

# SimpleRex – Progress Report 2

Grant Harmeyer – ITC 250  
Fall 2017 – November 30, 2017  
Dr. Paul I. Lin

# Project Summary

- SimpleRex is a web-based application that provides management capabilities for IT service requests within an organization
- Users have the ability to log in and submit a ticket. Additionally, users can check the status of their tickets
- Technicians will be able to setup users, reset passwords and add comments to tickets when working to resolve the reported issues.

# Product Features

- Role-based access
  - Technician
    - User management
    - Ticket management
  - User
    - Ticket submission
    - Ticket inquiry
- Service Request
  - Ticket submission
  - Ticket inquiry and notification
- Notification
  - Email system for notification of :
    - Comment
    - Ticket status change

# Project Scope

- Activities

- Database design
- Scaffolding of site
- Extend scaffold for *Comments*
- Branding and UX

- Testing

- Login/Logout/Registration
- Roles (Technician, User)
- Email updates

- Deployment

- Database deploy to production
- Website deploy to production  
(<http://simplerex.harmeyer.me>)

- 11/16/2017

- Scope Change

- Service catalog feature is no longer considered part of the minimally viable product

- 11/30/2017

- *No change in scope from the last report.*

# Project Timeline (11/30/2017)

Task Name	Duration	Work	% Complete
<b>SimpleRex</b>	<b>80 hrs</b>	<b>35 hrs</b>	
Site scaffolding	2 hrs	2 hrs	100%
Branding (Foundation)	2 hrs	2 hrs	100%
Database Design	1 hr	1 hr	100%
<b>Module Implementation</b>	<b>48 hrs</b>	<b>22 hrs</b>	
Email System	4 hrs	4 hrs	80%
Authentication and User Management	6 hrs	6 hrs	100%
<del>Service Catalog</del>	<del>4 hrs</del>	<del>4 hrs</del>	<del>0%</del>
Ticket Entry and Management	8 hrs	8 hrs	95%
Minimally Viable Product	0 hrs	0 hrs	
<b>Testing</b>	<b>32 hrs</b>	<b>8 hrs</b>	
Authentication and User Management	1 hr	2 hrs	100%
<del>Service Catalog</del>	<del>1 hr</del>	<del>2 hrs</del>	<del>0%</del>
Email system	1 hr	2 hrs	50%
Ticket Entry and Management	1 hr	2 hrs	95%
Testing Complete	0 hrs	0 hrs	
<b>Final Delivery</b>	<b>0 hrs</b>	<b>0 hrs</b>	

# Problems and Corrections

- 11/16/2017
  - Service Catalog was determined to not be necessary for this project at this time
  - The email system should not be beyond the scope of the project, but is lower in priority and if time is not available, it will be removed from the minimally viable product.
- 11/30/2017
  - Emailing from the system proved to be a bit challenging, but it has been largely implemented as designed
  - Branding was updated and color scheme/styling updated.

# System Software and Tools

- User Interface

- HTML5
- Bootstrap (Responsive)
- JavaScript
  - Client-side validation and logic

- Application Logic

- PHP
  - Cake PHP (<https://cakephp.org>)
  - MVC scaffold
    - View extension for *Comments*
- MySQL for database

- Tools

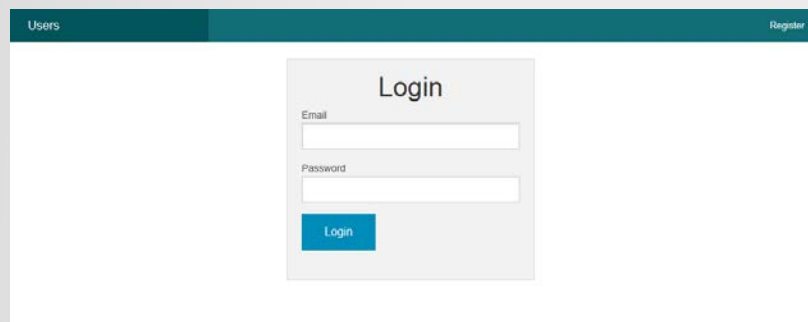
- Visual Studio Code
- FileZilla FTP Client
- MySQL Workbench

- Hosting

- Microsoft Azure
  - App Service for web application
  - PaaS database service for MySQL database
  - <http://simplerex.harmeyer.me>

