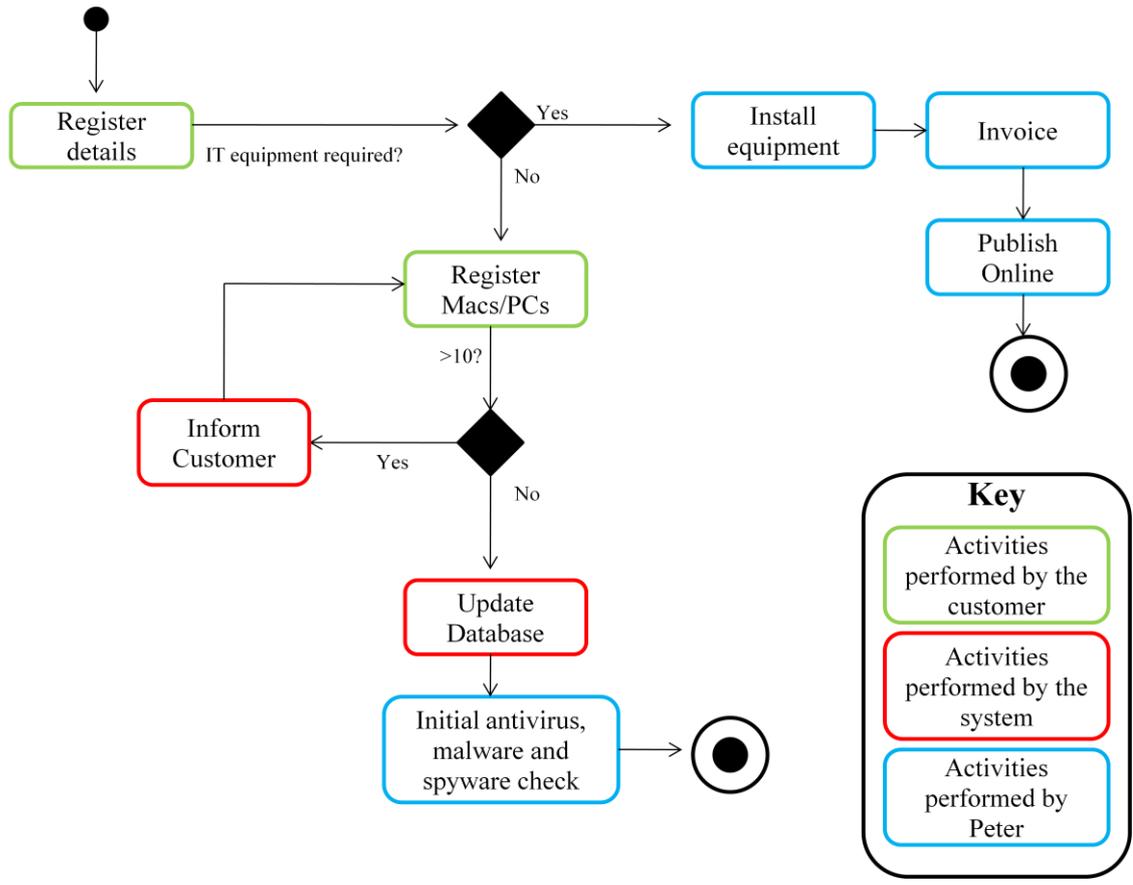


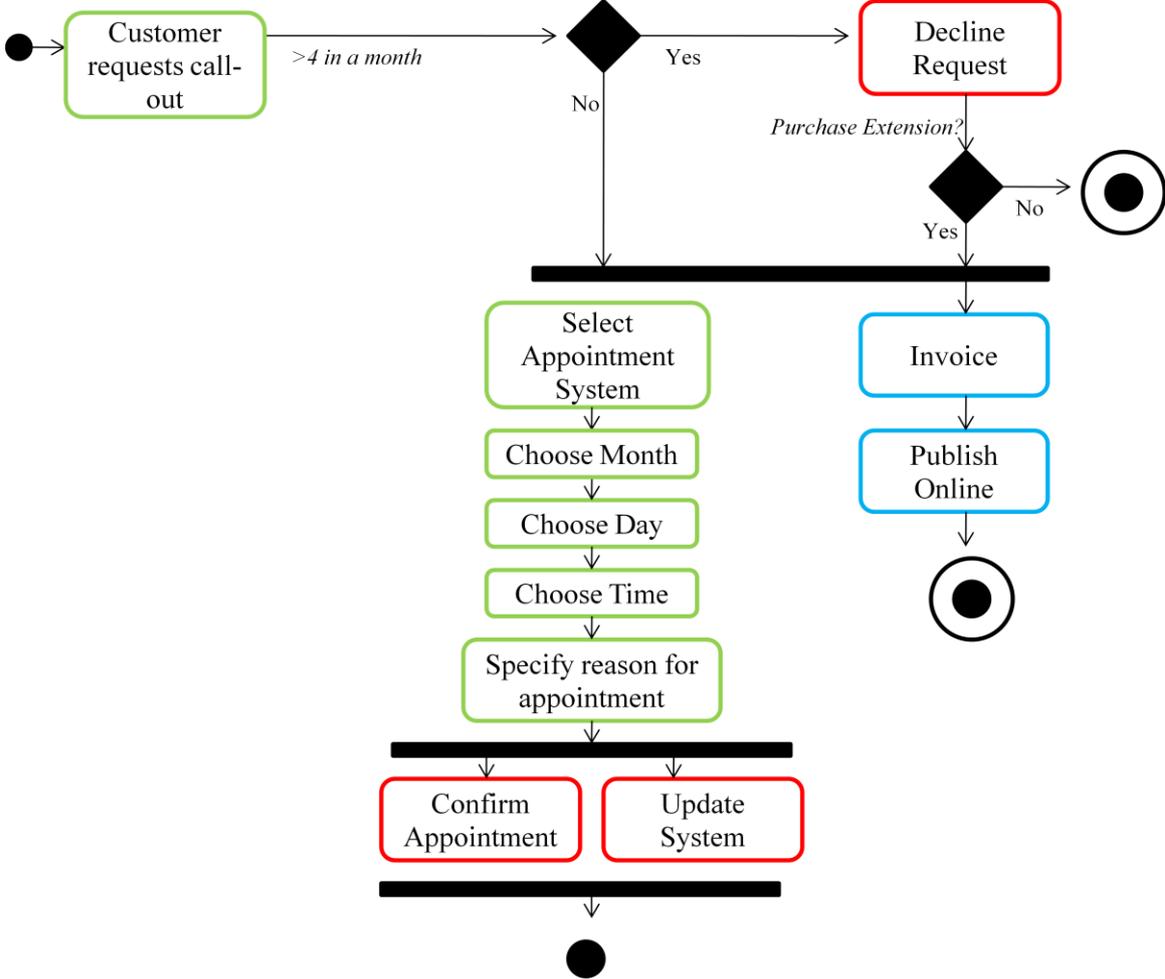
# APPENDICES

| Appendix ID | Name                    | Page Number |
|-------------|-------------------------|-------------|
| A           | Activity Diagrams       | 2           |
| B           | UML Use Case Diagrams   | 15          |
| C           | Implementation PHP Code | 22          |

