

Senior Project, 2017, Summer

<Professional Program Management System>

Student: Jose Casanova, Florida International University

Mentor: Nagarajan Prabakar, School of Information and Computing Sciences

Instructor: Masoud Sadjadi, Florida International University

Problem

- Provide secure central system for professional FIU students taking courses.
- Have ways for users to communicate with administrators.

Solution

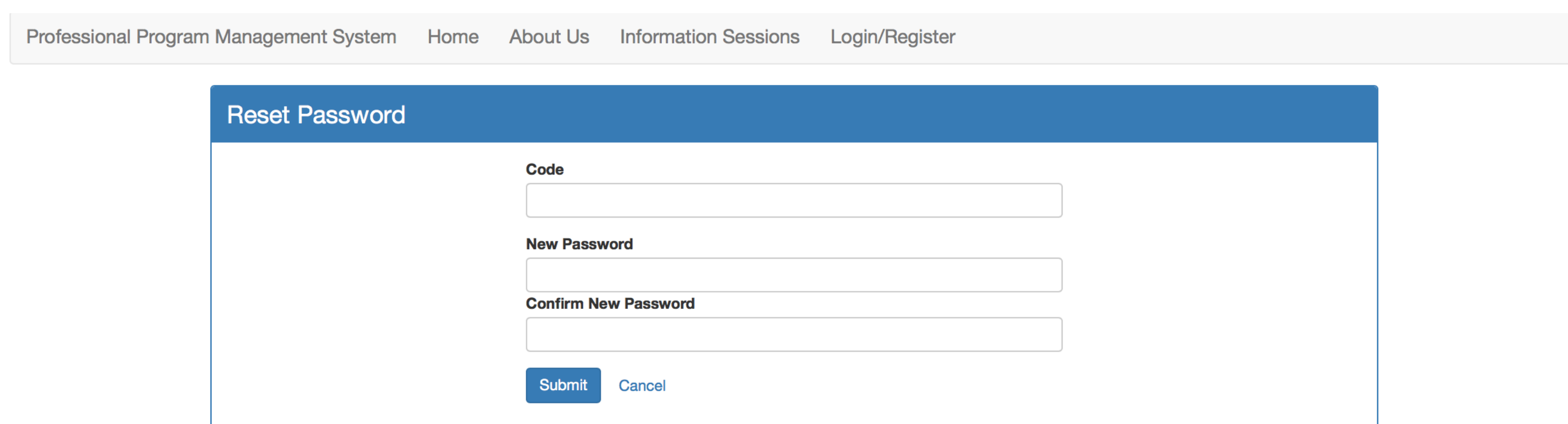
- Maintain a web portal usable by all students of program.
- Provide users ability to change credentials safely.
- Have a ticketing system where students can express issues.

