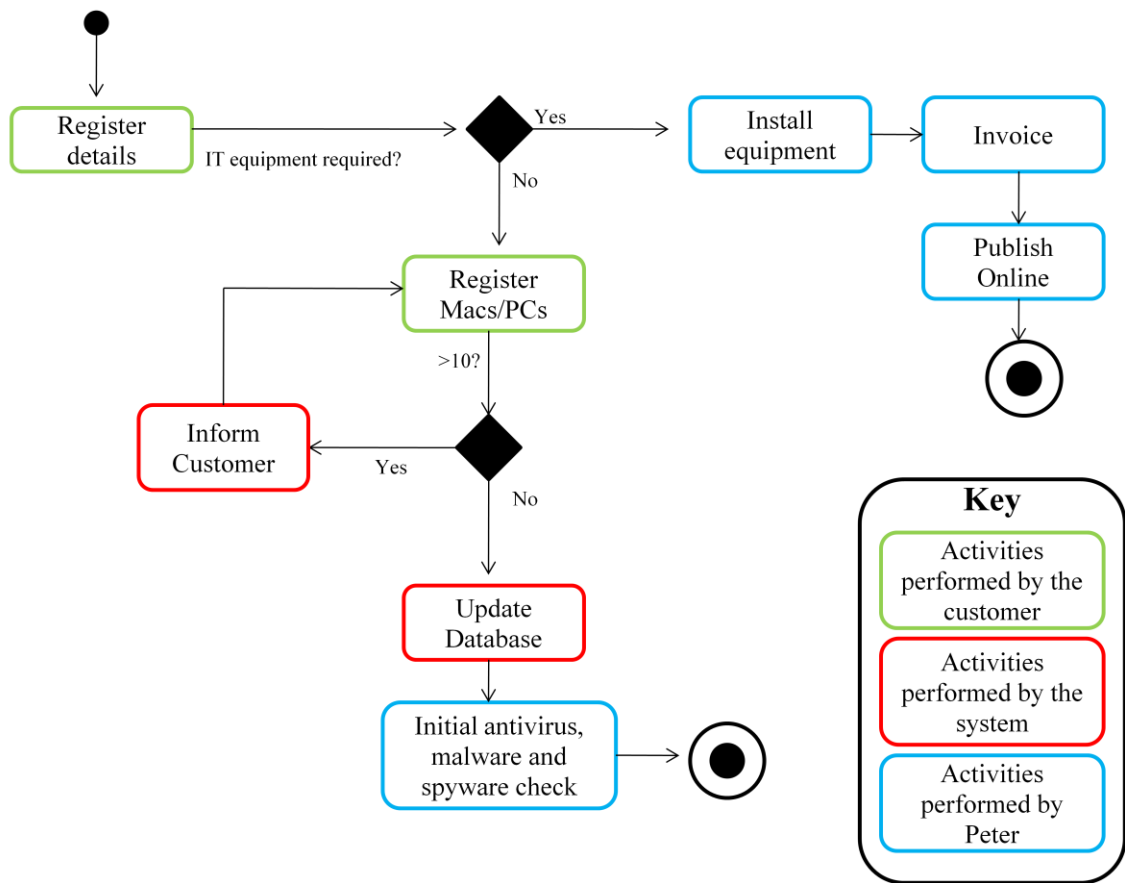


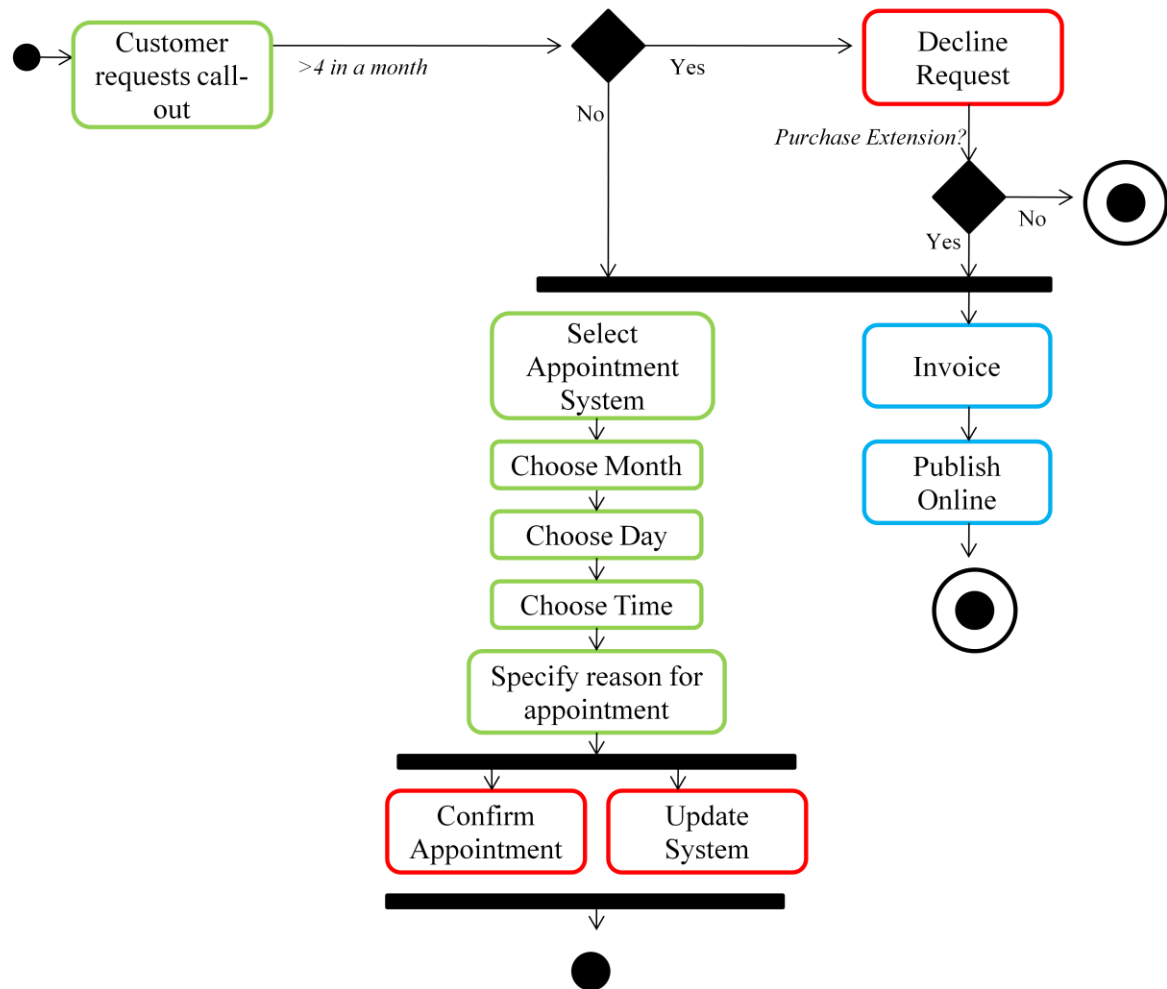
APPENDICES

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

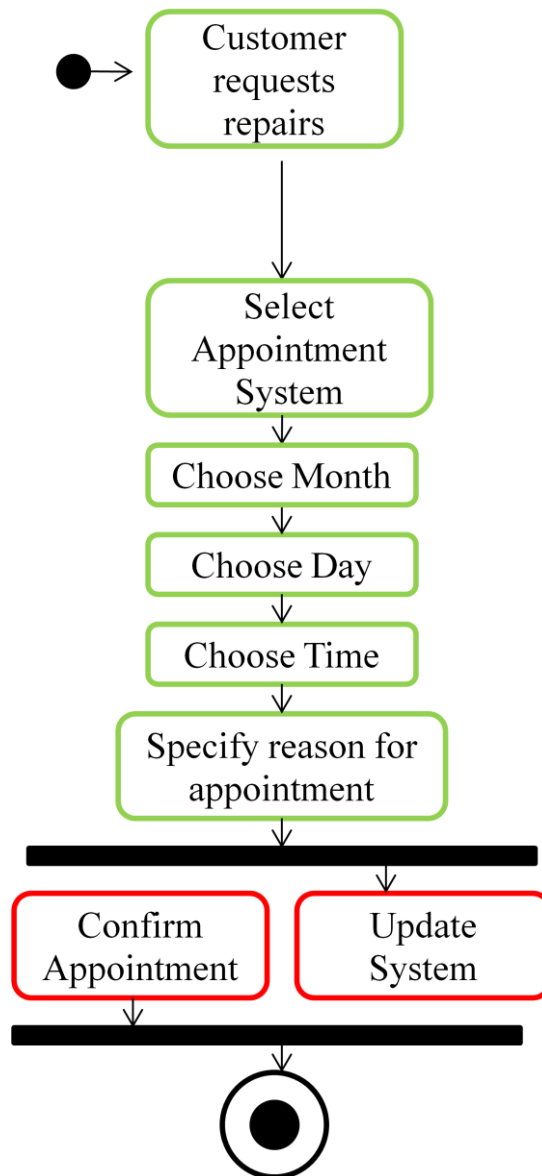
A1 Registering a New Customer



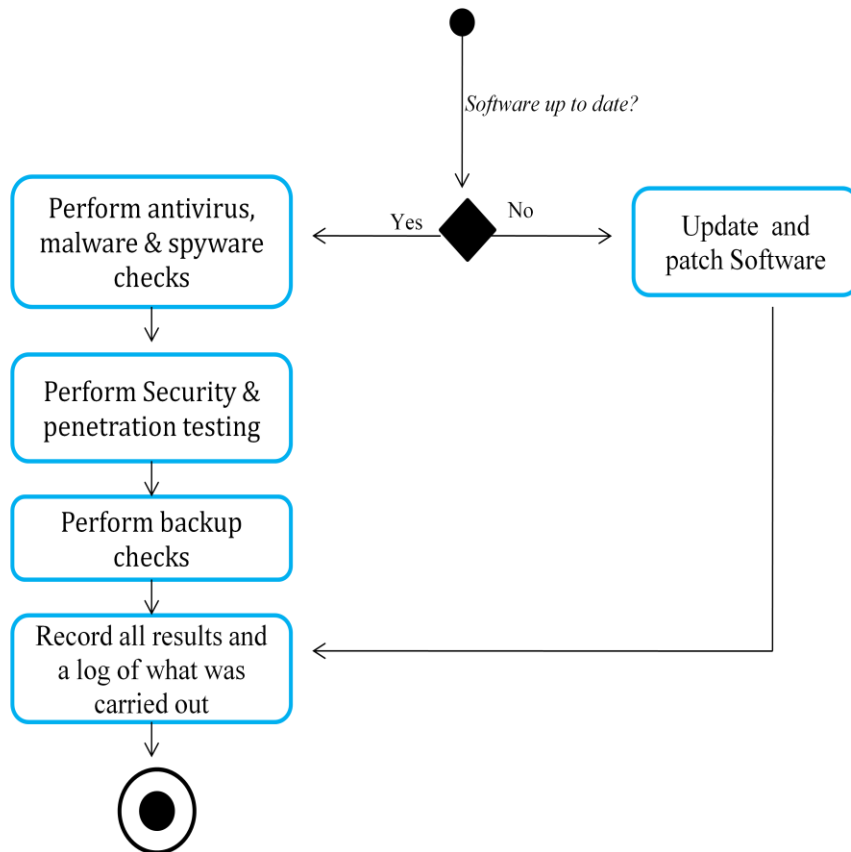