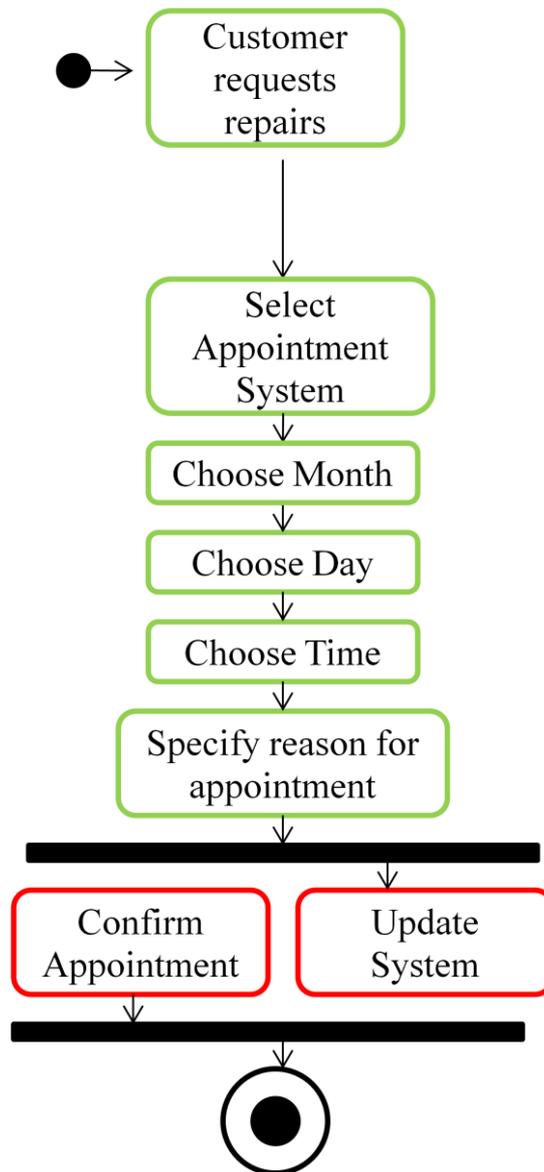
# A1 Registering a New Customer



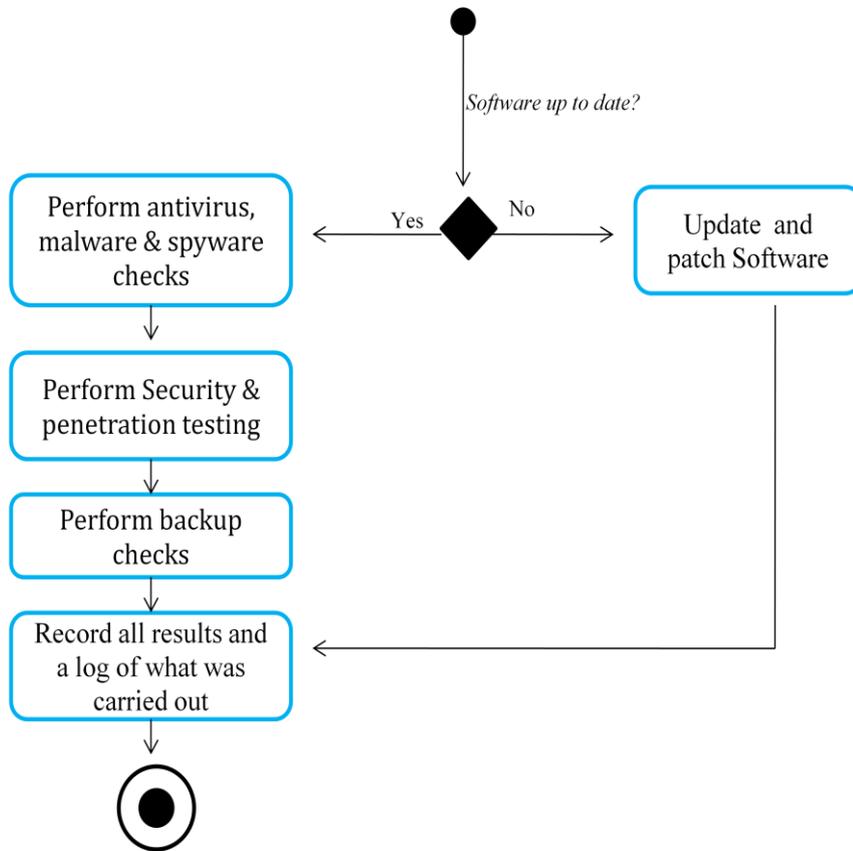
### B.A2 Call-Out & Response Time Logging



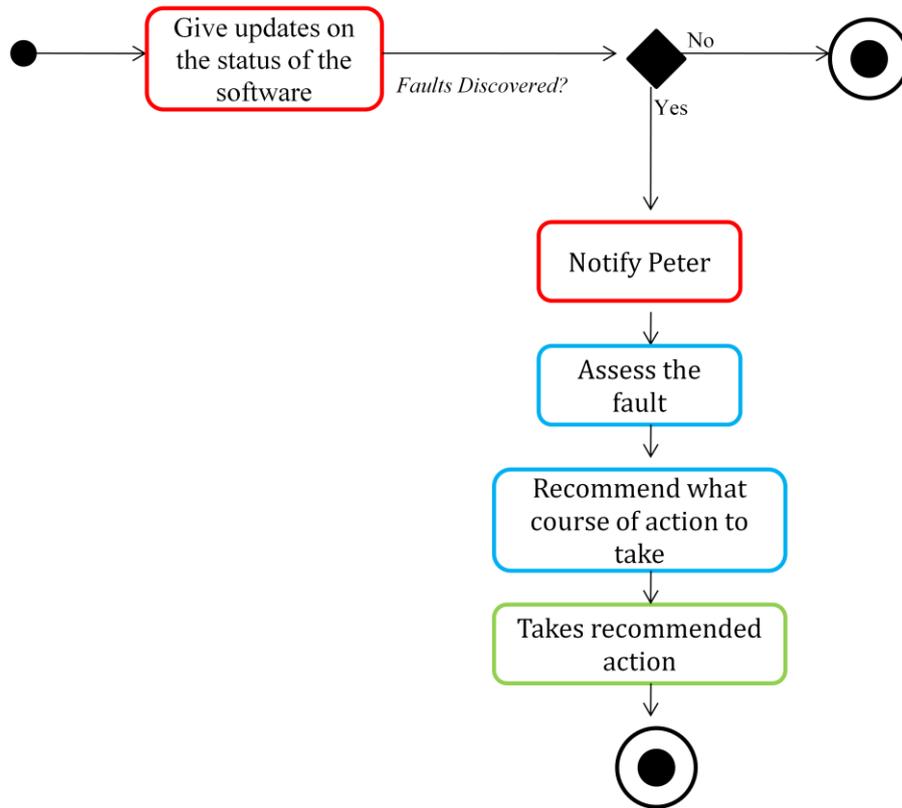
## B.A3 Remote Repairs



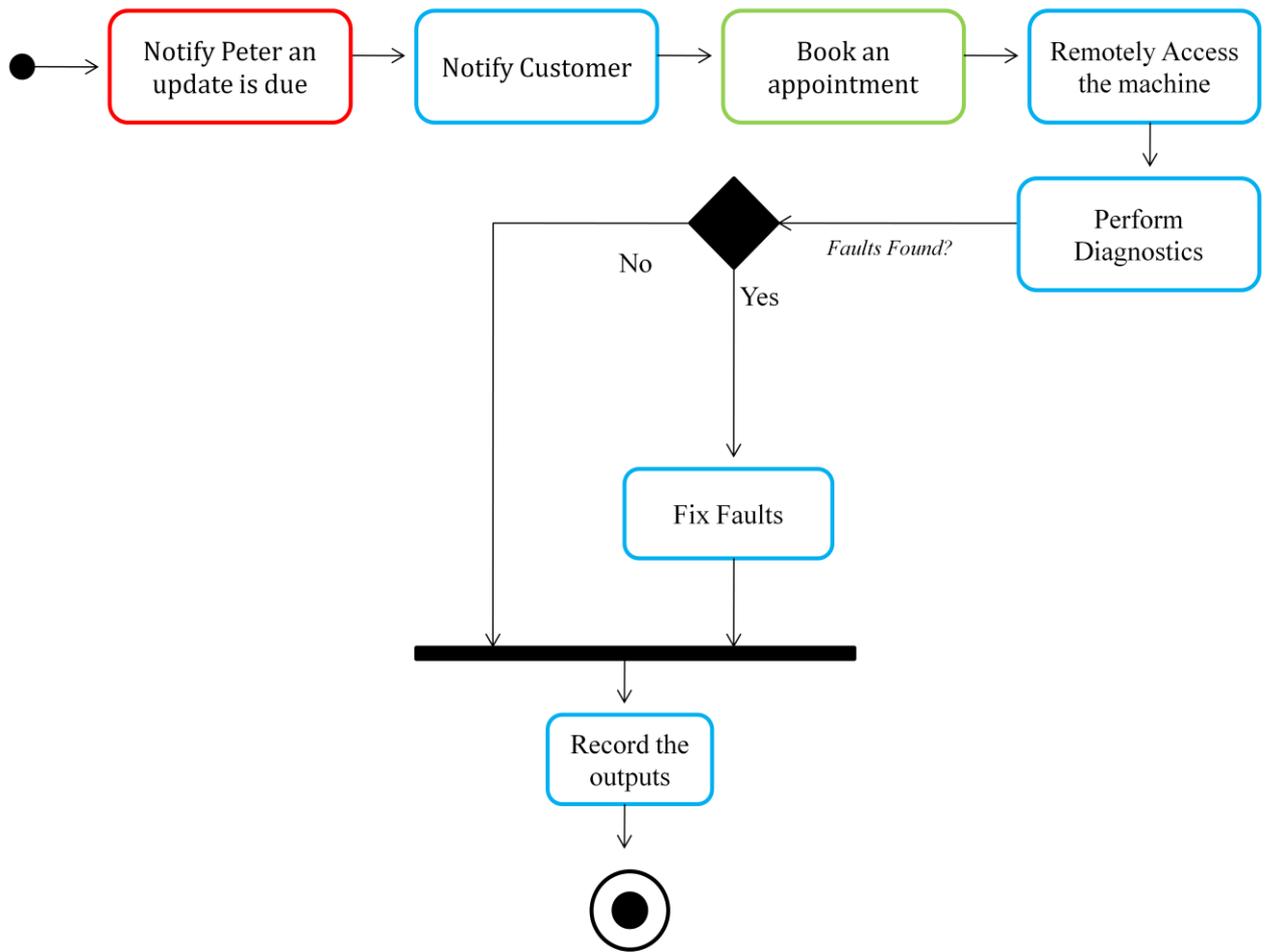
B.A4 Scheduled antivirus, malware & spyware checks, Software updating and patching, Security & penetration testing and Scheduled backup checks



