

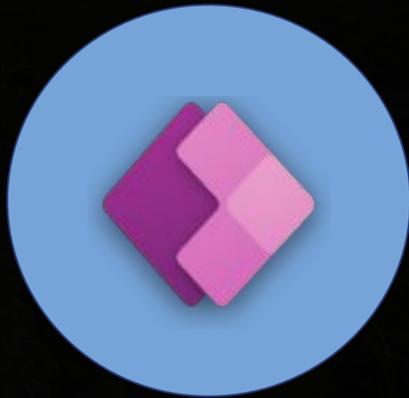


PDHelpDesk Ticketing System



Team Members: Hoai Cao, brandon Estrada, Gilbert Hopkins, Geovanny Huerta, Marie Karibyan, Nshan Kazaryan, Biruk Mengeste, Mark Perez, Kevin Trochez Grajeda
Faculty Advisor: Dr. Chengyu Sun

SBPD Liaisons: Deepak Budwani, Brent Modell, Luis Ramirez
Department of Computer Science
California State University, Los Angeles

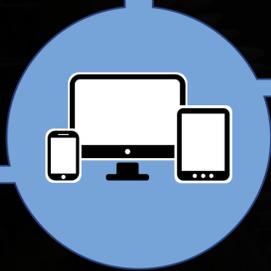


Power Apps



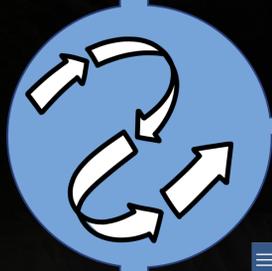
Background

Santa Barbara Public Defender Office currently uses a homebuilt, Microsoft Outlook-based IT Ticketing system. This system has served them well, but does not allow them to comprehensively monitor and dispatch issues in a user friendly manner.

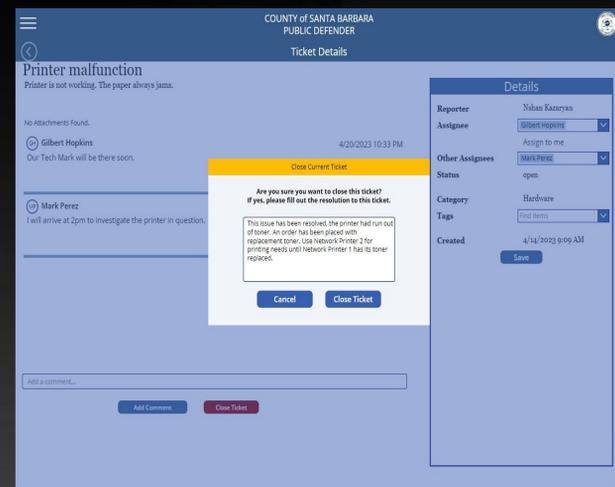
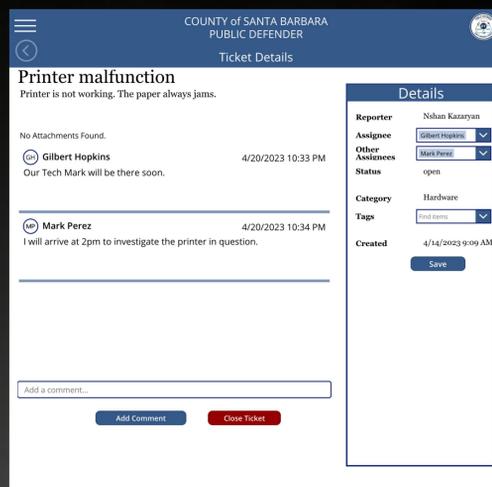
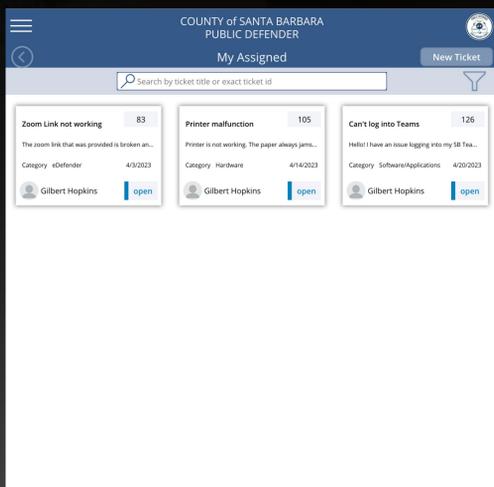


Objectives

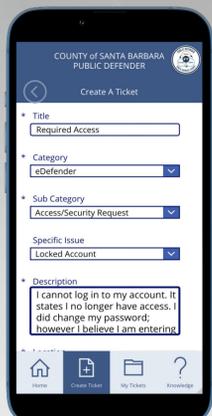
Build a dedicated ticketing system that provides IT Staff/ Technician with the necessary tools to Create and Monitor Tickets. As well as allowing seamless communication between the technician and IT Staff, enabling them to collaborate on resolving issues and accessing a comprehensive history of previous tickets. This system minimizes the process of handling requests, efficiently resolving issues, and ensuring no customer needs are overlooked.



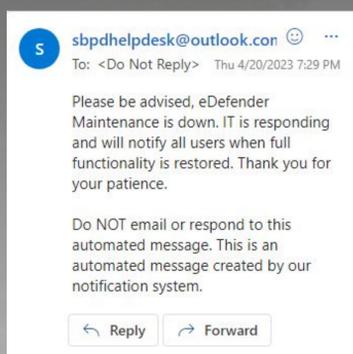
Ticket Management



Responsive User Interface



Alerts and Notifications



Search and Filtering