B.A2 Call-Out & Response Time Logging



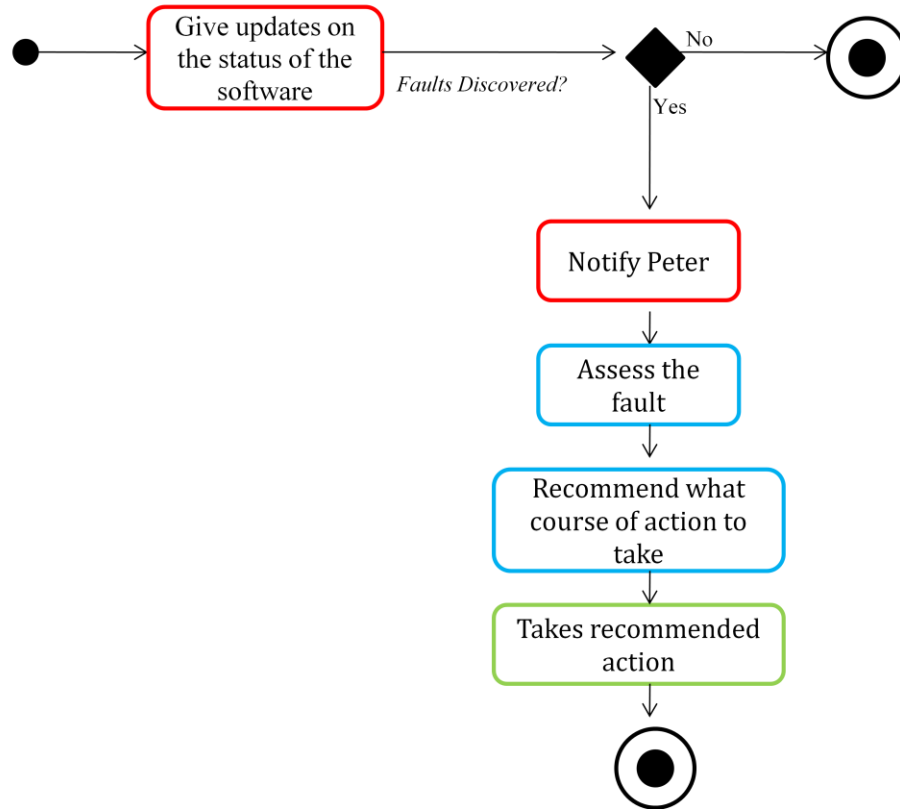
B.A3 Remote Repairs



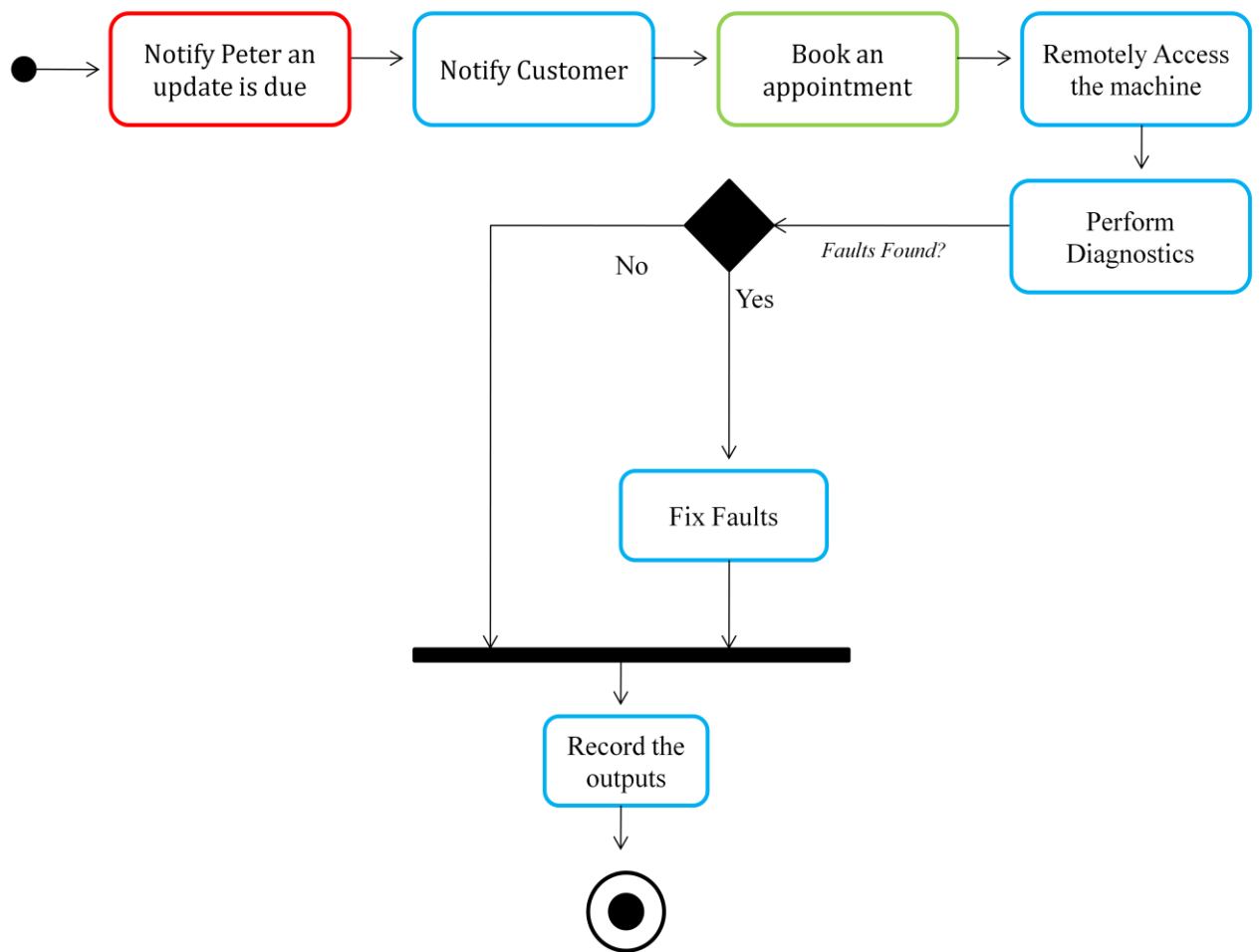
B.A4 Scheduled antivirus, malware & spyware checks,
Software updating and patching, Security & penetration testing
and Scheduled backup checks