Current System

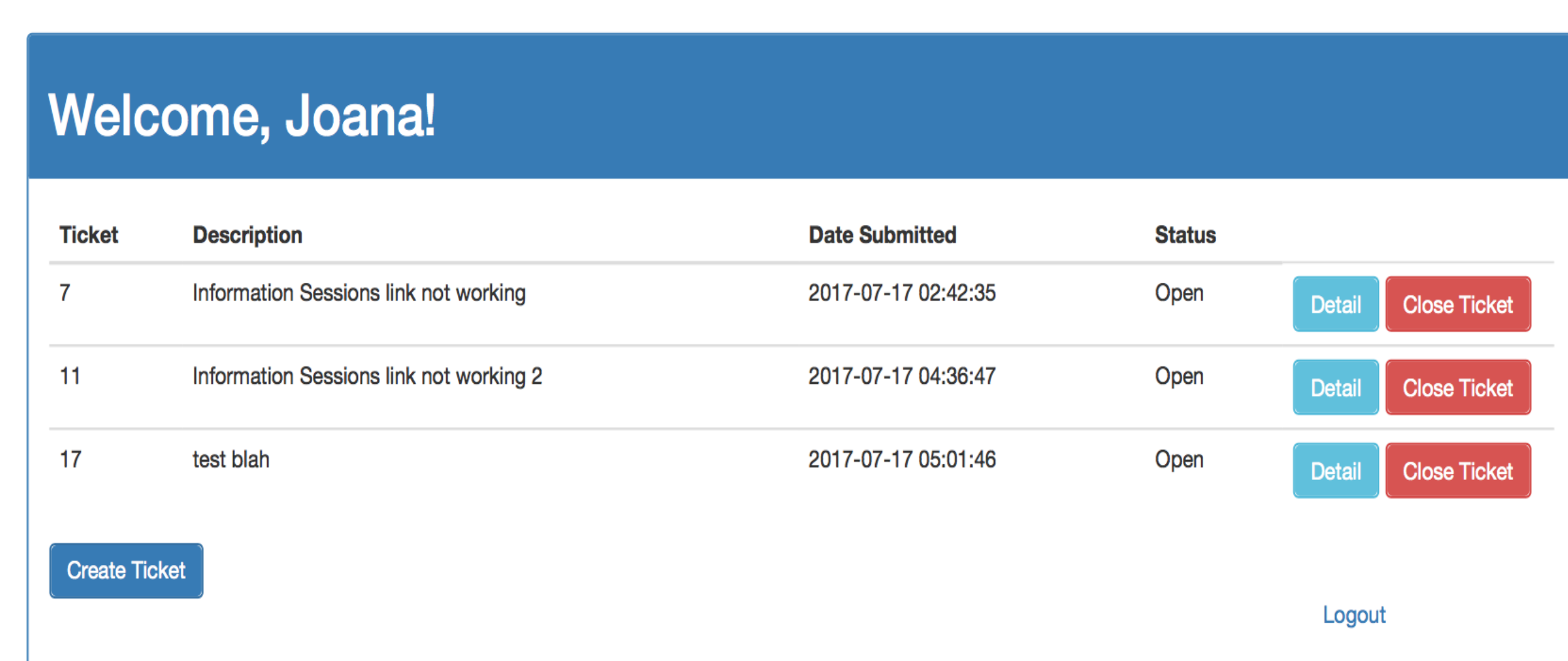
A general website exists, but has no management aspects to it.

User requests or concerns are sent through email.

Screenshots



Picture 1 – A code is sent along with an email, enforcing security when resetting a password.

