

MICHIGAN STATE
UNIVERSITY

Alpha Presentation

iSupport Center

The Capstone Experience

Team Sparrow

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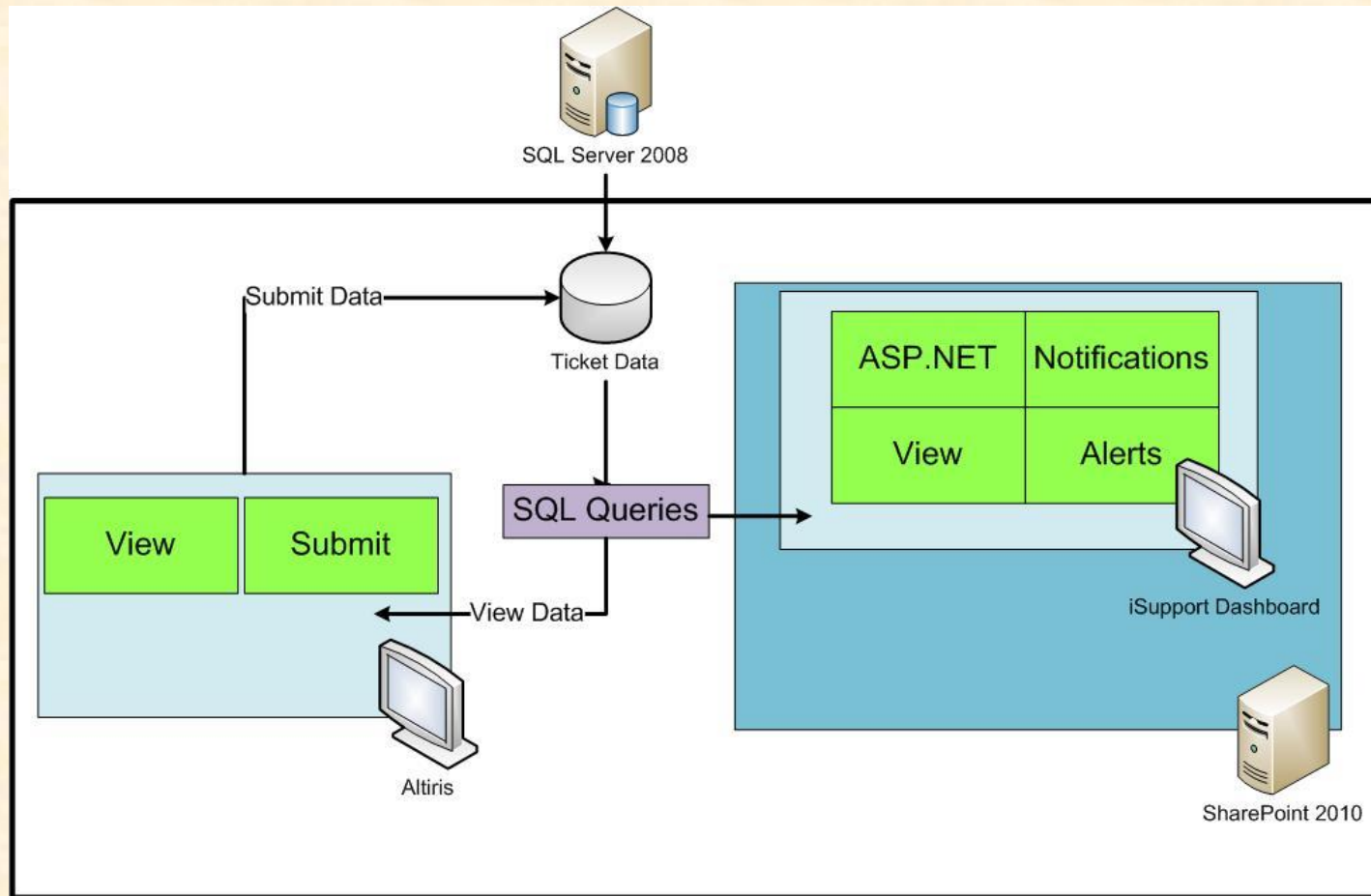