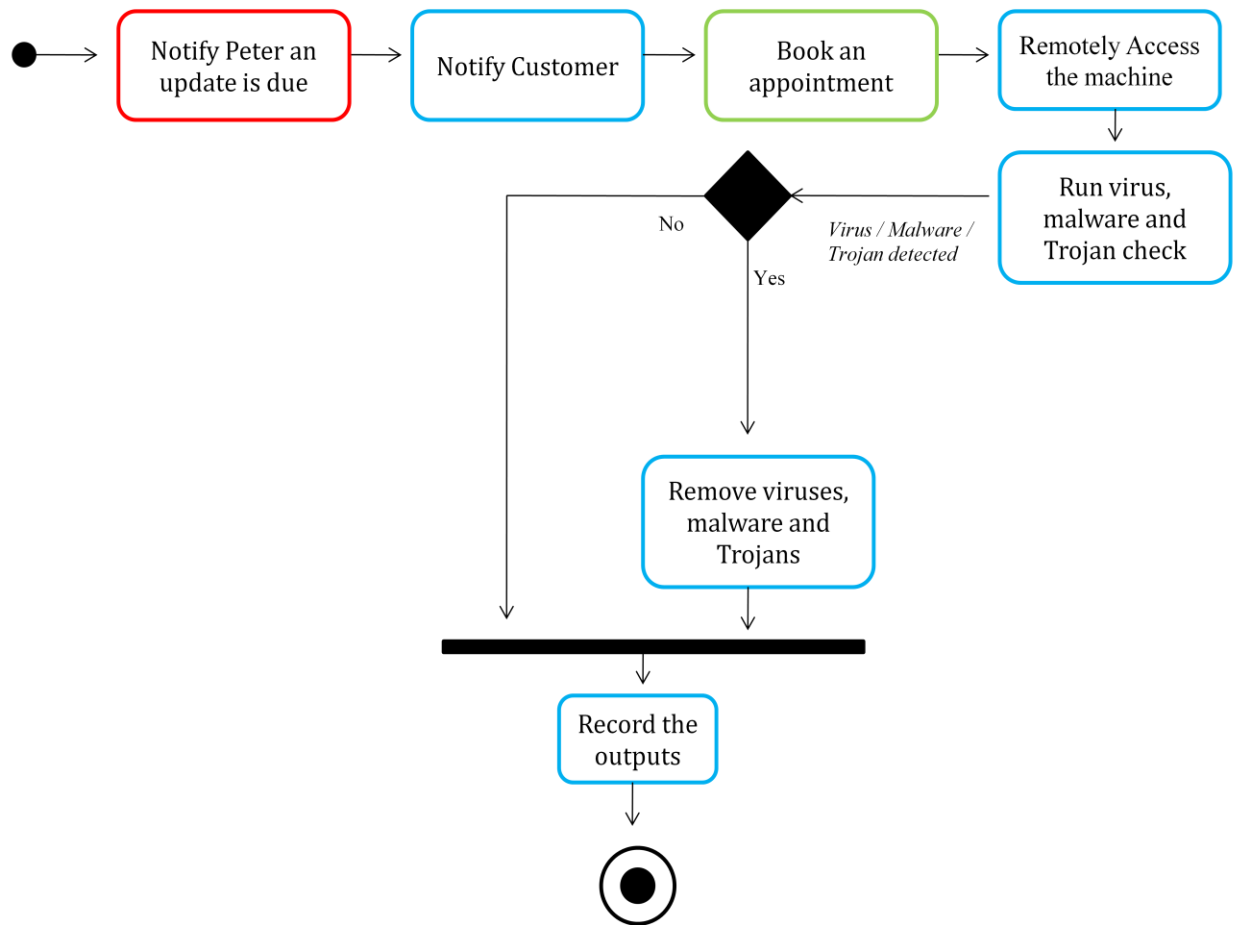
B.A5 Real Time Pro Active Server Monitoring



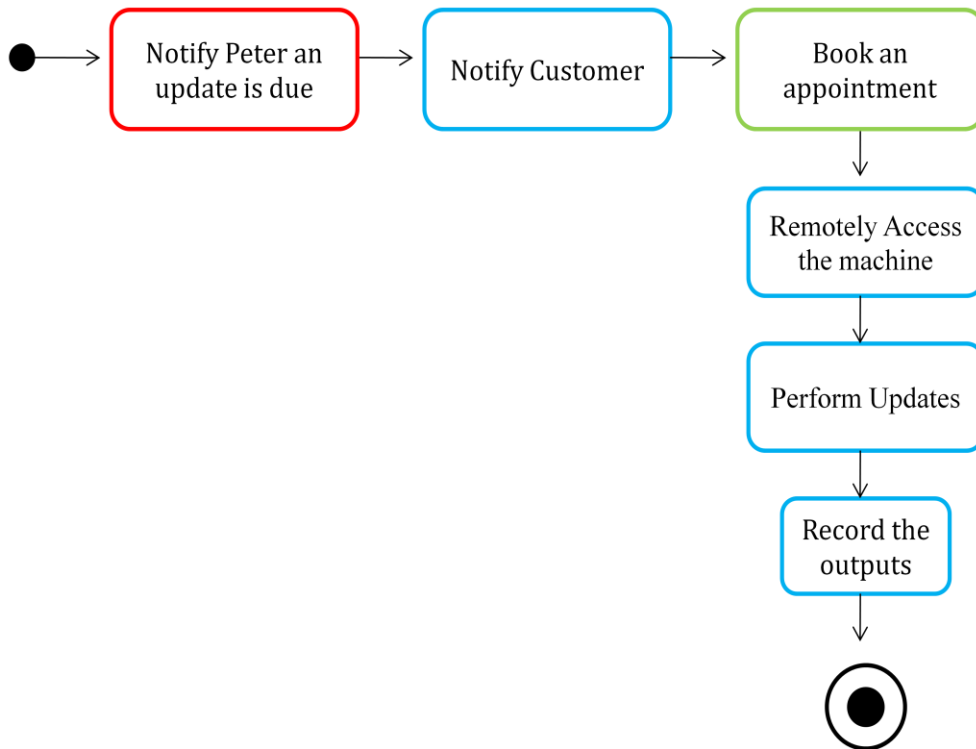
R.A6 Diagnostics



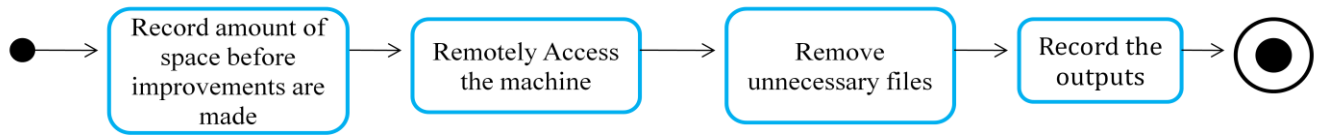
R.A7 Detect and Remove Viruses, Malware and Trojans



