TechIt

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Background
Some job requests are sent to the wrong department.
Jobs take a long time to accomplish.
Which technician fixed the problem? There is no record.
How long did the job take?
There is no progress status.
There is no completed status.
What is TechIT?

- TechIT is an application that allow users to submit work orders to technicians.
- An organized system for technicians and supervisors. Keeps track of:
  - Tickets
  - Updates
  - Users

How does it help the current situation?
**Design Philosophy**

- Inspired by email designs, such as Gmail and Yahoo
- Made to be compact and simple
- Automatic Notification
- Secondary purpose to educate
Technologies

Web Application
- Architecture: Model View Controller (MVC)
- Front end: HTML, JavaScript, jQuery, Bootstrap, CSS
- Back end: Java Servlet
- Server: Tomcat v7
- Project Management: Apache Maven

Android Application
- Front end: Cordova
- Back end: Android Java

Database
- MySQL, ActiveDirectory
Active Directory (AD): Authentication Using Campus AD
- Provided by Microsoft to host the credential of faculty
- AD only contains user, password and email
- Data solution uses AD for authentication
- Server: sun.calstatela.edu
Timeline and Progress

Fall 2016:
• Manages Users, Technicians, Supervisors.
• Working Authentication.
• Manages Work Order.
• Creates Units.
• Automated Notification.

Spring 2017:
• Completion of all functions for web app.
• Completion of major functions for Android app.
• Completion of user manual.
• Tutorial Demos available online.
• Application currently live and available.
Thank you
Background