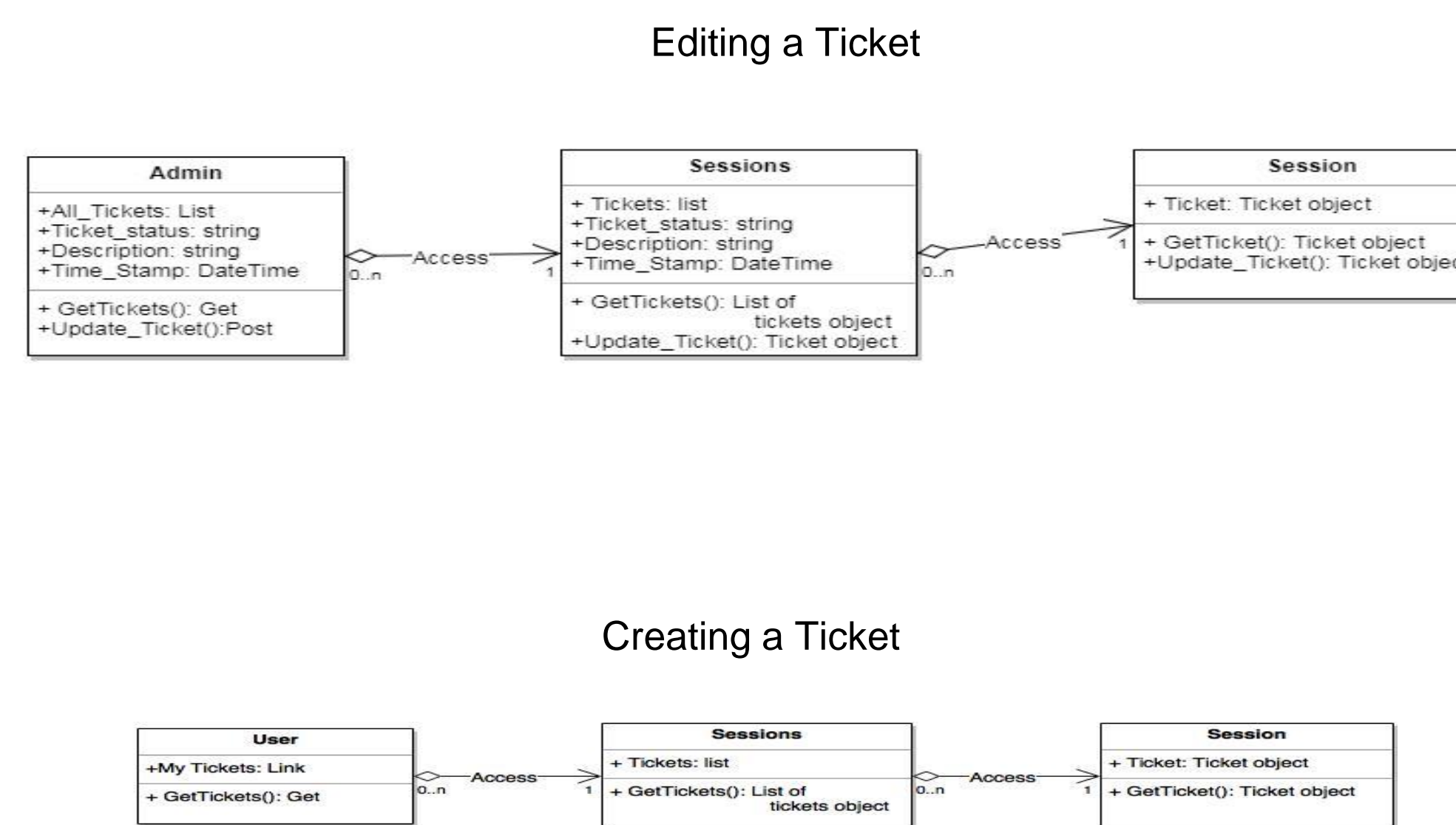


Picture 2 – A student's view of the ticketing system with referenced in the solution with the ability to create tickets.

Requirements

- Users must already possess account with the system to use.
- Users must be able to access email selected when registering.
- Users must be students in order to create own tickets.
- Users must have created tickets for administrators to change them.