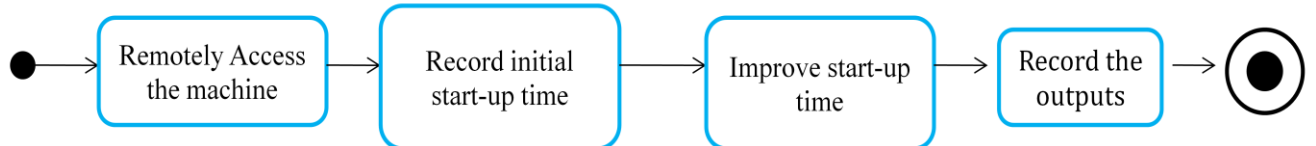
R.A8 Operating System Update



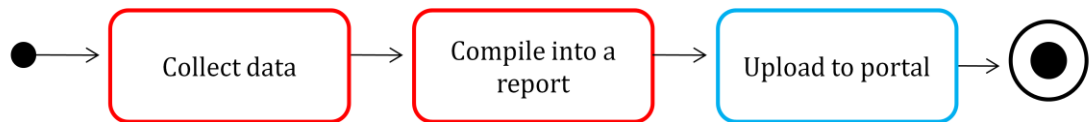
R.A9Hard Drive Space



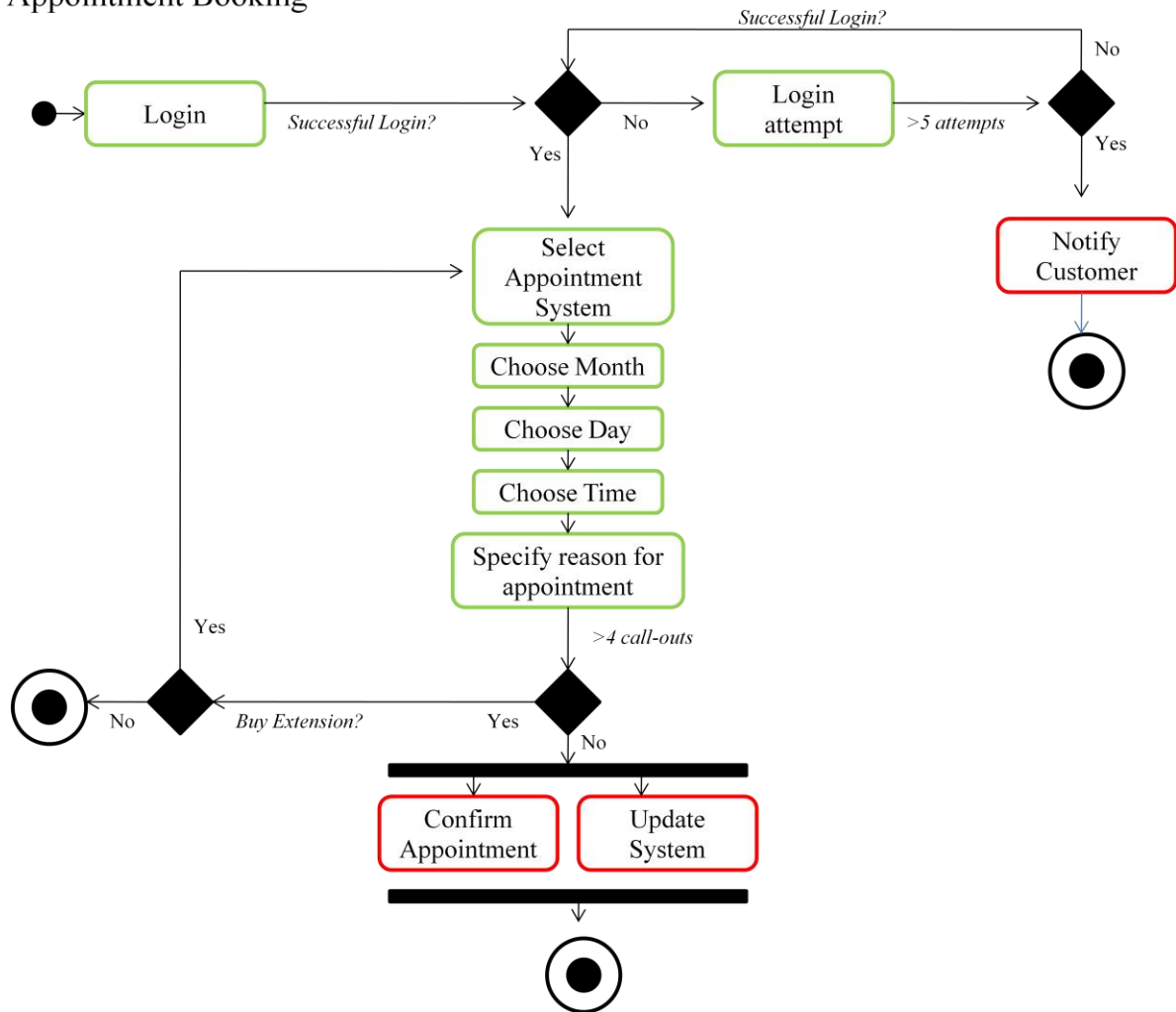
R.A10 PC Start-Up Time



