

Task1

Phase I

- Create 2 roles for types of users: QA & RD
- Adding new ticket type: Normal
- Table tickets have following field
 - o id
 - o summary
 - o description
 - o ticket_type_id
 - o created_by
 - o create_date
 - o resolved_by
 - o resolved_date
 - o deleted_by
 - o deleted_date
- Assign permission to both roles (QA & RD) for access Module Request Ticket
 - o QA: list = true create = true, edit = true, delete = true
 - o RD: list= true, create=false, edit=true, delete=false
- Assign Normal ticket type for QA (can_create = true, can_resolve = false)
- Assign Normal ticket type for RD (can_create = false, can_resolve = true)
- We have 3 status of ticket request:
 - o Pending (When create new ticket)
 - o Resolved (When someone change to resolved)
 - o Deleted (When creator deletes their ticket)
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- QA can create a bug with status (Pending) by input
 - o Ticket type (Normal)
 - o Summary
 - o Description
- QA can edit/delete their bug request when status is Pending only
- QA cannot edit/delete their bug request when status Resolved or Deleted

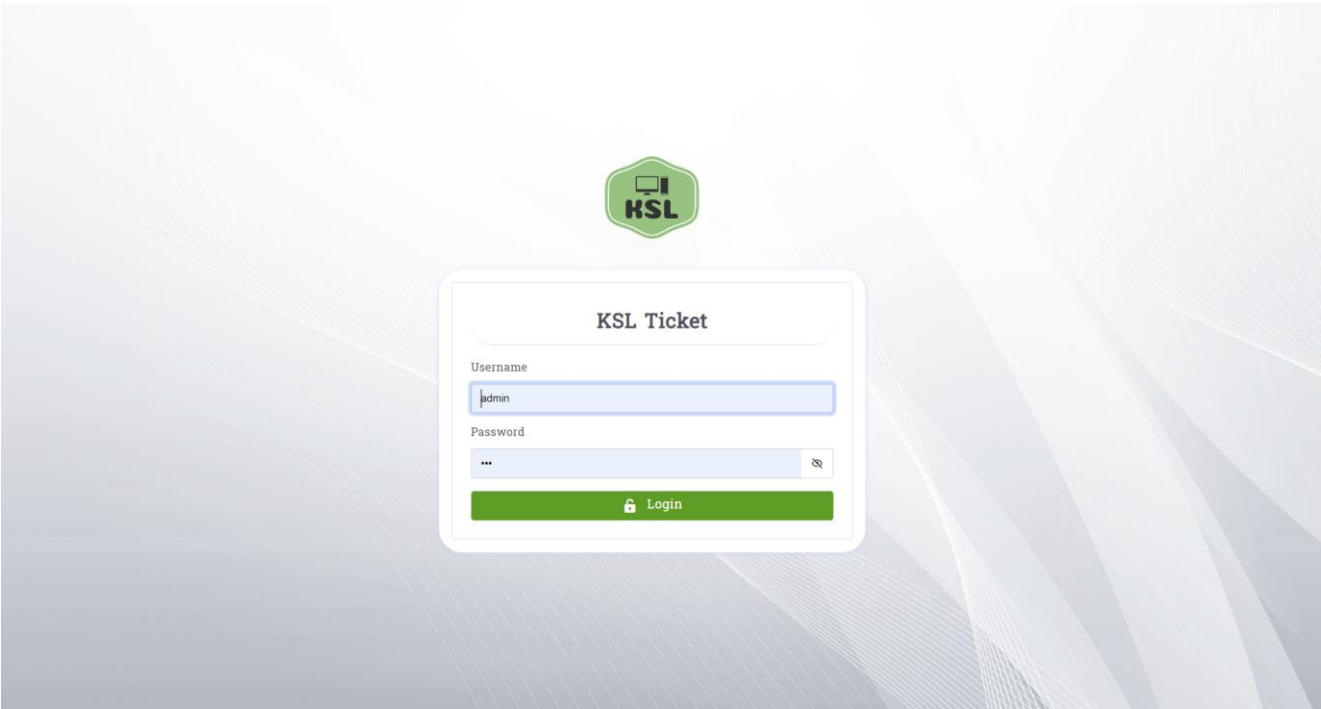
Phase II

- Adding new field for table Tickets: Severity and Priority
- Adding new role: PM
- Add new ticket type: Feature Request
- Assign permission to role PM for access Module Request Ticket
 - o PM: list = true create = true, edit = true, delete = true
