Lucas Issue and Support Tracker (L.I.S.T)

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Abstract

The Lucas Issue and Support Tracker is a web application developed to centralize and streamline internal project management. Built using React (TypeScript), Ant Design, and Firebase, the system features modules for project tracking and digital documentation (e.g., Meeting Summaries, SOW, and Change Requests). Following an Iterative Development process with rigorous Unit and UI testing, the results show that the system effectively reduces data redundancy, enhances team collaboration, and improves overall project management efficiency with high stability and responsiveness.

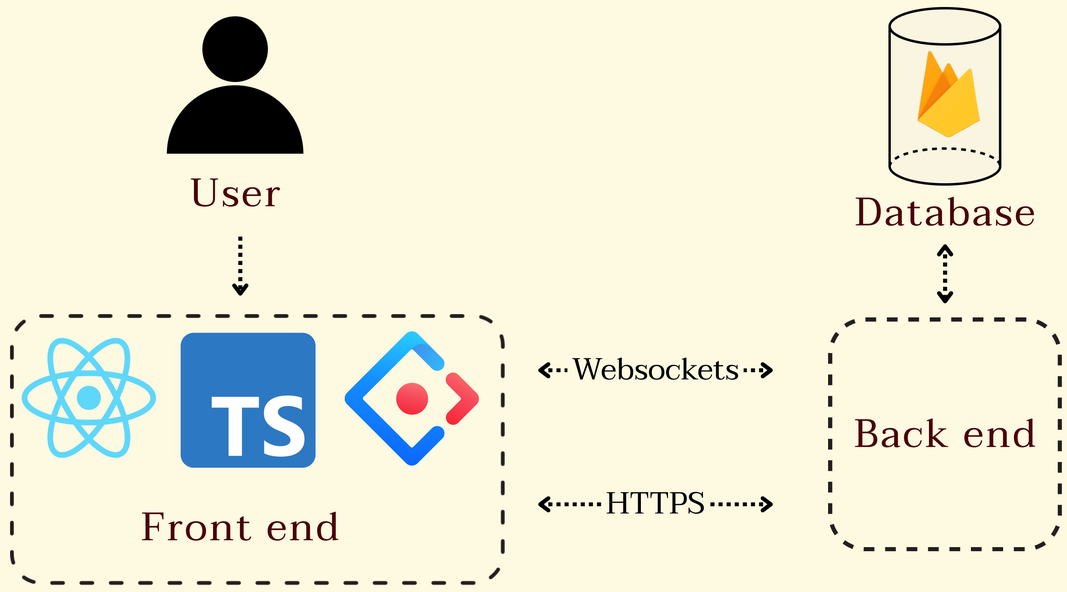
Introduction

Managing project data and internal support tasks using traditional methods often leads to data redundancy and tracking difficulties. The Lucas Issue and Support Tracker was developed as a centralized web platform to streamline these processes. By integrating systematic data storage with real-time tracking, the system enhances team collaboration, ensures data accuracy, and improves overall project management efficiency within the organization.

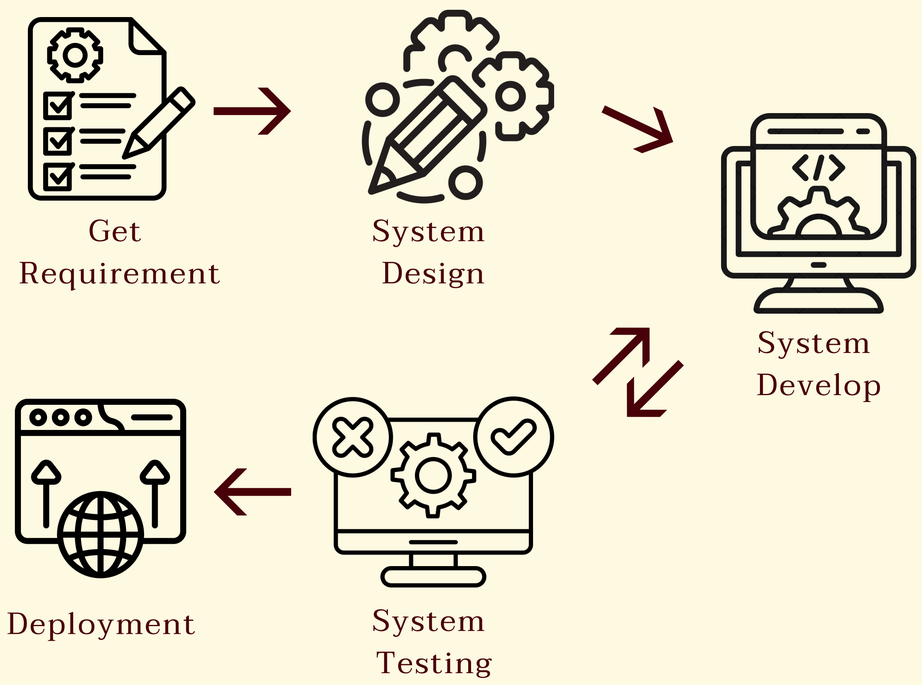
Technology

Firebase Ant Design GitLab

Architecture



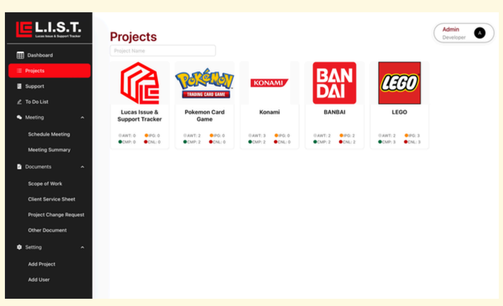
Methodology



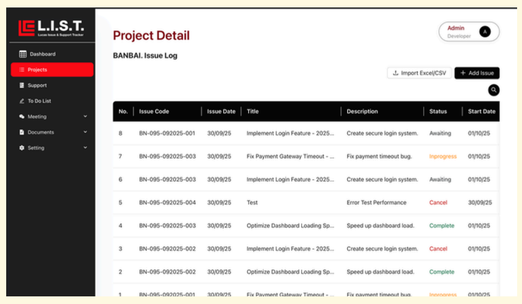
Result



Dashboard



Projects



Project Detail

Conclusion

- **Systematic data management**: Transitioning from traditional document storage to a 100% online system.
- **Increased speed**: Teams can track project and sub-task status in real-time.
- **Accurate data**: Reducing redundancy and errors in project data storage.
- **Ready to use**: The system has undergone unit and UI testing, is stable, and easy to use.

Reference

[1] TypeScript. TypeScript documentation [Internet]. Microsoft; 2025 [cited 2025 Oct 12]. Available from: https://www.typescriptlang.org/docs
[2] React. Using TypeScript – React documentation [Internet]. Meta Platforms Inc.; 2025 [cited 2025 Oct 12]. Available from: https://react.dev/learn/typescript
[3] Vite. Getting Started Guide [Internet]. Vite Dev; 2025 [cited 2025 Oct 12]. Available from: https://vite.dev/guide/