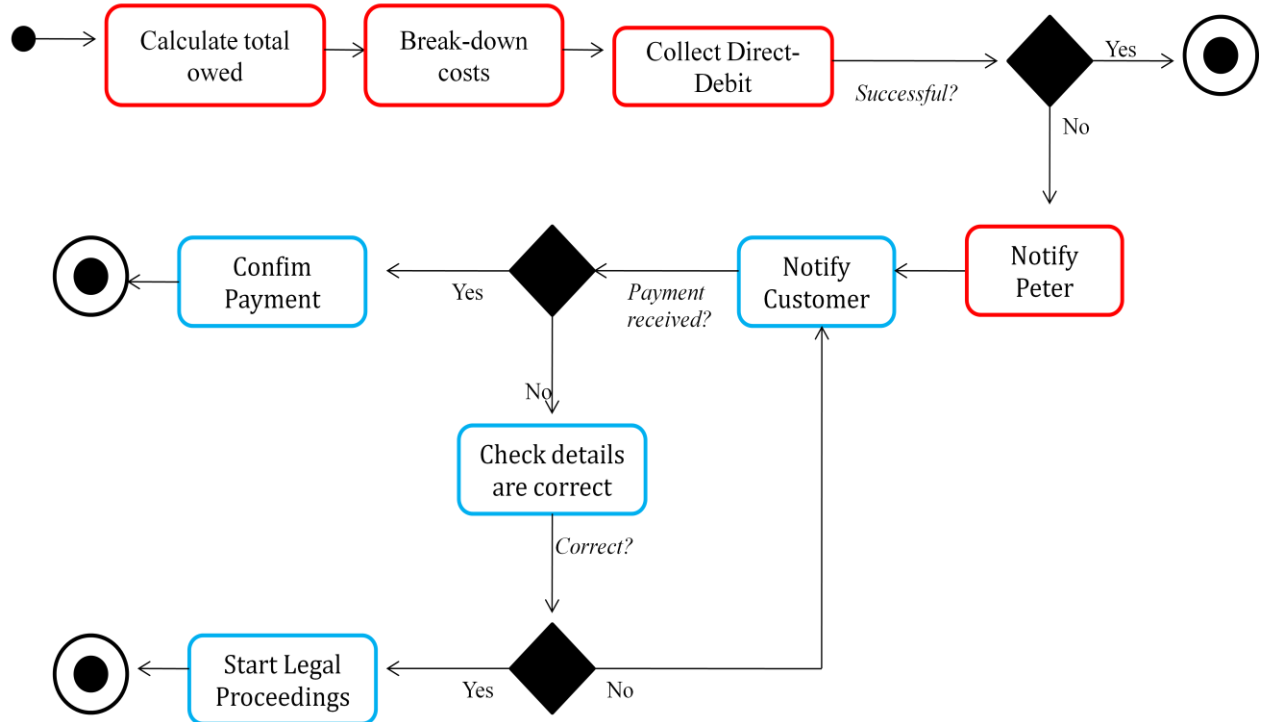
Monthly Reports



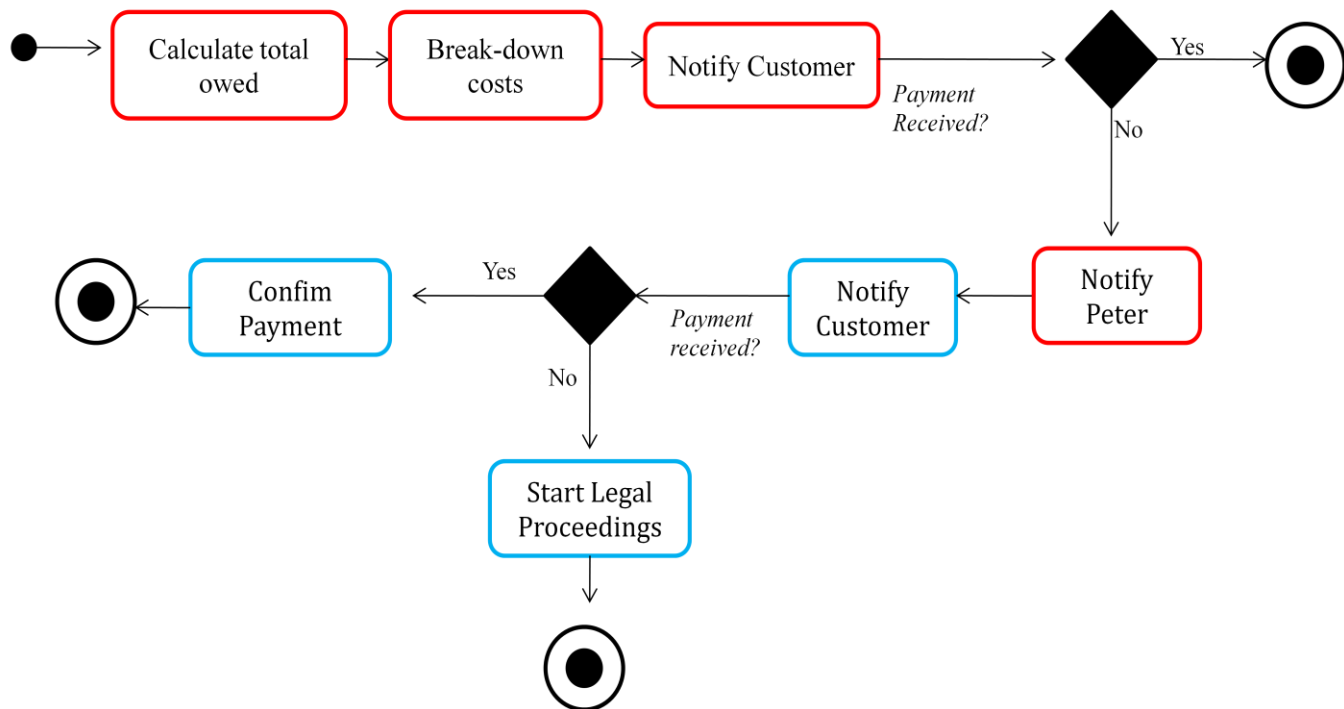
Appointment Booking



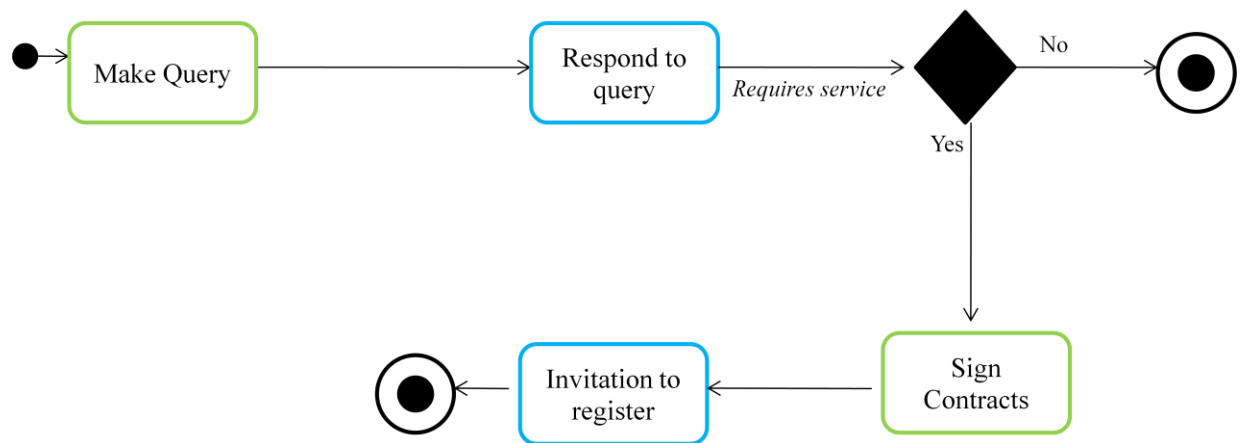
Invoicing and Direct Debit Payments



Invoicing for Additional Costs

