Project Goals

- Create a **light-weight** web dashboard for viewing and updating trouble tickets
- Utilize the JIRA issue tracking system
- Improve response time for network and telephone repairs
<table>
<thead>
<tr>
<th>Action</th>
<th>Date</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>1\textsuperscript{st} Client Meeting</td>
<td>2/19/2013</td>
<td>✓</td>
</tr>
<tr>
<td>Feature list</td>
<td>3/1/2013</td>
<td>✓</td>
</tr>
<tr>
<td>Consultation</td>
<td>3/5/2013</td>
<td>✓</td>
</tr>
<tr>
<td>Front-end prototype</td>
<td>3/20/2013</td>
<td>✓</td>
</tr>
<tr>
<td>Midterm Presentation</td>
<td>3/27/2013</td>
<td>✓</td>
</tr>
<tr>
<td>Complete back-end</td>
<td>4/22/2013</td>
<td>✓</td>
</tr>
<tr>
<td>Final product</td>
<td>5/2/2013</td>
<td>✓</td>
</tr>
<tr>
<td>Final Presentation</td>
<td>5/8/2013</td>
<td>✓</td>
</tr>
</tbody>
</table>
Features & Demonstration

- Ticket View:
  - Display recent issues
  - In progress
  - Resolve tickets
- Projects
- Search
Design

- Front-end
  - Bootstrap
  - Forms and list displays
  - Responsive design
  - Limited images

- Back-end
  - Python2 Flask
  - Support for JIRA REST API 4.3.3
Problems and Solutions

- Limited JIRA API
- Removed from interface
Future Work

- VT OAuth
- JIRA Upgrade
  - Ticket Creation
  - Ticket Editing
Questions/Feedback