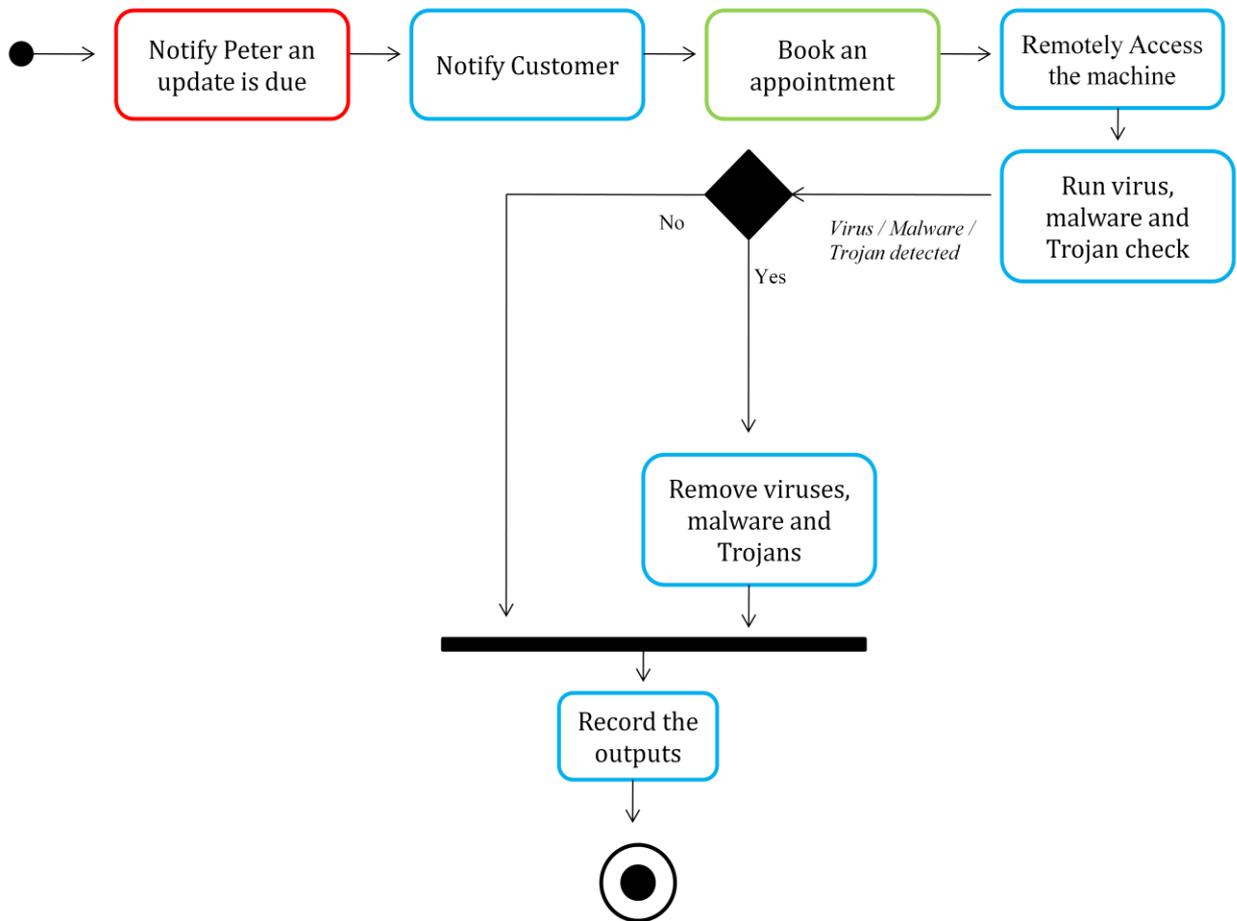
## B.A5 Real Time Pro Active Server Monitoring



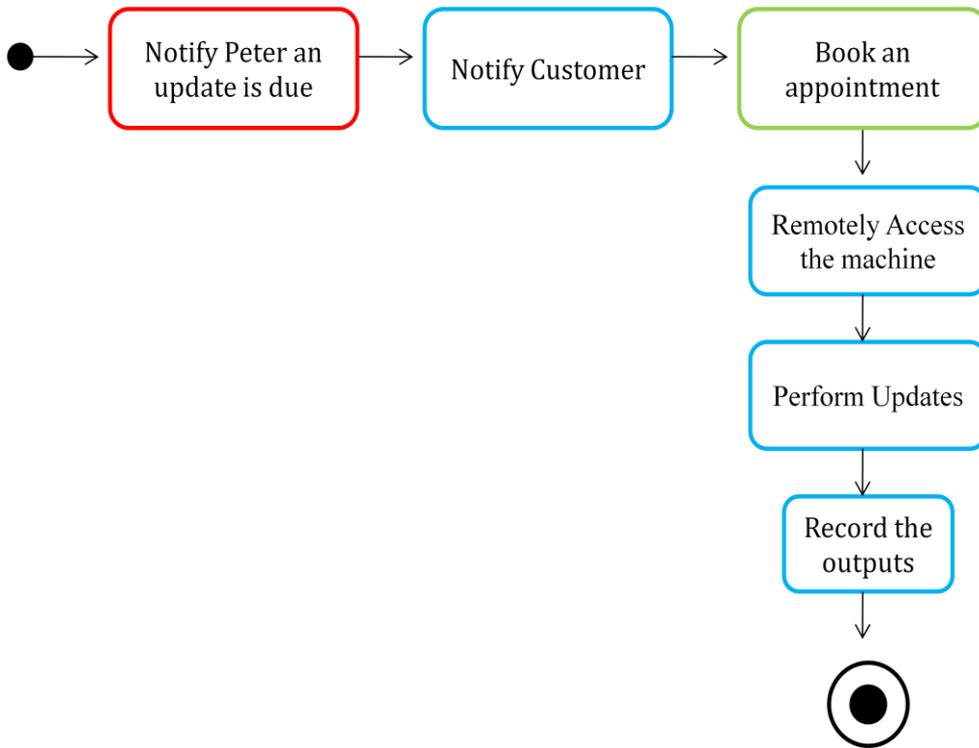
R.A6 Diagnostics



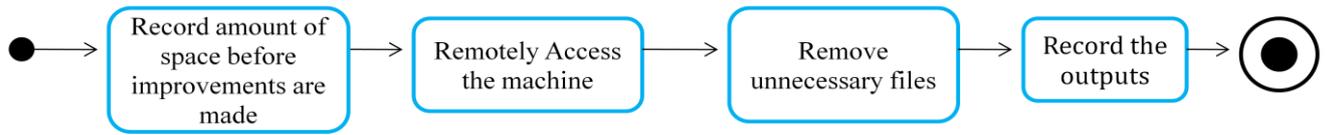
### R.A7 Detect and Remove Viruses, Malware and Trojans