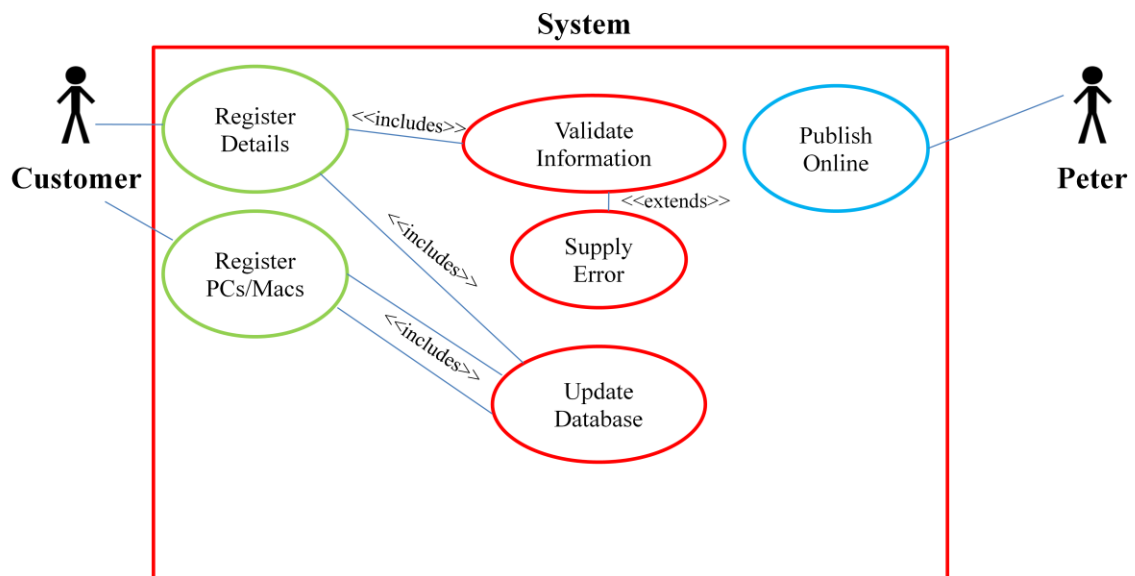


Customer Query

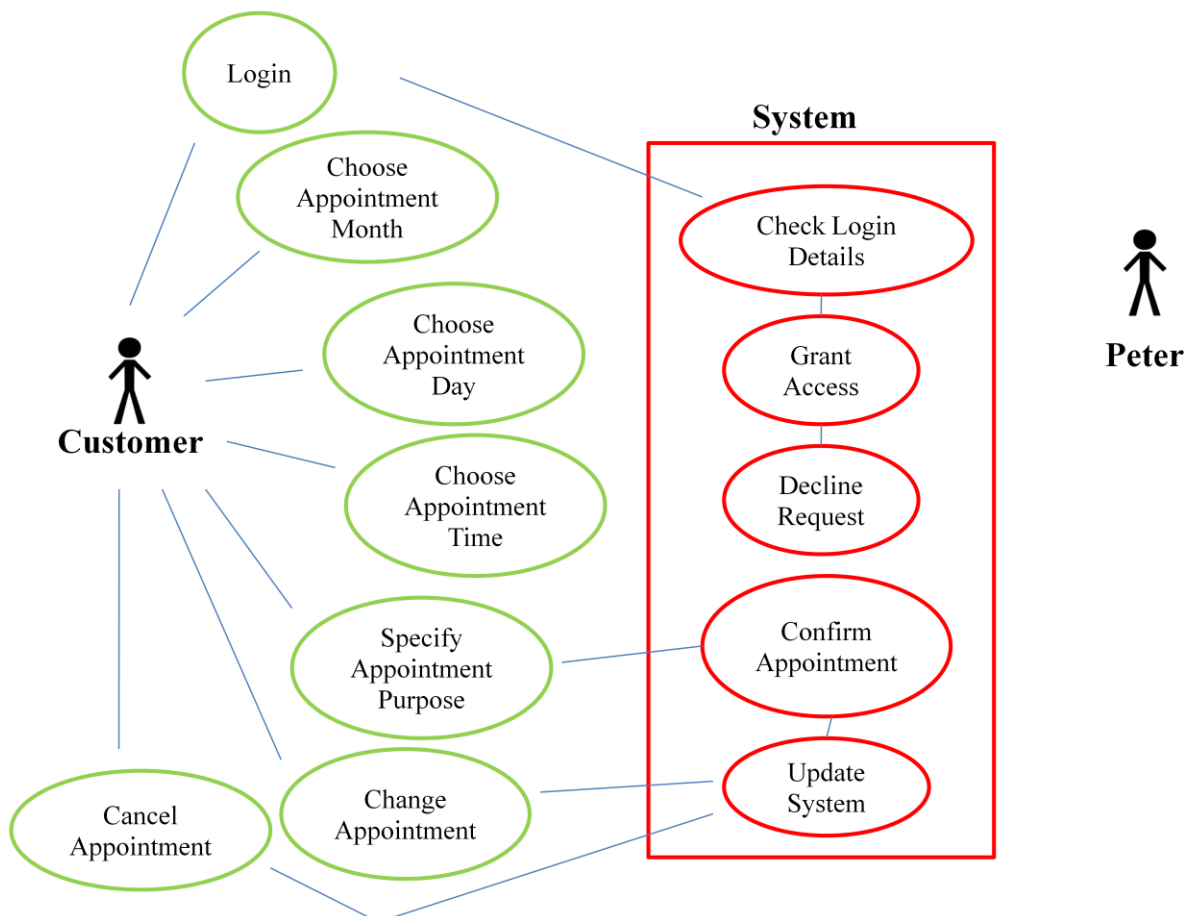


Appendix B: UML Use Case Diagrams

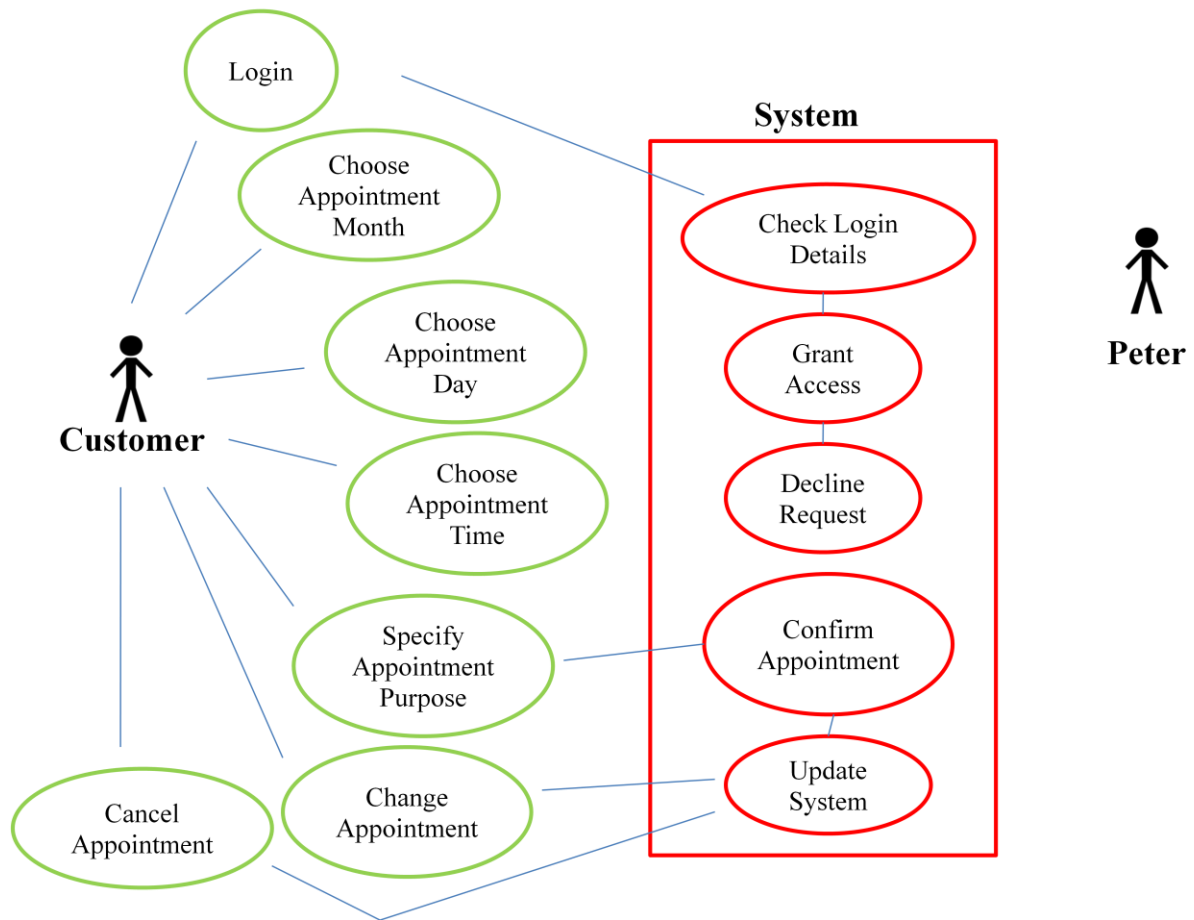
B.A1 Registering a New Customer