- Assign Feature Request ticket type for PM (can_create = true, can_resolve = false)
- Assign Feature Request ticket type for RD (can_create = false, can_resolve = true)
- Add new ticket type: Test Case
- Assign Feature Request ticket type for QA (can_create = true, can_resolve = true)
- Assign permission to role Administrator for access Module Request Ticket
 - o Administrator: list = true create = true, edit = true, delete = true
- Assign all ticket type for Administrator (can_create = true, can_resolve = true)

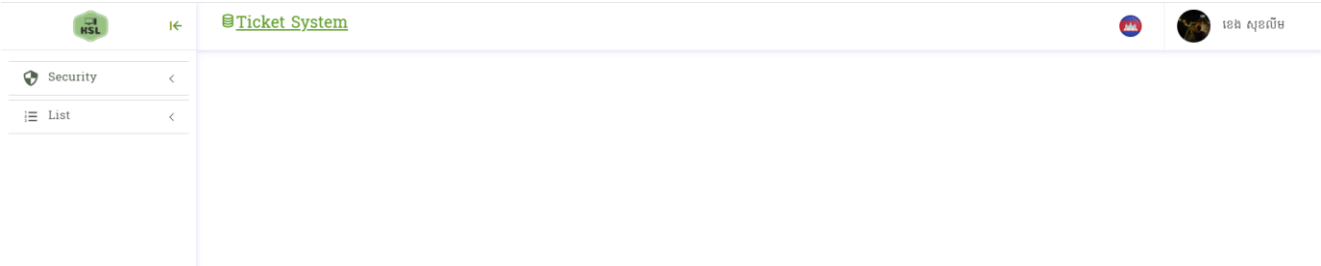
Task3

UI Mock up

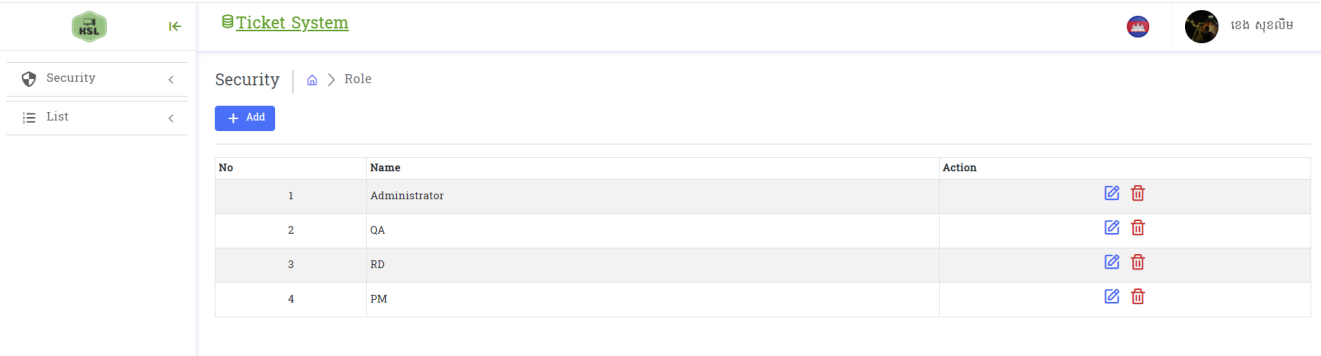
1. Login page



2. Dashboard Page



3. Security -> Role: This module used for manage role for users



4. Security -> User: This module used for manage all user using system

The screenshot shows the 'Ticket System' interface with the 'Security' menu open and 'User' selected. A table lists three users: RD 001 (RD001, RD role), PM 001 (PM001, PM role), and QA 001 (QA001, QA role). Each user has edit and delete icons.

No	Full Name	Username	Role	
1	RD 001	RD001	RD	
2	PM 001	PM001	PM	
3	QA 001	QA001	QA	

5. Security -> Group Module: This module used for manage group module of system

The screenshot shows the 'Ticket System' interface with the 'Security' menu open and 'Group Module' selected. A table lists two group modules: Security (Route: #, Icon: shield-quarter) and List (Route: #, Icon: list-ol). Each has edit and delete icons.

