

# Mobile Tickets Dashboard

Virginia Tech  
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


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# Project Goals

- o Create a **light-weight** web dashboard for viewing and updating trouble tickets
- o Utilize the JIRA issue tracking system
- o Improve response time for network and telephone repairs



# Timeline

Action	Date	Progress
1 <sup>st</sup> Client Meeting	2/19/2013	
Feature list	3/1/2013	
Consultation	3/5/2013	
Front-end prototype	3/20/2013	
Midterm Presentation	3/27/2013	
Complete back-end	4/22/2013	
Final product	5/2/2013	
Final Presentation	5/8/2013	

# Features & Demonstration

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



# Design

- o Front-end
  - o Bootstrap
  - o Forms and list displays
  - o Responsive design
  - o Limited images
- o Back-end
  - o Python2 Flask
  - o Support for JIRA REST API 4.3.3



# Problems and Solutions

- o Limited JIRA API
- o Removed from interface



# Future Work

- o VT OAuth
- o JIRA Upgrade
  - o Ticket Creation
  - o Ticket Editing



# Questions/Feedback

