Final project – **IT** **Trouble Ticket Management App 200 points**

I. Create Database table. Create needed dbase tables (2 minimum) as follows

\*Create your desired table name to hold data for trouble tickets, using your **first initial\_ first four letters** of your last name followed by whatever.

Ex. **jpapa\_tickets**

*Minimum* fields for your table should include tid, ticket\_desc, start\_date, end\_date.

Use the following credentials for connectivity…

url = "jdbc:mysql://www.papademas.net:3307/**tickets**?autoReconnect=true&useSSL=false";

username = "**fp411**";

password = "**411**";

\*Create a second table for user credentials.

Ex. **jpapa\_users**

II. Create Java files for interactivity

1. Create Login window (for end user vs admin credential checking). Ex. **Login.java**
2. Create ticket window for either user or admin. Ex. **Tickets.java**

For your ticket window, Include menu items and other GUI elements as options for user vs admin interactivity. Decide on the functionality of your program -What does the user need to do? -What does the admin/manager need to do?

III. Create a Java file for database connectivity / CRUD implementations

Create a file to allow for a connection to the papaserver and any needed CRUD implementation. Call the file **Dao.java**.

Functions your CRUD methods should perform:

- I**nserting** a ticket into the database table given some ticketnum - **Update** record (fields?) by some ticketnum

- **Delete** record by some ticketnum. Include a popup message dialog box asking the user

if it is okay to delete the record. Show the ticket number in question in the popup box area.

- **View** record(s) by ticketnum(s)

- **Close** a desired ticket by ticketnum

IV. Run your app and *snapshot* EACH of the following runtime action for credit

1. Insert at least 10 tickets into the DB table. *Include a record with your name* into the table.
2. Update your record by changing your ticket description.
3. Show a view of your updated ticket.
4. Delete your ticket from the DB.
5. Close any two existing tickets.
6. Lastly, show a table view of all of your tickets.

Include the following for credit into Blackboard.

1. A presentation doc file of snapshots (including any extra credit) labeled appropriately. Please provide any login credentials for admin and for a regular user at page 1.

- Include in your Word doc file a program description of your app at page 1.

**\***If in a group, include each members name and what each member accomplished!

2. Separate doc file of your java project files. Label your file as **yourname\_final\_proj.docx**.

3. Include a working **.jar** file of your app.

4. A zip file of your completed project.

- You can even record and paste in a link in your presentation doc file of a demonstration of your

running app if you like with [TechSmith](https://www.techsmith.com/jing-tool.html). Alternatively you can upload to BB your video file!

**\***Those working in groups of two will be required to put more effort into the app which includes an extra table and class file.

Ex. A history table. A class containing queries to centralize CRUD statement executions.

If you are in a group, please include all names in your presentation doc file of all group members.