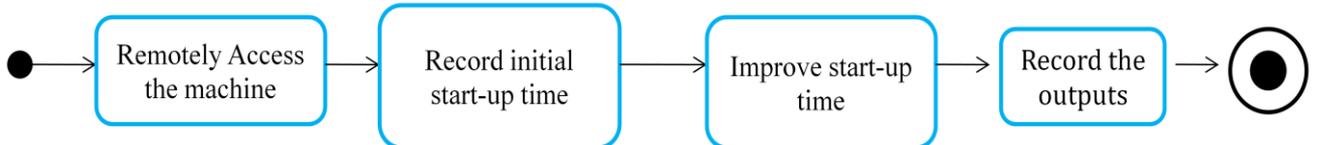
## R.A8 Operating System Update



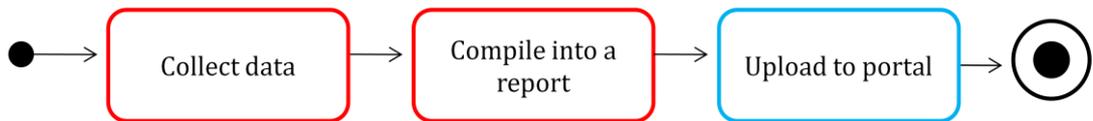
### R.A9 Hard Drive Space



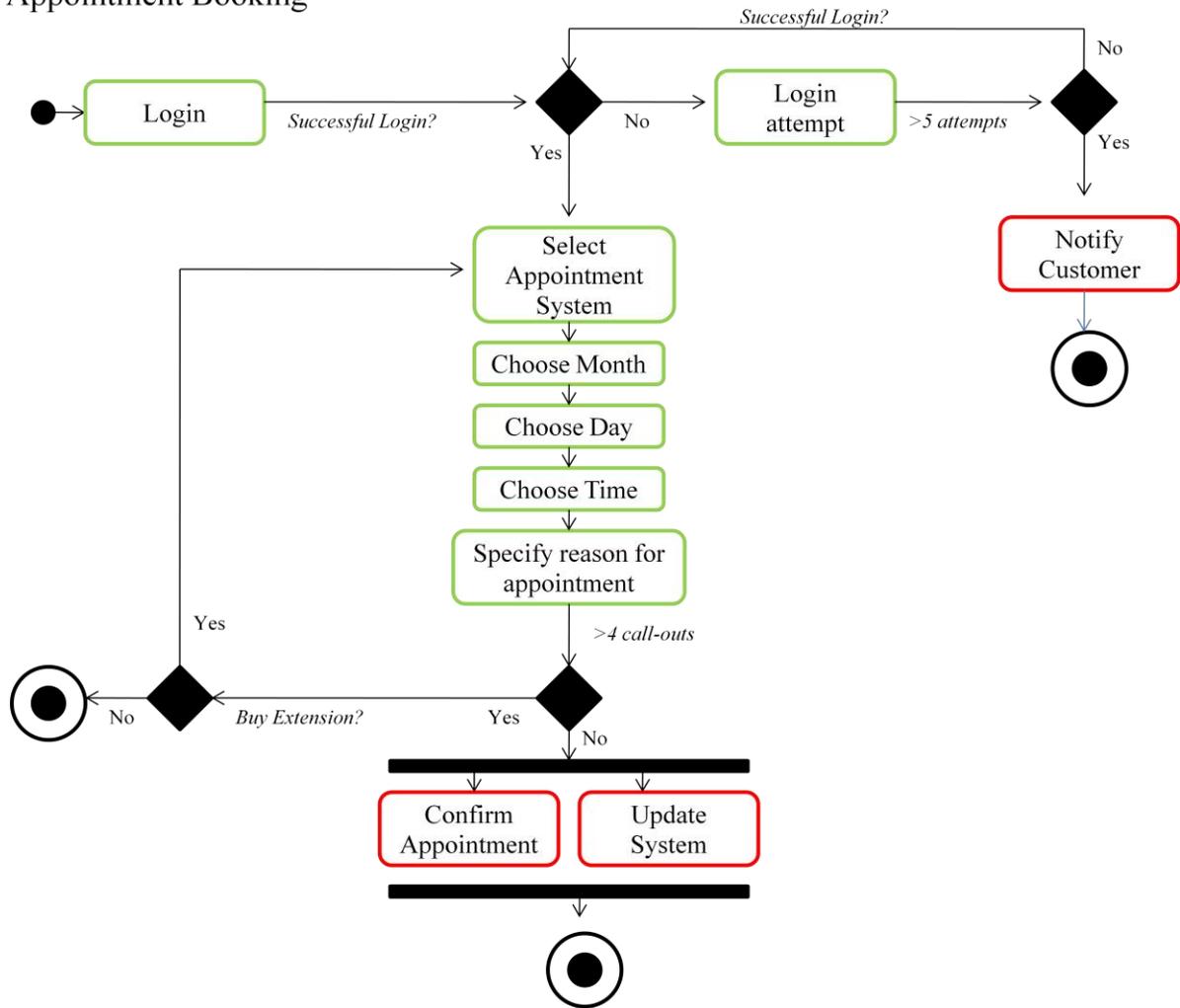
### R.A10 PC Start-Up Time



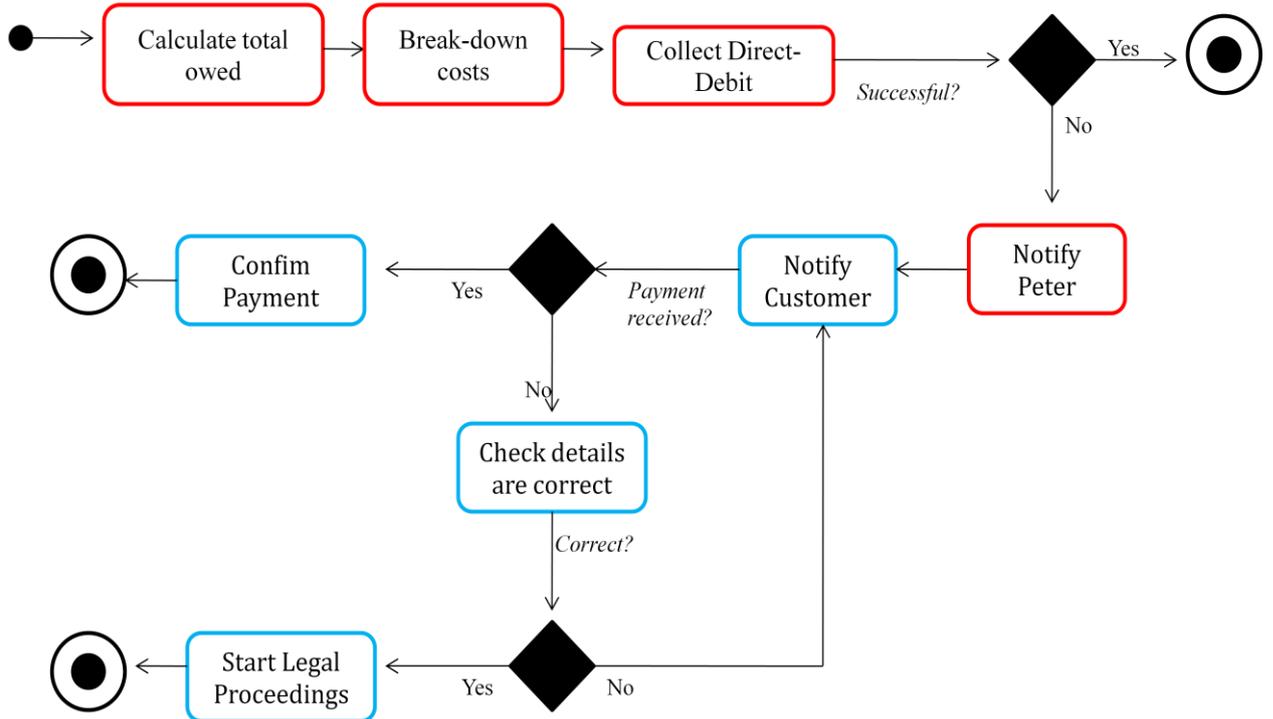
### Monthly Reports



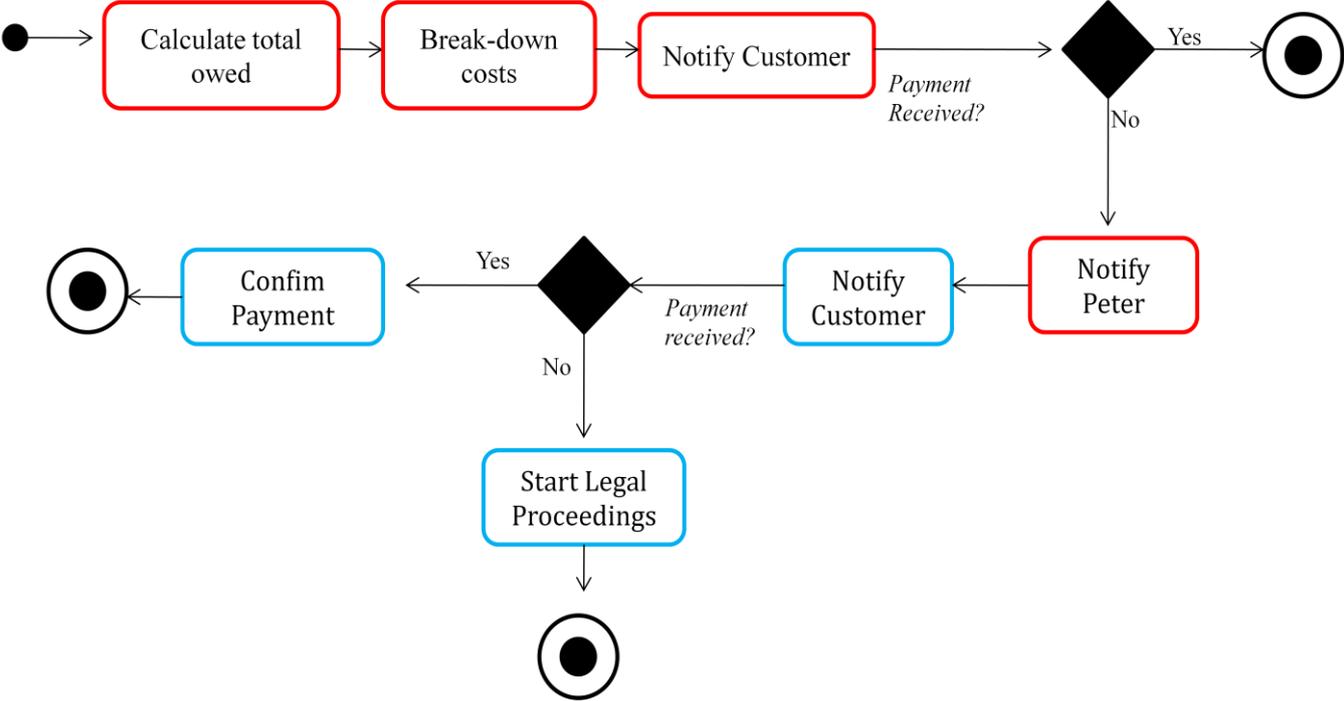