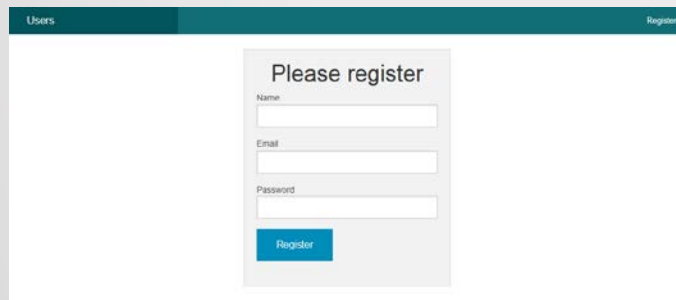
# User Interface 11/16/2017

- Login



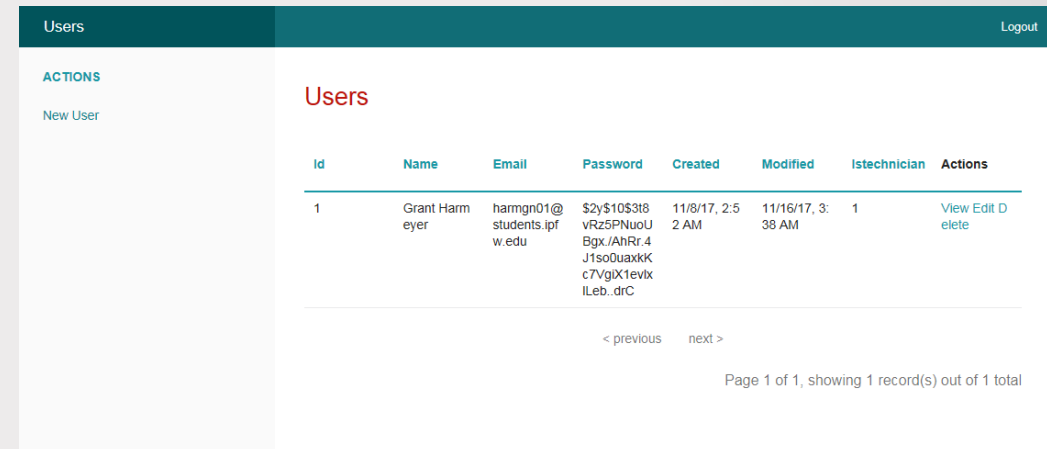
The screenshot shows a web application interface with a dark teal header bar containing the text 'Users' on the left and 'Register' on the right. The main content area is white and features a light gray box titled 'Login'. Inside this box, there are two input fields: 'Email' and 'Password'. Below these fields is a blue button labeled 'Login'.

## Register



The screenshot shows a web application interface with a dark teal header bar containing the text 'Users' on the left and 'Register' on the right. The main content area is white and features a light gray box titled 'Please register'. Inside this box, there are three input fields: 'Name', 'Email', and 'Password'. Below these fields is a blue button labeled 'Register'.

- User Management



The screenshot shows a web application interface for user management. It has a dark teal header bar with 'Users' on the left and 'Logout' on the right. The main content area is white and divided into two sections. The left section, titled 'ACTIONS', contains a link 'New User'. The right section, titled 'Users', contains a table with the following data:

Id	Name	Email	Password	Created	Modified	Istechnician	Actions
1	Grant Harmeyer	harmgn01@students.ipfw.edu	\$2y\$10\$3l8vRz5PNuoUBgx/AhRr.4J1so0uaxkKc7VgIX1evtxILeb..drC	11/8/17, 2:52 AM	11/16/17, 3:38 AM	1	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>

Below the table, there are navigation links '< previous' and 'next >'. At the bottom right, it says 'Page 1 of 1, showing 1 record(s) out of 1 total'.



# User Interface 11/30/2017

(Logged in as a technician)

SimpleRex

Logout

MANAGE

Tickets

New Ticket

Users

New User

MY SIMPLEREX

My Tickets

Tickets

Id	Title	Status	User	Created	Modified	Actions
5	Test	1				

SimpleRex

Logout

MANAGE

Tickets

New Ticket

Users

New User

MY SIMPLEREX

My Tickets

New Ticket

Test

User	Joe User	Status	New
Created	11/23/17, 6:51 AM	Modified	11/23/17, 6:51 AM
Body (click to edit ticket)			
Test			

Ticket Comments

Body	Created	User Id	Actions
dfgbdfgbdfgb	11/30/17, 6:06 AM	1	Delete
sdfgh	11/30/17, 6:06 AM	1	Delete

# User Interface 11/30/2017

(Logged in as a user)

SimpleRex

Register

Login

Email

Password

Login

SimpleRex

Logout

MY SIMPLEREX

My Tickets

New Ticket

Tickets

Id	Title	Status	User	Created	Modified	Actions
5	Test	1	Joe User	11/23/17, 6:51 A M	11/23/17, 6:51 A M	View Edit

< previous    next >

Page 1 of 1, showing 1 record(s) out of 1 total