

Title : Lucas Issue and Support Tracker

Author(s) : 1. Jirapat Jantee

Student ID : 650510657

Major : Computer Science

Advisor(s) : 1. Assistant Professor Dr. Matinee Kiewkanya

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ABSTRACT

The cooperative education project titled “Lucas Issue and Support Tracker” aims to develop a web application that facilitates systematic storage, tracking, and management of internal project data. The system is designed to allow users to add, edit, and delete information related to projects, users, and sub-tasks. It also includes modules for Meeting Summary, Scope of Work, Client Service Sheet, Project Change Request, and Other Documents, all in an online format to enhance team collaboration and reduce data redundancy. The system is developed using TypeScript with the React framework, utilizing Ant Design (AntD) as the UI framework to ensure a clean, user-friendly interface. It connects to a real-time database via Firebase Cloud Firestore, employs Firebase Authentication for user access control, and uses React Query for efficient asynchronous data fetching and updating. The development process follows an Iterative Development approach, incorporating Unit Testing to verify the correctness of core functions and User Interface Testing to assess the usability and responsiveness of the interface. The testing results demonstrate that the system operates correctly as designed, enabling users to easily access and manage project information with high responsiveness and stability. From the development and testing outcomes, the system has proven effective in reducing project management time, improving data accuracy, and enhancing internal collaboration efficiency.

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