# Appointment Booking



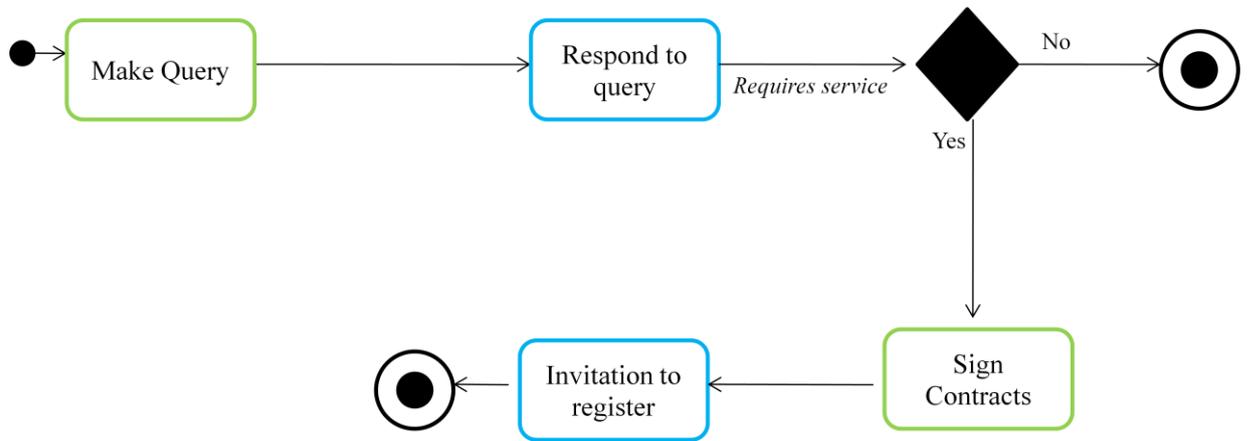
## Invoicing and Direct Debit Payments



Invoicing for Additional Costs

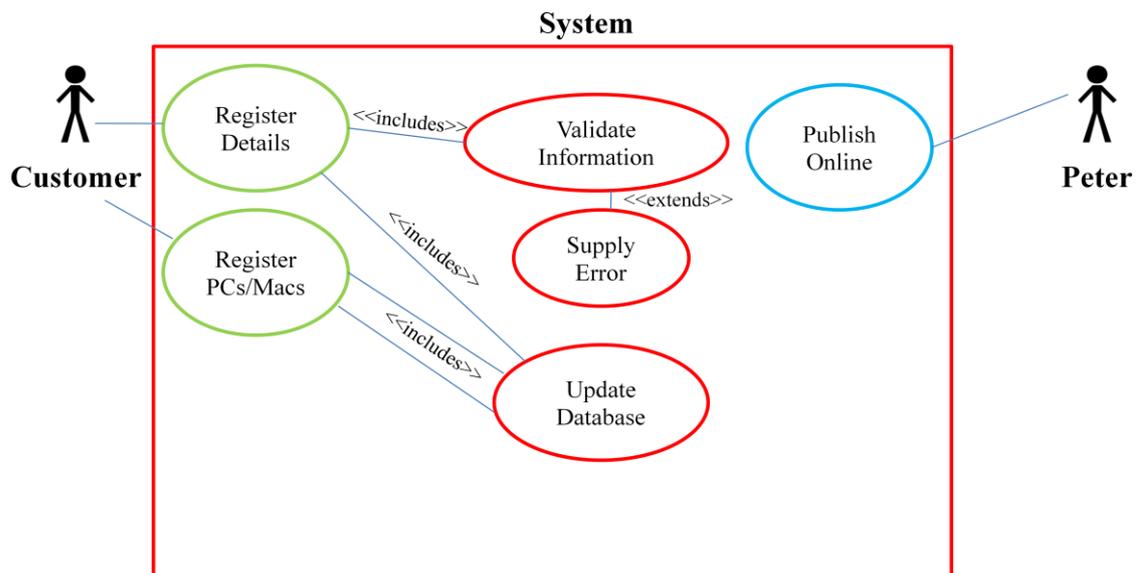


# Customer Query

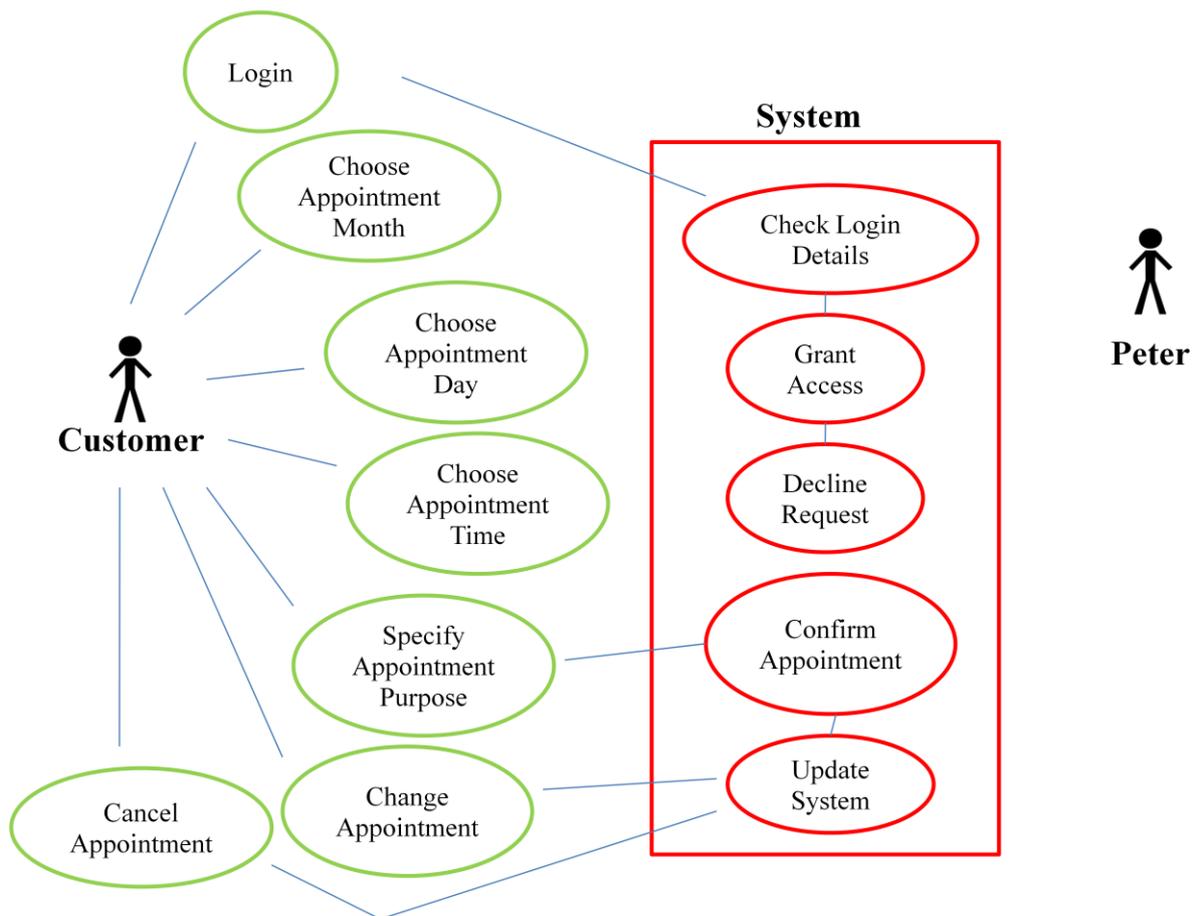