*From Students...
...to Professionals*

Project Overview

- Increase efficiency of Sparrow's IT Help Desk
 - Application search
 - Monitor and reflect Altiris database
 - Hardware status mapping
 - On-Call Calendar
 - Incident notification

System Architecture



iSupport Dashboard

iSupport Center Welcome CAPSTONEMSU\sparrow |

iSupport Center

Home Site Actions

iSupport Center > isupport-dashboard

iSupport Dashboard

Development site for iSupport

Incidents

- Donnys says the backup generators are failing and we are losing power to the hospital!
- The SPARROWdata.net system is infected with wormblaster32 trojan
- The phone is down on the terrace floor, fix it asap
- Help with putting Windows XP sp3 on my dekstop workstation computer.
- Help me with my password, this machine is broken. Computers are so confusing!
- Need two extra sticks of PC3-5200 8-8-8-4 timed ram!

Application Search

Facility Map

Floors: Search (by ipAddress):

Map Satellite Hybrid

Map data ©2011 Google - Terms of Use

Calendar

< February 2011 >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	1	2	3	4	5
6	7	8	9	10	11	12

[View Calendar](#)

Help Desk Reports

Number of Tickets/Level Reported

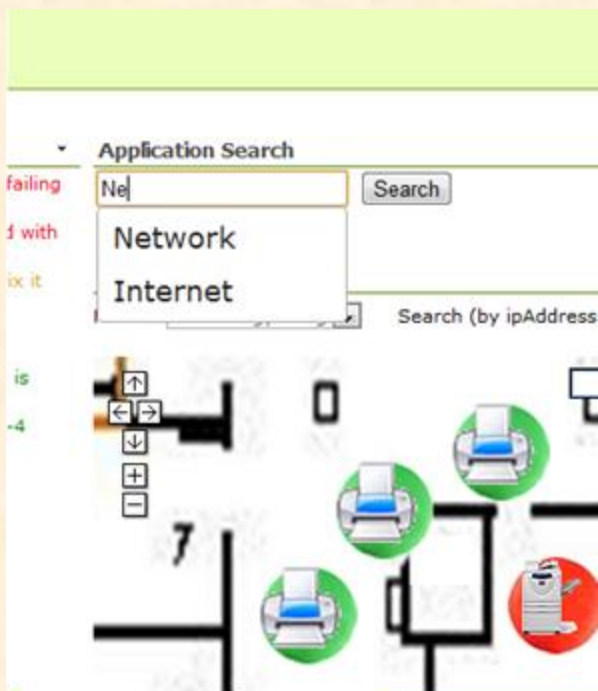
Level 1: 3
Level 2: 23
Level 3: 4

Time Since...

Last Ticket: 0 days 11 hours 7 minutes and 1
Last Level 1 Ticket: 0 days 11 hours 9 minutes and 12



Application Search



iSupport Center > Applications List > Network Applications List: Network

Notify

Close

[Edit Item](#) | [Delete Item](#) | [Manage Permissions](#) | [Alert Me](#)

System	Network
Column2	
Column3	Cancer Center
Column4	N/A
Column5	Main
Column6	Sulabh Srivastava
Column7	NSG Infrastructure, Information Security
Column8	NSG-Primary, Security Secondary
Column9	
Column10	
Column11	1233445
Column12	24/7
Column13	No
Column14	

Created at 2/14/2011 5:00 PM by System Account
Last modified at 2/14/2011 5:00 PM by System Account

Close



Incident List

iSupport Dashboard

Development site for iSupport

Incidents

Donnys says the backup generators are failing and we are losing power to the hospital!

The SPARROWdata.net system is infected with wormblaster32 trojan

The phone is down on the terrace floor, fix it asap

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Help me with my password, this machine is broken. Computers are so confusing!

