**Capstone: Week 1 Assignment**

**Team Members**Benny Al-Ashari (Team Leader)

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**Project Description**

For the final project we are going to work on a bug tracker. A bug tracker is some software that allows the user to keep track of defects or issues in a system or application (Rist & McAllister, 2023). Some famous bug ticketing systems include Jira, clickup and zoho.

At the end of the 7 weeks we are planning on having a functioning prototype that we will use as proof of concept of the project that we are describing.

**Roles and Responsibilities of each member**

Benny - Team leader, developer, and designer.

Carlos - Developer, system designer and architect.

**Expectations**

* At the end of the 7 week couse we will have a working prototype of the application
* The application should allow the user to keep track of tickets for a given task
* Each ticket should have the information on the user that is assigned to each ticket.
* Each ticket should have a description section that describes the nature of the task at hand.
* The system should allow for creating, updating, and deletint items (tickets), as well as reading them
* Tickets should have an an option to add a customer to a given ticket but it should not be mandatory
* The data should be saved in some form of relational database
* In order to make the project unique, the project will contain a leaderboard showing the users with the most number of tickets completed. This data could help incentivise other people in a team to compete and want to do more tickets.
* While the best effor will be made to provide a version of the software that is usable, this will be a prototype made in the short period of 7 weeks so we can not guarantee that it will work consistently in all platforms, all browsers or all environments. In order to mitigate the issue, screenshots of the application will be provided and the source code, with descrition of the configured working environment. In case of the program not working as intended on a particular target environment, the screenshots should be used as a reference.
* While we are in the early stages of the design of the application, we are likely to make use of python and their available libraries in order to complete the task.
* Since we only have 7 weeks to complete the task, we will explore the possibility of using python since there are many libraries available that are used in industry such as flask for web applications (Singh, 2022), sqlite in order to connect to local databases, and many other tools that are tried and tested in the industry. This couple with the simplicity and power of the python language make it a great candidate to implement the prototype for this project.

**Project Paramaters**

The program will need to install the needed libraries, dependencies etc in order to work as intended. It will also be assumed that the user will install the currently indicated versions of the libraries and dependencies provided. If a different version is used, we will not be able to ensure that the application will work as expected.

The program will assume that the software will be installed and configured in the same way as described in the instructions. This also includes the assumption that the correct versions of dependencies are installed on the local system.  
  
It will be assumed that the correct environment will have to be configured in order for the program to work as intended, for example, the correct database, the correct database configurations, the correct software server, the correct versions of dependencies etc.

It will be assumed that the user will read the documentation on how to install and operate the program before making use of the software.

The program will assume that the correct browser will be used to view the software on the front end part of the application. While web technologies such as HTML, CSS and JavaScript work on many different platforms and many browsers, some features work differently on different browsers. Because of this, we can only ensure that the program will work if all of the instructions are followed correctly, and if only supported browsers are used on the target platforms that were intended to be used.

**Reference**

Rist, O., & McAllister, N. (2023, March 11). *The best help desk software for 2023*. PC MAGAZINE. Retrieved March 12, 2023, from https://www.pcmag.com/picks/the-best-help-desk-software

Singh, M. (2022, June 10). *Why you should use Flask in 2022*. Medium. Retrieved March 12, 2023, from https://preettheman.medium.com/why-you-should-use-flask-in-2022-4dfe8d940fa1