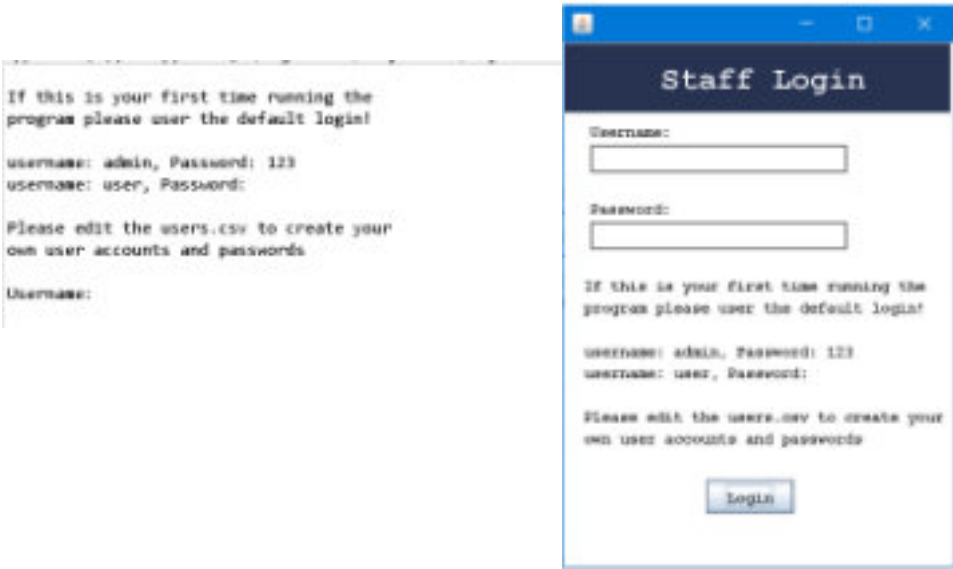
If the file is accepted the tickets will be automatically added program tickets, these tickets will then be saved with the main data.



Console vs GUI Interface

Facility manager has two main ways you can access it, these are the console interface and the main GUI window. These two access methods both have the same functionality. Below you can find a number of screenshots comparing each style of user interface.

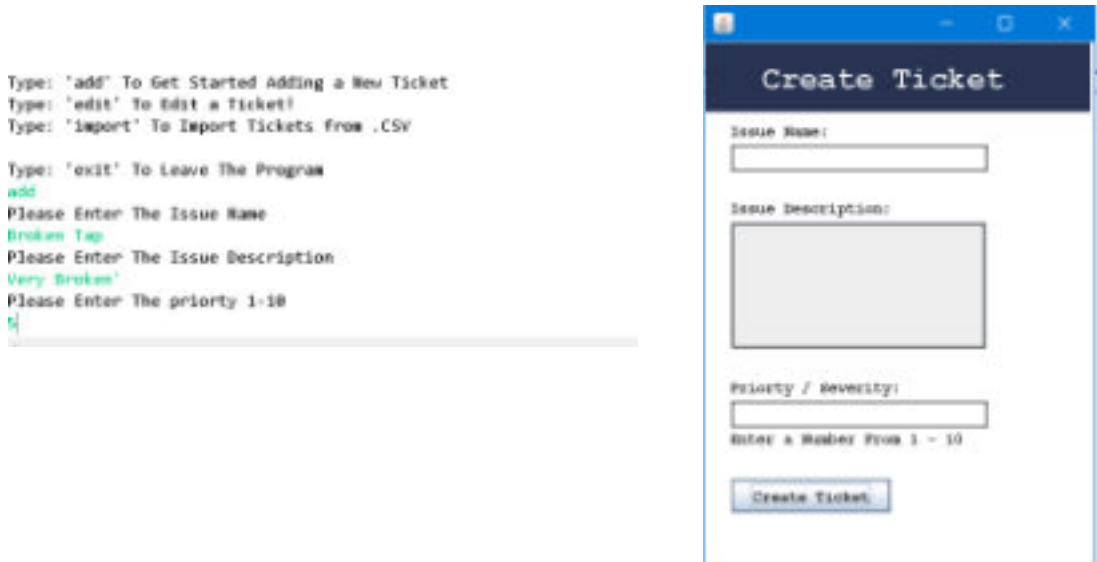
Logging In



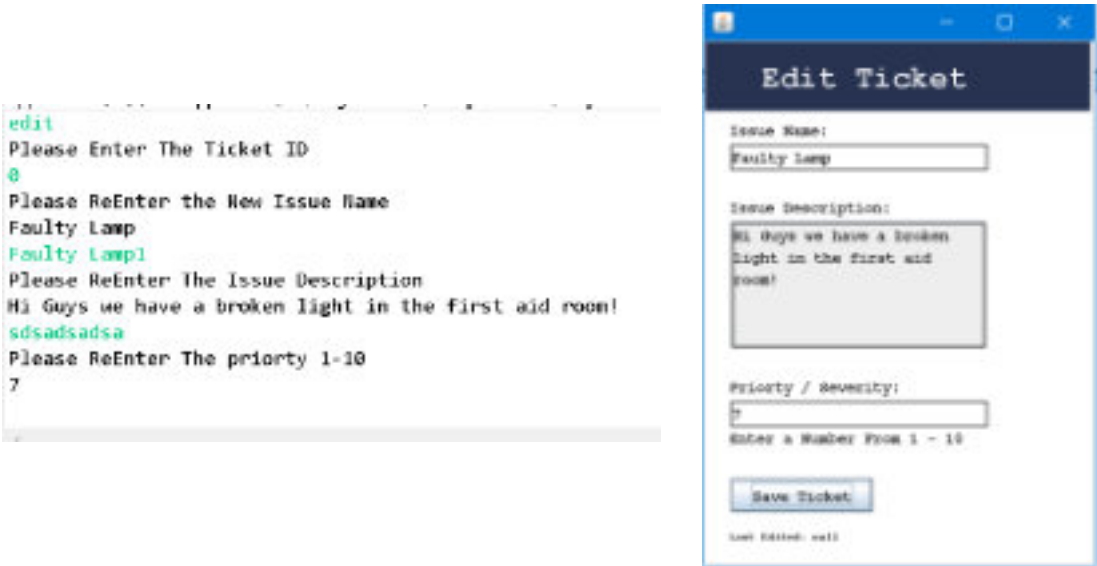
Viewing Tickets



Adding a Ticket



Editing a Ticket



Importing Tickets

User Logged in as admin admin

Issue	Description	Priority	Resolved
0	Faulty Lamp1	sdsadsadsa	

Type: 'add' To Get Started Adding a New Ticket

Type: 'edit' To Edit a Ticket!

Type: 'import' To Import Tickets from .CSV

Type: 'exit' To Leave The Program

import
tickets2.csv



tickets2.csv

Issue	Description	Priority	Resolved	Status	Last Modified	Created	User
0	Faulty Lamp1	sdsadsadsa	7	false		admin	Sun May 23 16:02:03 AEST 2021
1	import	file	5	false		null	Sun May 23 16:02:30 AEST 2021
2	import1	file	5	false		null	Sun May 23 16:02:30 AEST 2021
3	import2	file	5	false		null	Sun May 23 16:02:30 AEST 2021
4	import3	file	5	false		null	Sun May 23 16:02:30 AEST 2021

Type: 'add' To Get Started Adding a New Ticket

Type: 'edit' To Edit a Ticket!

Type: 'import' To Import Tickets from .CSV