# Appendix B: UML Use Case Diagrams

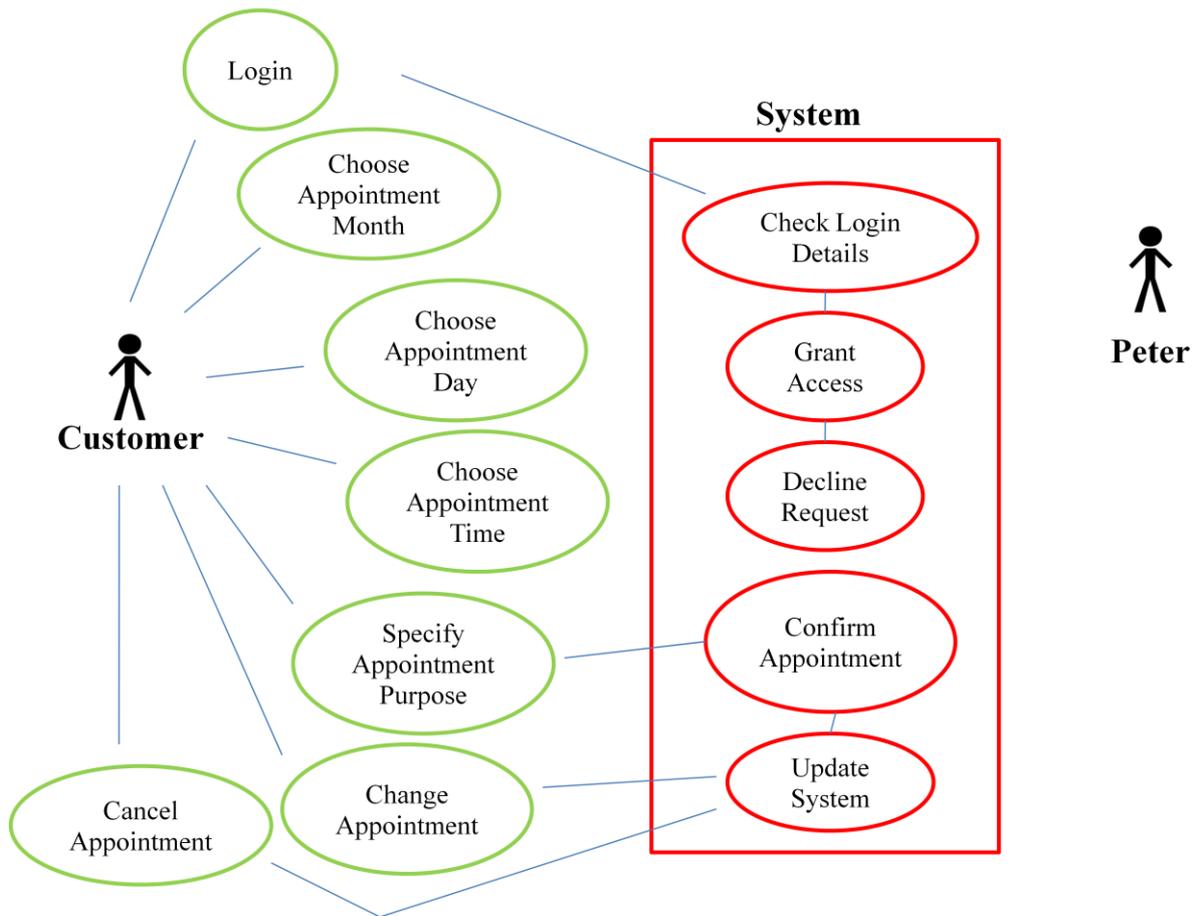
### B.A1 Registering a New Customer



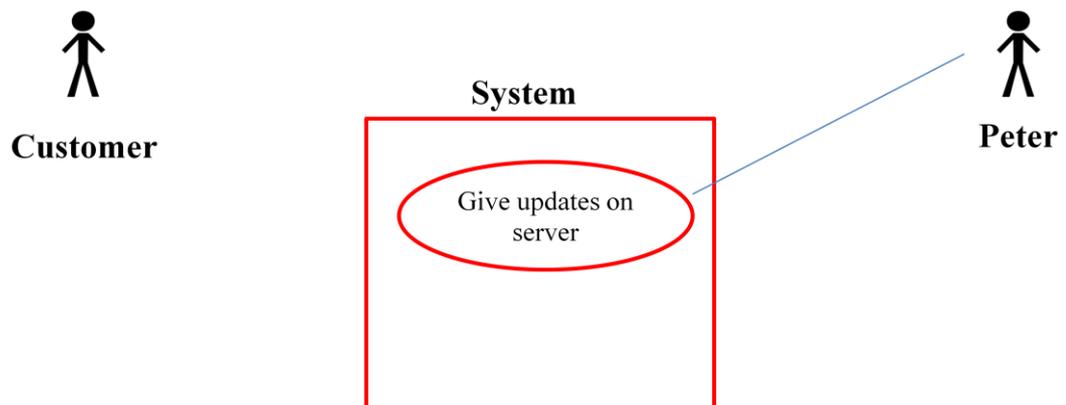
### B.A2 Call-Outs



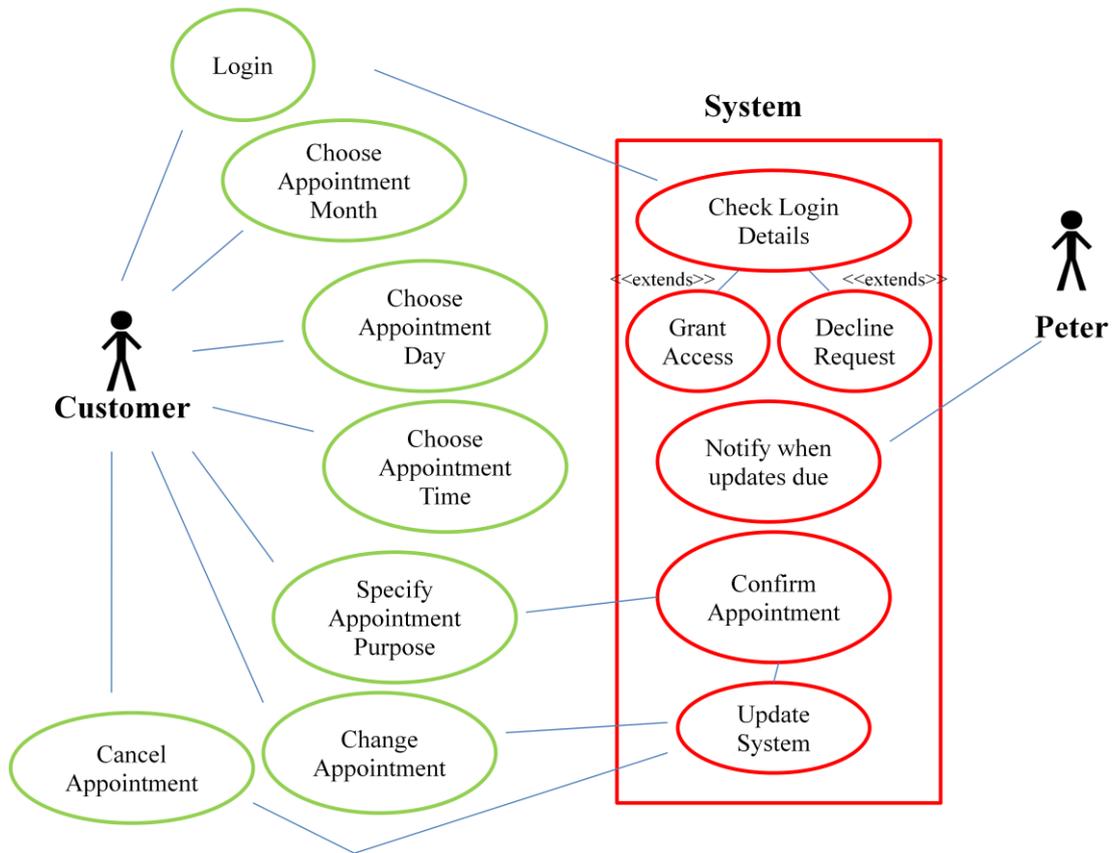
### B.A3 Remote Repair



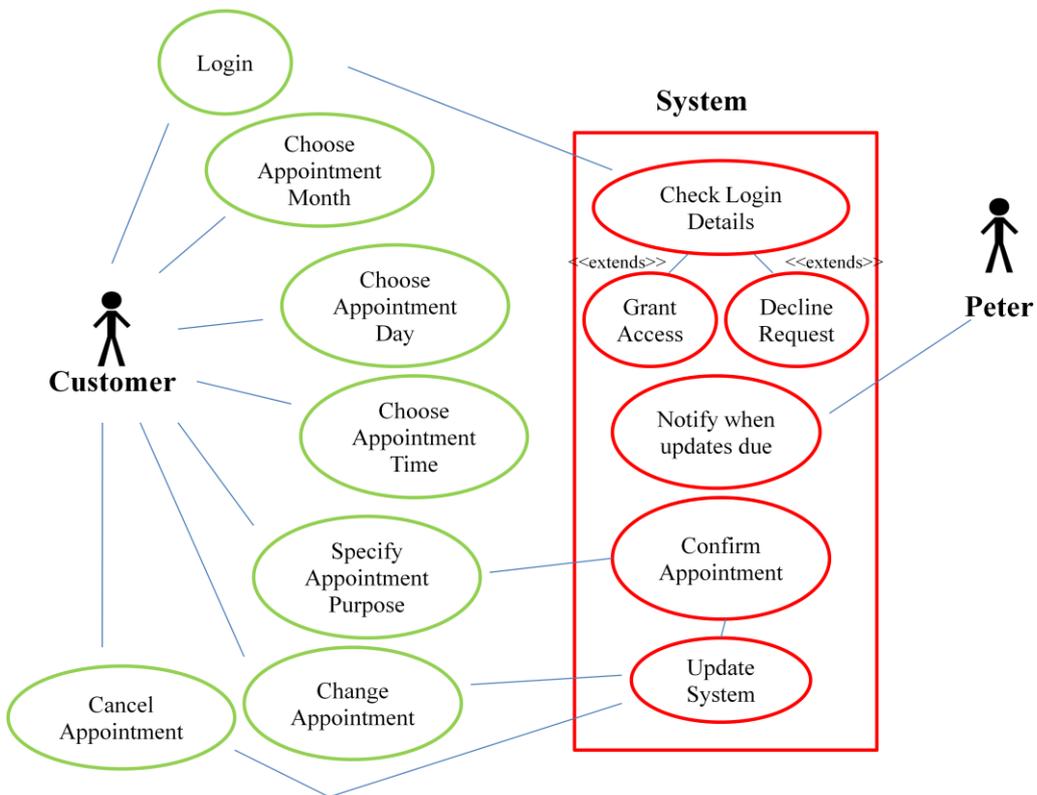
### B.A5 Real Time Pro Active Server Monitoring