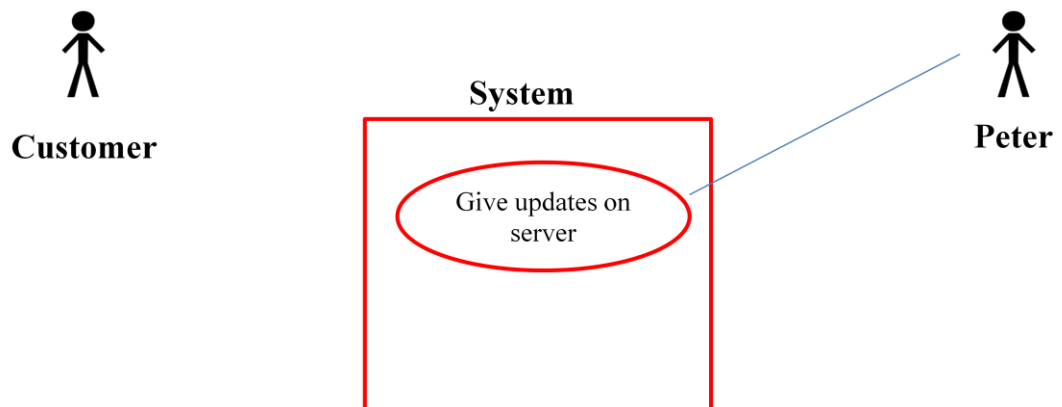
B.A2 Call-Outs



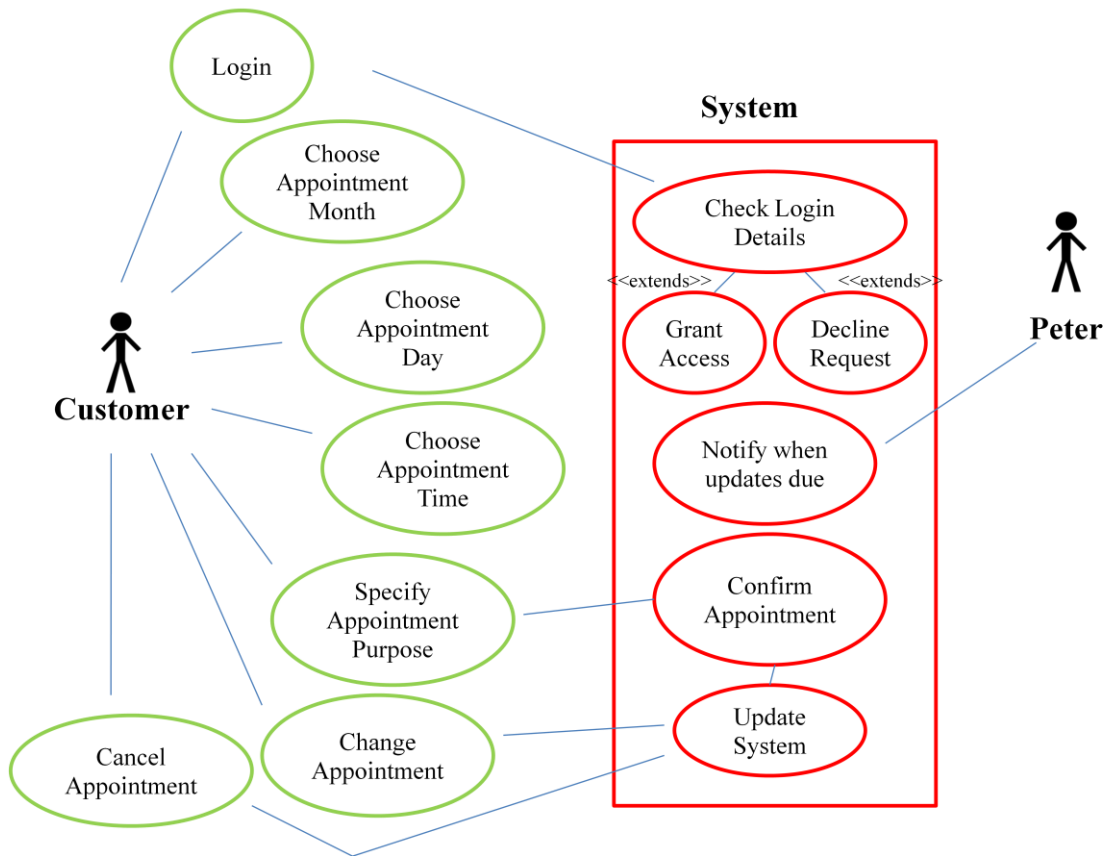
B.A3 Remote Repair



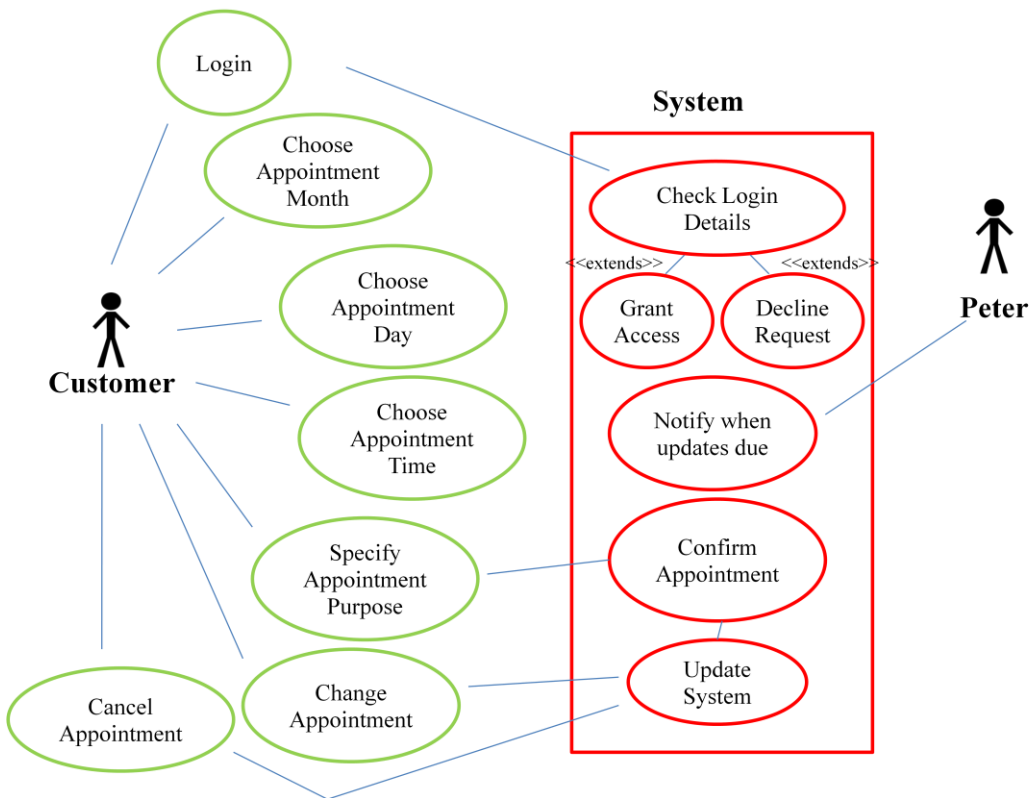
B.A5 Real Time Pro Active Server Monitoring



