SimpleRex – Progress Report 2

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

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
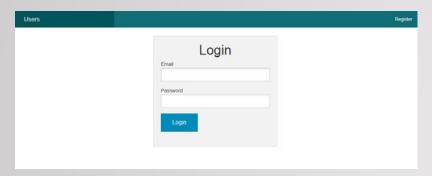   - View extension for *Comments*
  - MySQL for database

- Tools
  - Visual Studio Code
  - FileZilla FTP Client
  - MySQL Workbench

- Hosting
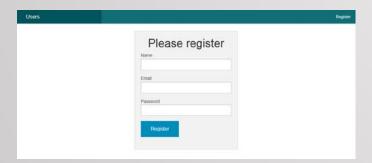 - Microsoft Azure
    - App Service for web application
    - PaaS database service for MySQL database
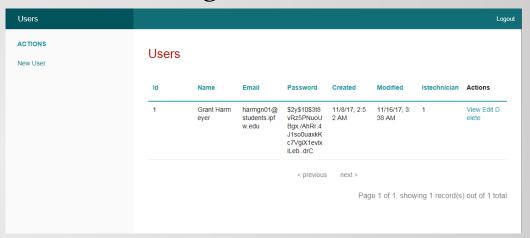   - http://simplerex.harmeyer.me
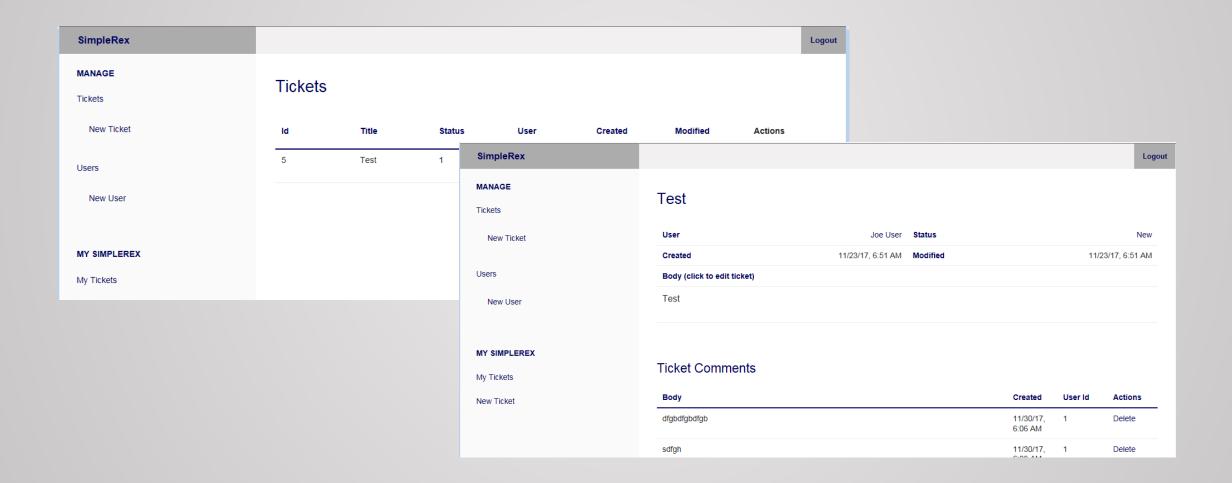
User Interface 11/16/2017

- Login

- User Management

Register

User Interface 11/30/2017

(Logged in as a technician)

User Interface 11/30/2017

(Logged in as a user)