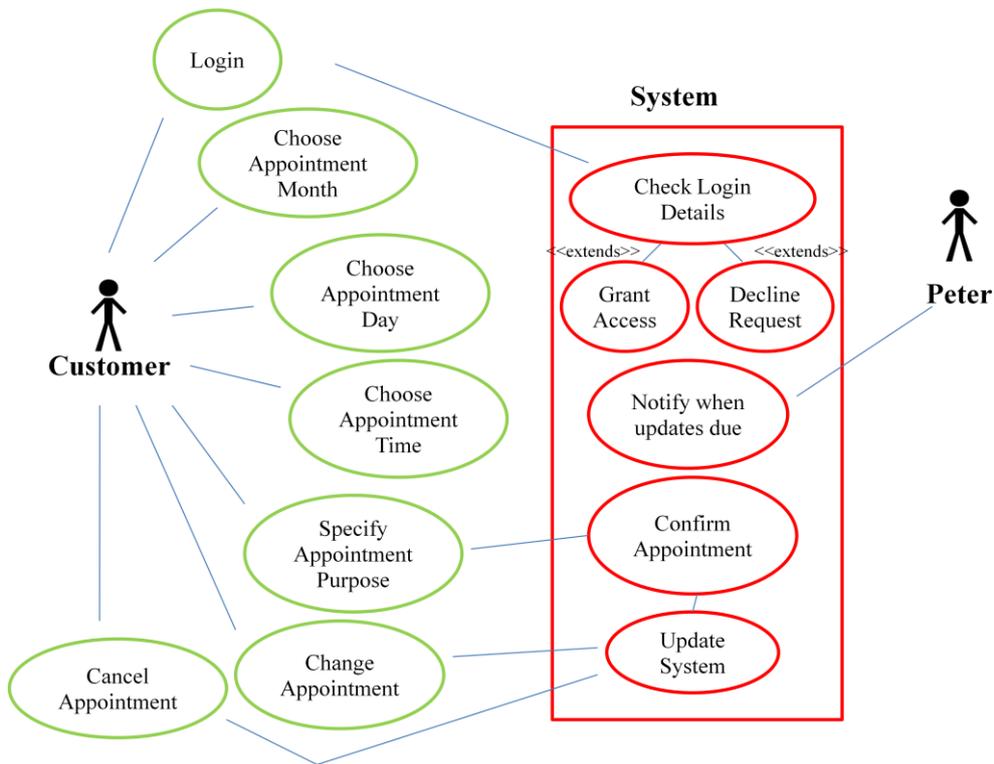
R.A6 Diagnostics



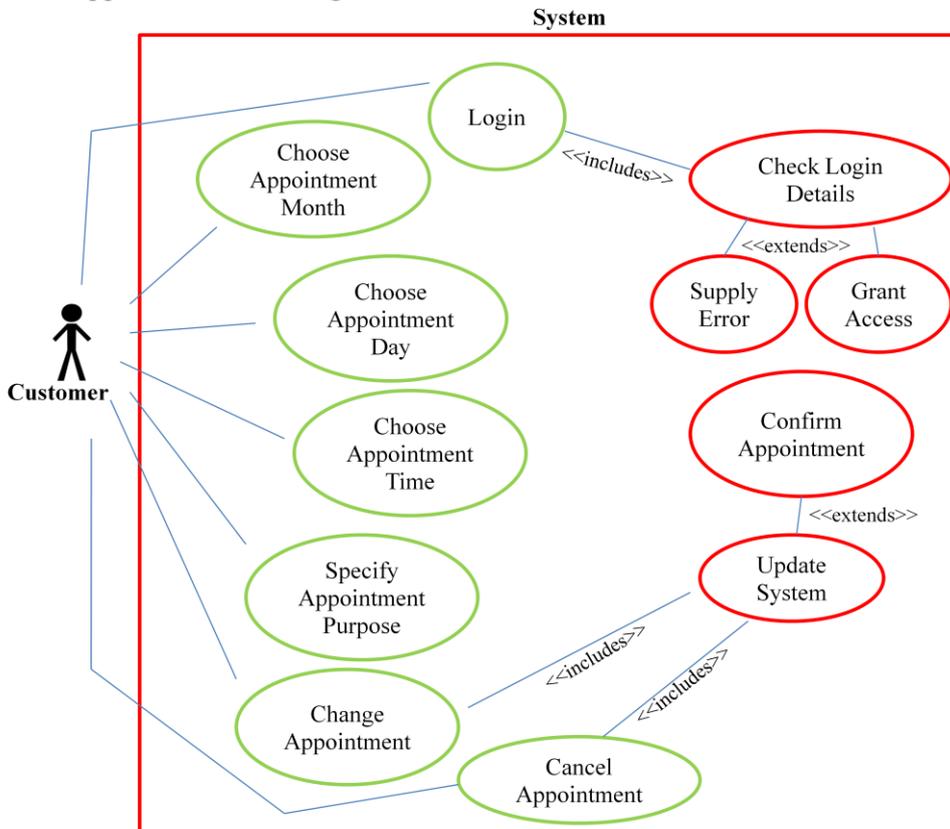
R.A7 Detect and remove Viruses, Malware and Trojans



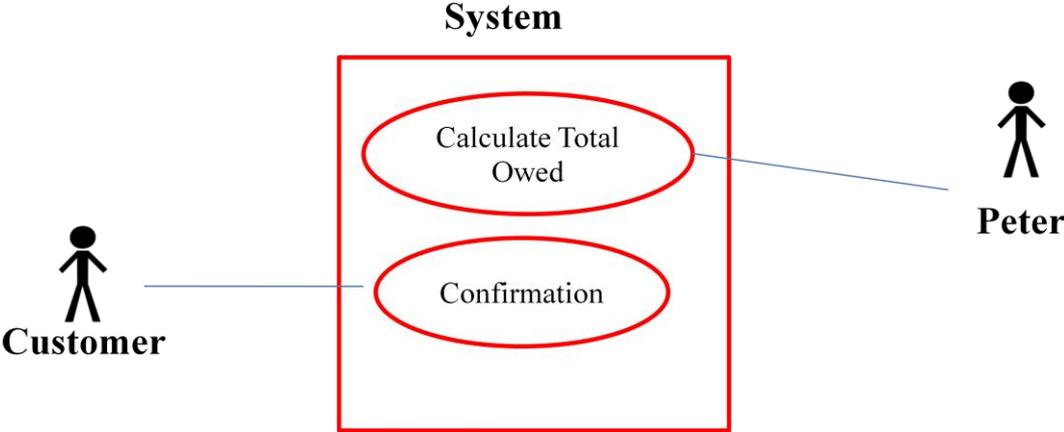
### R.A8 Update Operating System



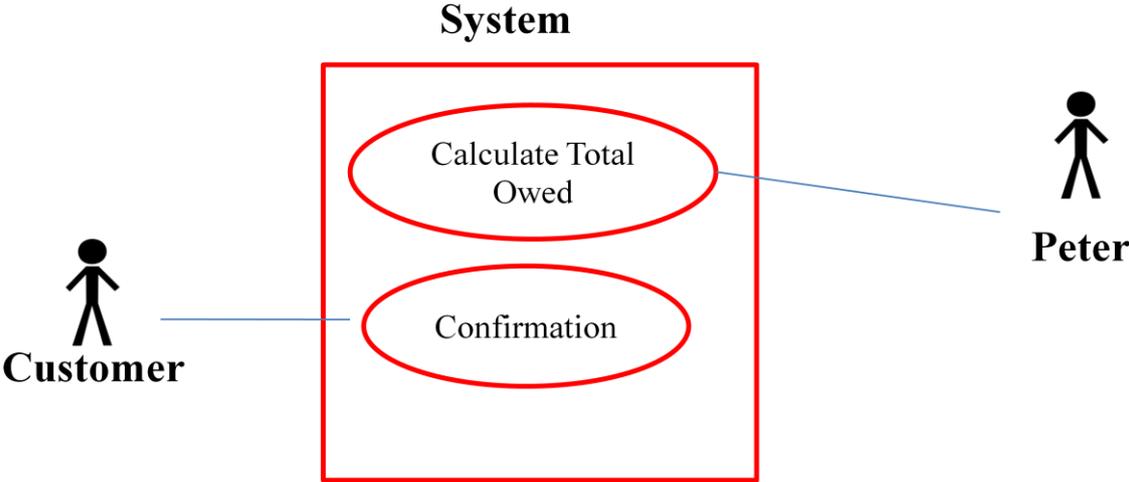
### A11 Appointment Booking



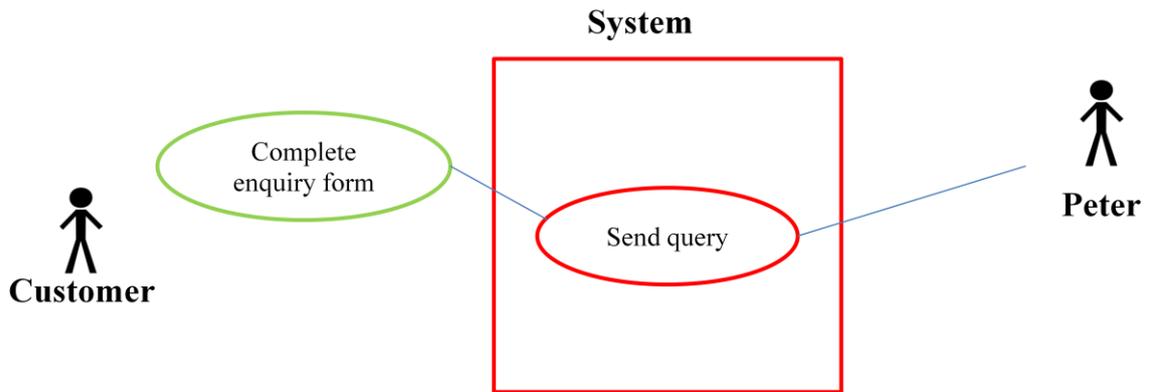
A12a Invoicing and Direct Debits



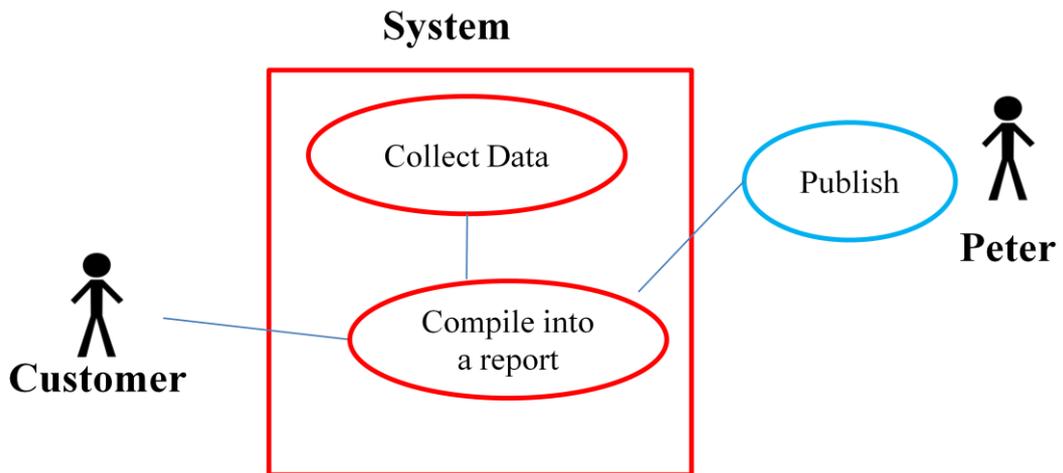
A12b Invoicing and Additional Costs



### A13 Customer Query



### A14 Monthly Reports



# Appendix C: Implementation PHP Code

## Formatting.css

```
!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.0//EN">
```

```
h1
```

```
{  
color:red;  
}
```

```
p
```

```
{  
color:blue;  
}
```

```
fieldset
```

```
{  
border: 2px solid black;  
width: 20em  
}
```

```
legend
```

```
{  
color: white;  
background: #2E9AFE;  
}
```

```
input
```

```
{  
color: black;  
background: #E6E6E6;  
border: 1px solid black  
}
```

```
submit input
```

```
{  
border: none;  
}
```