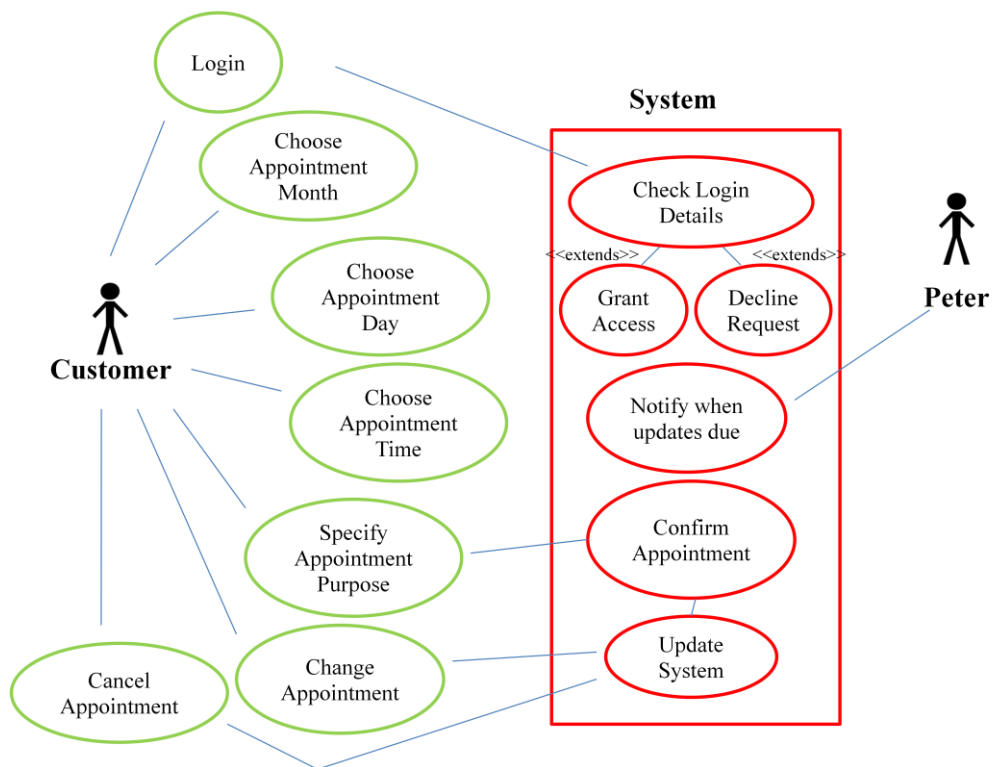
R.A6 Diagnostics



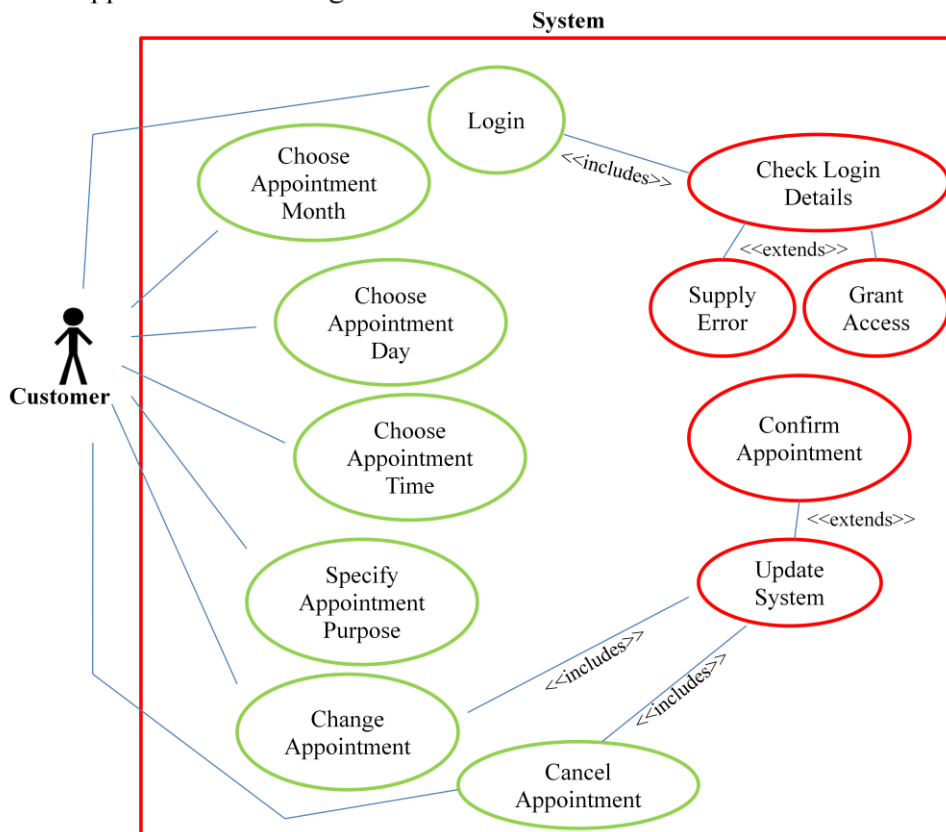
R.A7 Detect and remove Viruses, Malware and Trojans



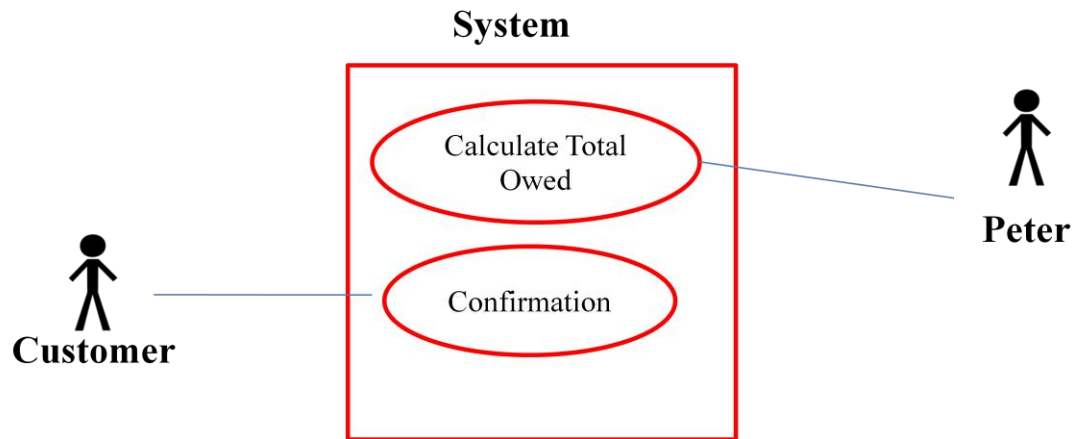
R.A8 Update Operating System



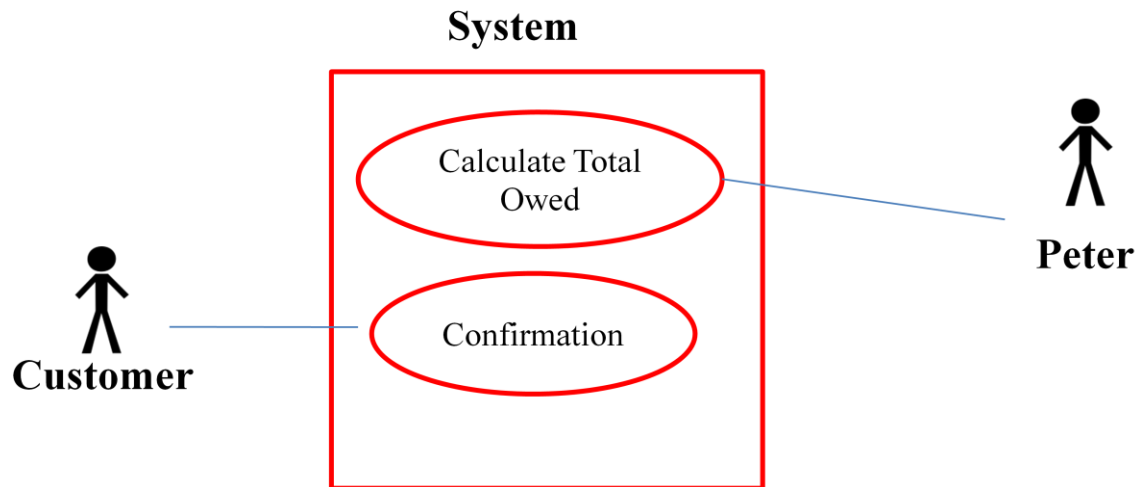
A11 Appointment Booking



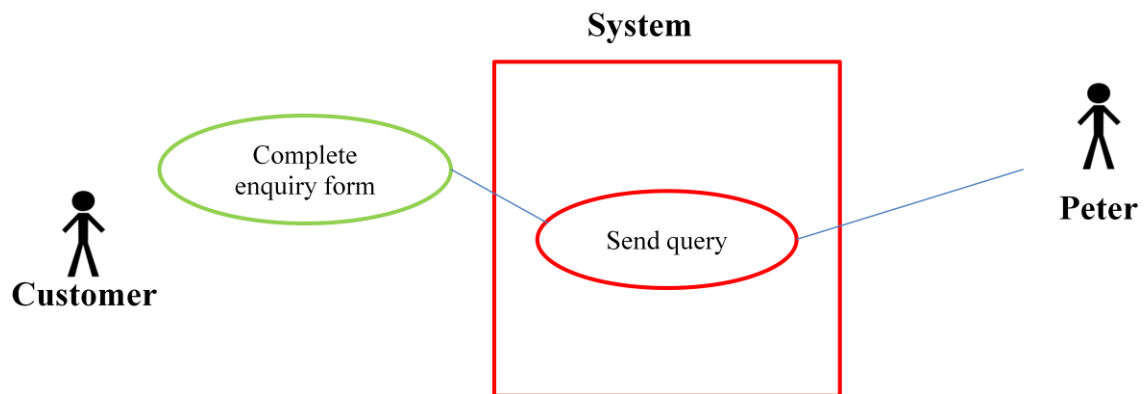
A12a Invoicing and Direct Debits



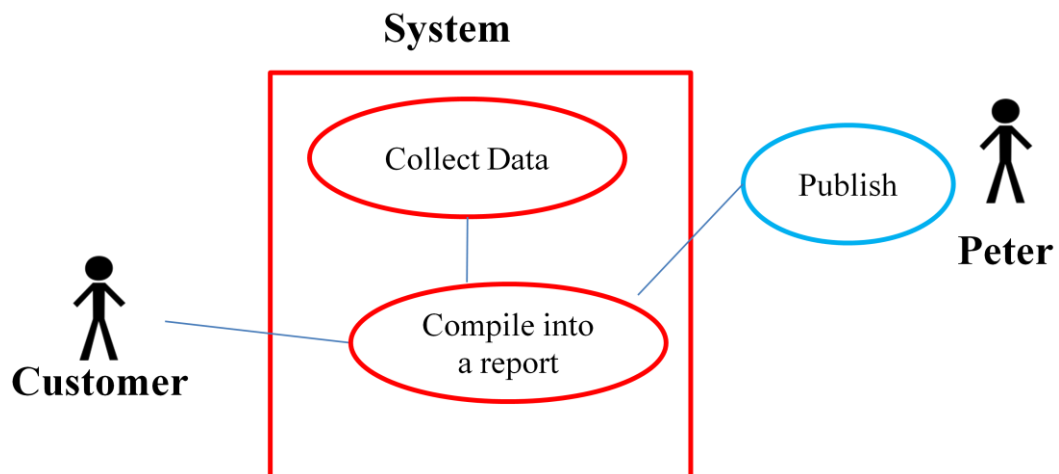
A12b Invoicing and Additional Costs



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

```
<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/

```
<?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/

```

<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>
```