System Design

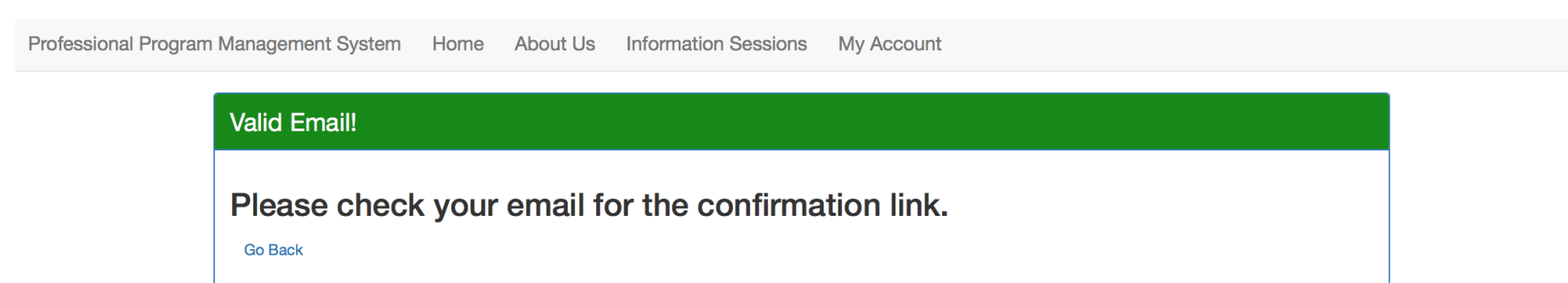


Implementation

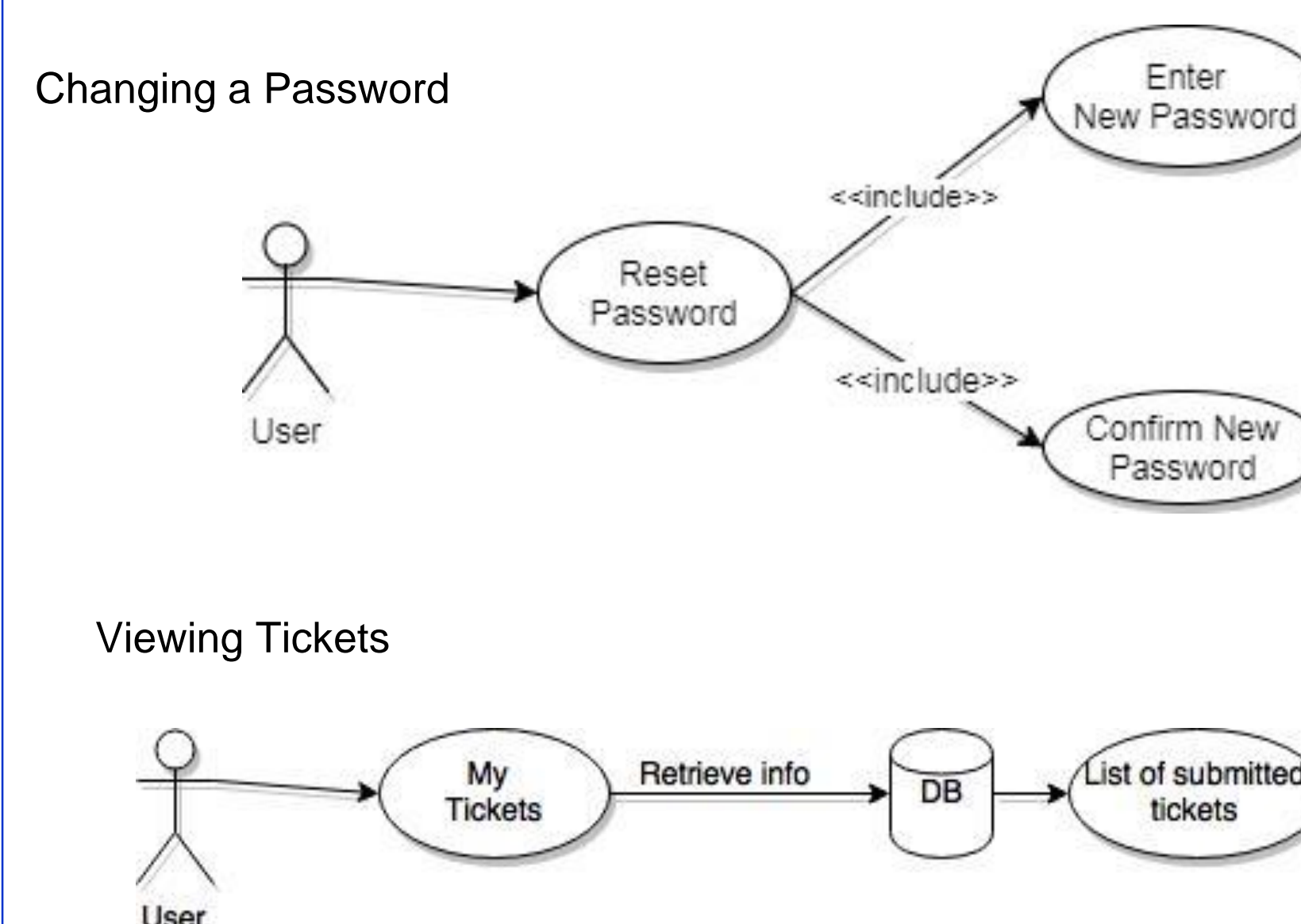
- Resetting password feature uses email verification to function.
- Code is sent to user email to be input to allow resetting.
- Students can create tickets, administrators can edit them.
- Email sent to student and administrators upon ticket changes.

Verification

Verification, both for resetting a password, and for creating or editing tickets, is done through email.



Object Design



Summary

- Reset password feature allows for greater user security.
- Ticketing system enables conversations between students and administrators.

Acknowledgement

The material presented in this poster is based upon the work supported by Jose Casanova. I am thankful to the help that I received from my group members, Joana Fraga, and to my Product Owner, Nagarajan Prabakar.