### **dbConfig.php**

```
<?php

$host = "localhost";
$dbuser = "Charlie";
$dbpass = "Cardiff2009";
$dbname = "simplywales";

$connect = mysql_connect($host, $dbuser, $dbpass);
mysql_select_db("$dbname", $connect);

?>
```

### **Register.php**

```
<?php

include"dbConfig.php";

$username=$_GET['username'];
$password=md5($_GET['password']);
$email=$_GET['email'];

$insert="INSERT into customerregistrationdetails (username, password, email) VALUES
('$username', '$password', '$email)";
mysql_query($insert) or die(mysql_error());

echo "<h2>Thanks for registering!</h2>";

?>
```

## Index.php

//adapted from <http://php.net/manual/en/function.date.php>

//adapted from [www.html-form-guide.com/php-form/php-registration-form.html](http://www.html-form-guide.com/php-form/php-registration-form.html)

```
<html>

<?php
date_default_timezone_set("GMT");
echo date('jS F Y h:i A');
?>

<head>
<LINK rel="stylesheet" type="text/css" href="formatting.css">
</head>

<body>



<form method="get" action="register.php">
<fieldset>
<legend>Registration Form</legend>
<table width="300" border="0">

  <tr>
    <td>Username</td>
    <td><input type="text" name="username"/></td>
  </tr>

  <tr>
    <td>Password</td>
    <td><input type="password" name="password"/></td>
  </tr>

  <tr>
    <td>Email</td>
    <td><input type="email" name="email"/></td>
  </tr>

  <tr>
    <td><input type="submit" name="submit" value="Submit"/></td>
  </tr>

</fieldset>
</form>

</body?

</html>
```

## Calendar.php

PHP script adapted from [www.dreamincode.net/forums/topics/87835-event-tracking-calendar/](http://www.dreamincode.net/forums/topics/87835-event-tracking-calendar/)

```
<?php
if ((!isset($_POST['month'])) || (!isset($_POST['year']))) {
    $nowArray = getdate();
    $month = $nowArray['mon'];
    $year = $nowArray['year'];
} else {
    $month = $_POST['month'];
    $year = $_POST['year'];
}
$start = mktime(12,0,0,$month,1,$year);
$firstDayArray = getdate($start);
?>
<html>
<head>
<title><?php echo "Calendar: ".$firstDayArray['month']. " " . $firstDayArray['year'];
?></title>
</head>
<body>
<h1>Select a Month/Year</h1>
<form method="post" action="<?php echo $_SERVER['PHP_SELF']; ?>">
<select name="month">
<?php
$months = Array("January", "February", "March", "April", "May", "June", "July", "August",
"September", "October", "November", "December");

for ($x=1; $x<=count($months); $x++){
    echo "<option value=\"\$x\"";
    if ($x == $month){
        echo " selected";
    }
    echo ">".$months[$x-1]."</option>";
}
?>
</select>
<select name="year">
<?php
for ($x=1980; $x<=2010; $x++){
    echo "<option";
    if ($x == $year){
        echo " selected";
    }
    echo ">$x</option>";
}
?>
</select>
<input type="submit" name="submit" value="Go!">
</form>
```

```

<?php
$days = Array("Sun", "Mon", "Tue", "Wed", "Thu", "Fri", "Sat");
echo "<table border='1' cellpadding='3'><tr>\n";
foreach ($days as $day){
    echo "<td style='background-color: #CCCCCC; text-align: center; width: 14%
'\><strong>$day</strong></td>\n";
}
for ($count=0; $count < (6*7); $count++){
    $dayArray = getdate($start);
    if (($count % 7) == 0){
        if ($dayArray['mon'] != $month){
            break;
        } else {
            echo "</tr><tr>\n";
        }
    }
    if ($count < $firstDayArray['wday'] || $dayArray['mon'] != $month){
        echo "<td> </td>\n";
    } else {
        $chkEvent_sql = "SELECT event_title FROM calendar_events WHERE
month(event_start) = ".$month." AND dayofmonth(event_start) =
".$dayArray["mday"]." AND year(event_start) = ".$year." ORDER BY event_start";

        $chkEvent_res = mysql_query($chkEvent_sql, $mysql) or die(mysql_error ($mysql));

        if (mysql_num_rows($chkEvent_res) > 0 {
            $event_title = "<br/>";
            while ($sev = mysql_fetch_array($chkEvent_res)) {

                $event_title.=
stripslashes($sev["event_title"])."<br/>";
            }
            mysql_free_result($chkEvent_res);
        }
        else
        {
            $event_title = "";
        }
        echo "<td valign='top'><a href='java
script:eventWindow ('event.php?m=".$month."&d=".$dayArray["mday"]."&y=$year');
'\>".$dayArray["mday"]."</a><br/>".$event_title.</td>\n";
        unset($event_title);

        $start += ADAY;
    }
}
    echo "<td>".$dayArray['mday']." </td>\n";
    $start += ADAY;
}
}

```

```

echo "</tr></table>";
mysql_close ($mysql);
?>
</body>
</html>

```

### Event.php

PHP Script adapted from [www.dreamincode.net/forums/topics/87835-event-tracking-calendar/](http://www.dreamincode.net/forums/topics/87835-event-tracking-calendar/)

```

<html>
<head>

<title>Show / Add Events</title>
</head>
<body>
<h1>Show / Add Events</h1>

<?php
$mysql = mysql_connect("localhost", "Charlie", "Cardiff2009");
mysql_select_db("simplywales", $mysql) or die(mysql_error());

// Add our new events
if ($_POST){
    $m = $_POST['m'];
    $d = $_POST['d'];
    $y = $_POST['y'];

    // Formatting for SQL datetime (if this is edited, it will NOT work.)

    $event_date = $y."-".$m."-".$d."
".$_POST["event_time_hh"].":".$_POST["event_time_mm"].":00";
    $insEvent_sql = "INSERT INTO calendar_events (event_title,
        event_shortdesc, event_start) VALUES('
        ".$_POST["event_title"]."',
        "'.$_POST["event_shortdesc"]."', '$event_date)";
    $insEvent_res = mysql_query($insEvent_sql, $mysql)
        or die(mysql_error($mysql));
} else {
    $m = $_GET['m'];
    $d = $_GET['d'];
    $y = $_GET['y'];
}

// Show the events for this day:

$getEvent_sql = "SELECT event_title, event_shortdesc,
    date_format(event_start, '%l:%i %p') as fmt_date FROM
    calendar_events WHERE month(event_start) = '".$_m.'"
    AND dayofmonth(event_start) = '".$_d.'" AND
    year(event_start)= '".$_y.'" ORDER BY event_start";

$getEvent_res = mysql_query($getEvent_sql, $mysql)
    or die(mysql_error($mysql));
if (mysql_num_rows($getEvent_res) > 0){

```

```

$event_txt = "<ul>";
while($ev = @mysql_fetch_array($getEvent_res)){
    $event_title = stripslashes($ev["event_title"]);
    $event_shortdesc = stripslashes($ev["event_shortdesc"]);
    $fmt_date = $ev["fmt_date"];
    $event_txt .= "<li><strong>".$fmt_date."</strong>:
        ".$event_title."<br/>".$event_shortdesc."</li>";
    }
$event_txt .= "</ul>";
mysql_free_result($getEvent_res);
} else {
    $event_txt = "";
}

mysql_close($mysql);

if ($event_txt != ""){
    echo "<p><strong>Today's Events:</strong></p>
    $event_txt
    <hr/>";
}

// Show form for adding the event:

echo "
<form method="post" action="\"".$_SERVER['PHP_SELF']."\">
<p><strong>Add Event:</strong><br/>
Complete the form below then press the submit button when you are done.</p>
<p><strong>Event Title:</strong><br/>

<input type="text" name="event_title" size="25" maxlength="25"/></p>
<p><strong>Event Description:</strong><br/>
<input type="text" name="event_shortdesc" size="25" maxlength="255"/></p>
<p><strong>Event Time (hh:mm):</strong><br/>
<select name="event_time_hh">";
for ($x=1; $x<=24; $x++){
    echo "<option value=\"$x\">$x</option>";
}

echo "</select> :
<select name="event_time_mm">
<option value="00">00</option>
<option value="15">15</option>
<option value="30">30</option>
<option value="45">45</option>
</select>

<input type="hidden" name="m" value="\".$m."\">
<input type="hidden" name="d" value="\".$d."\">
<input type="hidden" name="y" value="\".$y."\">
<br/><br/>
<input type="submit" name="submit" value="Add Event!\">
</form>";

```

```
?>  
</body>  
</html>
```

