

**MICHIGAN STATE**  
**UNIVERSITY**

# Project Plan

## ITS Product and Service Request System

[The Capstone Experience](#)

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*From Students...  
...to Professionals*

# Project Overview

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- SharePoint ITS front-end portal site
- Single Catalog of all IT services and products using a consistent request method
- Ability to view detailed information of services
- Improve customer satisfaction and reduce support costs

# Functional Specifications

- User Abilities
  - Access Service Request Catalog
  - View details of each service, while still being able to traverse catalog
  - Request Service
- ITS Abilities
  - Create, Edit, and Delete Services
  - Upload custom InfoPath request forms
- Each service will display information including:
  - Description
  - Approval Process
  - Business Area Responsibilities
  - Support Hours
  - Service Availability
  - Turnaround Times



# Design Specifications

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- Portal front end created in SharePoint
- Written in ASP.NET with AJAX Toolkit 3.0.3.x and C# using Microsoft Visual Studio 2008
- Forms created with Microsoft InfoPath.
- SQL Database created and maintained with Microsoft SQL Server.
- After locating a specific request through the catalog, the user will be able to fill out Request forms or be routed to an appropriate site



# Screen Mockup


## SharePoint Site

TeamSite | Welcome PRESENTLY Administrator | My Site | My Links | This Site: TeamSite | Site Actions

### ITS Services

- Computer - Hardware
  - Desktop**
  - Laptop
  - Monitor
  - Keyboard/Mouse
  - USB Drive
- Computer - Software
- Phone Administration
  - Phone
  - Headset
  - Password Change
  - Voicemail Administration
- ITS Services Group 1
- ITS Services Group 2
- ITS Services Group 3

### Service Request Details



**Description** This is a new Lenovo Thinkpad X3555. This laptop is awesome, and it will fulfill all your needs.

**Approval Process** VP approval needed.

**Requester's Responsibility** Updating scheduled pickups at vendors across Michigan and Ohio

**Support Hours** 8 AM to 5 PM

**Turnaround Time** 5-10 business days

**REQUEST** →

## InfoPath Form

Submit a Service Request

1. Enter your email address and then click Submit.

Email Address:

2. Supply the contact information for this request.

Primary Contact:  \*

Secondary Contact:

3. Specify the request details and then click Submit Request.

Product Category:  \*

Product:  \*

Severity:  Type:  \*

Title:  \*

Description:  \*



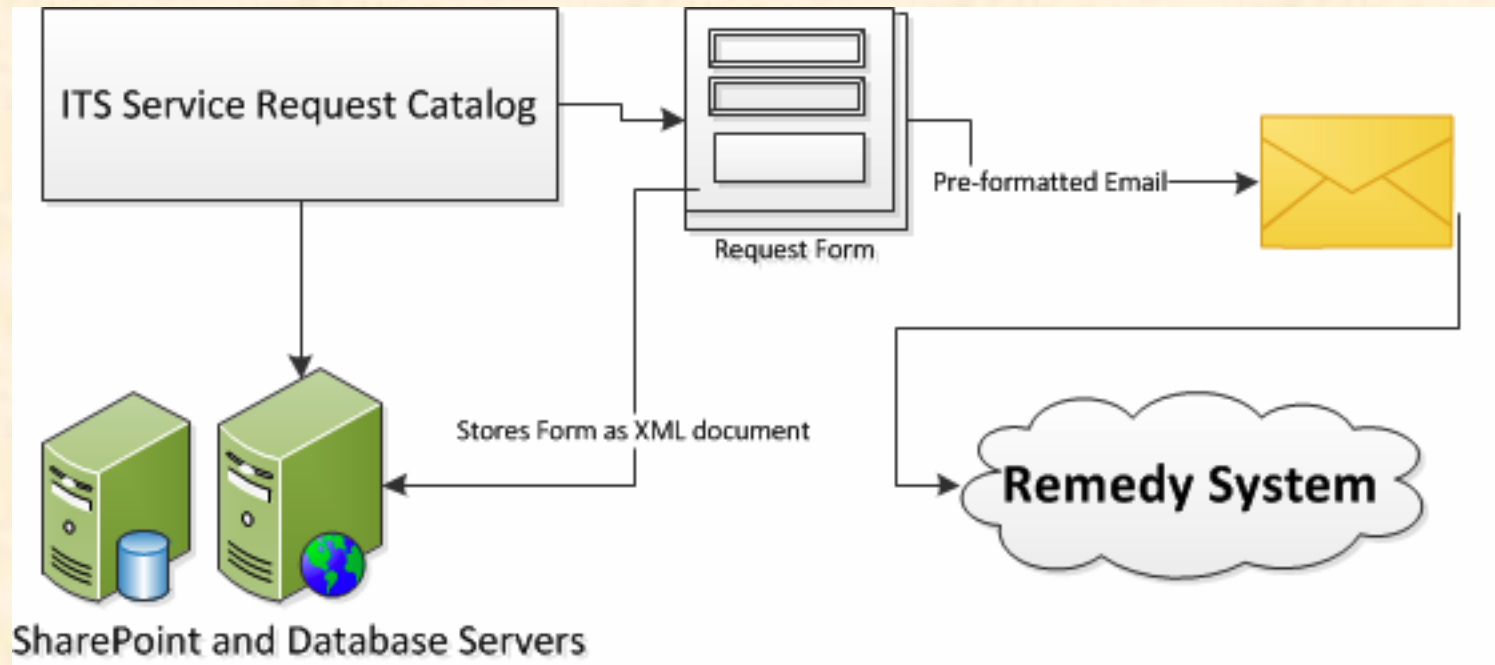
# Technical Specifications

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- Dynamically populate request catalog
- Links will be tied to description pages and will load next to the catalog menu
- Request link will either take user to an InfoPath request form or a designated site to fulfill their request
- Once the form has been submitted, the fields will be published into a pre-defined email and sent to Remedy via Outlook



# Architecture Illustrated



# System Components

- Hardware Platforms
  - Microsoft SharePoint Server 2007
  - Microsoft SQL Server 2008
  - Microsoft Server 2003
- Software Platforms / Technologies
  - Microsoft Visual Studio 2008
  - AJAX Toolkit 3.0.3.x
  - ASP.NET, C#
  - Microsoft InfoPath 2007
  - Microsoft Outlook 2007





# Testing

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- SharePoint access of SQL databases
- Ensure email gets sent to Remedy
- Create, Edit, and Delete service requests



# Risks

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- Programming with ASP.NET
- Using and referencing AJAX Toolkit in SharePoint
- Creating a collapsible repeater menu using the SQL Database