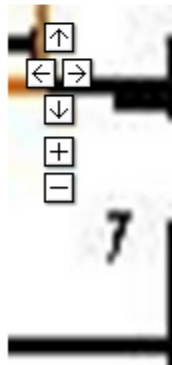
Need two extra sticks of PC3-5200 8-8-8-4 timed ram!

Application S

Ne|

Network

Internet



editIncidents
iSupport Center | Welcome System Account | Search this site... | Site Actions

Home | iSupport Center > editIncidents

Incident Information

Development site for iSupport

Incident	
ID:	1337
Source:	unicenter
Category:	Break-Fix
Assigned To Worker ID:	1337
Created By Worker ID:	1337
Modified By Worker ID:	1337
Created On:	2/20/2011 11:34:12 AM
Minutes Spent:	1
Action:	Edit
Title:	Donnys says the backup generators are failing and we are losing power to the hospital!
Comment:	Terribly important, need to be addressed immediately. People need our services!
Owned By Worker ID:	1337
Impact Lookup ID:	100

[View Ticket Log](#)

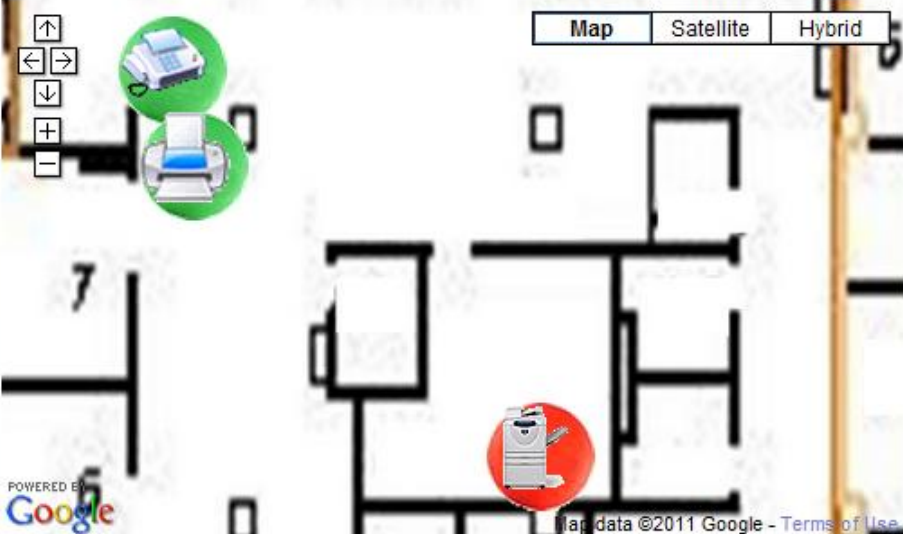



Facility Maps

Development site for iSupport

Facility Google Map

Floors: Cardiology Wing Search (by ipAddress):



Map Satellite Hybrid

Host name:

IP Address:

Hardware Type: Printer

Model:

Broken?:



On-Call Calendar

Calendar

February 2011

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27	28	1	2	3	4	5
6	7	8	9	10	11	12

View Calendar

Help Desk Reports

Number of Tickets/Level Reported

New Actions Settings View: **Calendar**

February, 2011 Expand All Collapse All Day Week **Month**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30	31	1	2	3	4	5
6	7	8	9	10	11	12 7:00 PM CAPSTONEMSU\danni
13	14	15	16	17	18	19
20 8:00 PM Maurice B. Wong	21	22	23 7:00 PM Maurice B. Wong	24	25	26 7:00 PM CAPSTONEMSU\ryan
27	28	1	2	3	4	5 9:00 PM CAPSTONEMSU\ryan



What's left to do?

- Ticket/Documentation logs
- Saving edited facility maps
- Refine notify feature
- Manage users
- Improve aesthetics
- Testing