No	Name	Route	Icon	Action
1	Security	#	shield-quarter	
2	List	#	list-ol	

6. Security -> Module: This module used for manage all modules of system

The screenshot shows the 'Ticket System' interface with the 'Security' menu open and 'Module' selected. A table lists 13 modules, including Security (Role, /roles), User (/users), Group Module (/group_modules), Module (/modules), Permission (/module_permissions), Ticket List (/ticket), Ticket Type (/ticket_type), and Assign Ticket Type (/assign_ticket_type). Each has edit and delete icons.










No	Group	Name	Route	Action
1	Security	Role	/roles	
2	Security	User	/users	
3	Security	Group Module	/group_modules	
4	Security	Module	/modules	
13	Security	Permission	/module_permissions	
24	List	Ticket List	/ticket	
25	List	Ticket Type	/ticket_type	
26	List	Assign Ticket Type	/assign_ticket_type	

7. Security -> Permission: This module used for assign permission to access any module by Role with action List, Create, Update & Delete


The screenshot shows the 'Ticket System' interface with the 'System Security' menu open and 'Permission' selected. A dropdown menu shows 'Administrator' as the selected role. A table lists 8 permissions for the Administrator role, with checkboxes for All, List, Create, Update, and Delete actions.


No	Module Name	All	List	Create	Update	Delete
1	Role	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2	User	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3	Group Module	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4	Module	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5	Permission	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6	Ticket List	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
7	Ticket Type	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
8	Assign Ticket Type	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>


8. List -> Ticket Type: This module used for manage ticket type

		Ticket System		 ឆេង សុខាណ្ឌ
Security	<	List  > Ticket Type		
List	<	+ Add		
No	Name	Action		
1	Normal	 		
2	Feature Request	 		
3	Test Case	 		


9. List -> Assign Ticket Type: This module used for assign ticket type to any role with action (can_create, can_resolved)







 Security

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 List

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Ticket System

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List




> Assign Ticket Type

Role





QA

Ticket Type


-- select --


 Search

+ Add

No	Ticket Type	Role	Can Create	Can Resolve	Action
1	Test Case	QA	<div><div></div></div>	<div><div></div></div>	<div><div></div><div></div></div>
2	Normal	QA	<div><div></div></div>	<div><div></div></div>	<div><div></div><div></div></div>

10. List -> Ticket Request: This module used for manage all ticket request.







Security

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List

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Ticket System

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List

 > Ticket Request

+ Add

No	Ticket Type	Summary	Description	Severity	Priority	Created_By	Created_Date	Resolved_By	Resolved_Date	Status Name	Action
1	Normal	test	test	<div><div></div></div>	<div><div></div></div>	ឆេង សុខាណ្ឌ	2023-04-16 22:21:21	RD 001	2023-04-17 09:34:33	<div>Resolved</div>	
2	Normal	test1	test1	<div><div></div></div>	<div><div></div></div>	QA 001	2023-04-16 22:38:17			<div>Deleted</div>	
5	Normal	test333	test333	<div><div></div></div>	<div><div></div></div>	QA 001	2023-04-17 09:51:27			<div>Pending</div>	<div><div></div><div></div><div></div></div>
7	Normal	test case normal	test case normal	<div><div></div></div>	<div><div></div></div>	QA 001	2023-04-17 11:04:36			<div>Pending</div>	<div><div></div><div></div><div></div></div>
4	Feature Request	Feature001	Feature001 desc	<div><div></div></div>	<div><div></div></div>	PM 001	2023-04-17 09:30:19			<div>Pending</div>	<div><div></div><div></div><div></div></div>
3	Test Case	test case	test case	<div><div></div></div>	<div><div></div></div>	QA 001	2023-04-16 22:39:20	QA 001	2023-04-17 09:35:27	<div>Resolved</div>	
6	Test Case	test case	test case	<div><div></div></div>	<div><div></div></div>	QA 001	2023-04-17 11:04:20			<div>Pending</div>	<div><div></div><div></div><div></div></div>