MICHIGAN STATE UNIVERSITY

Alpha Presentation

iSupport Center

The Capstone Experience

Team Sparrow

Ryan Hewitt
Dianna Kay
Brett McMillen
Maurice B. Wong

Department of Computer Science and Engineering
Michigan State University

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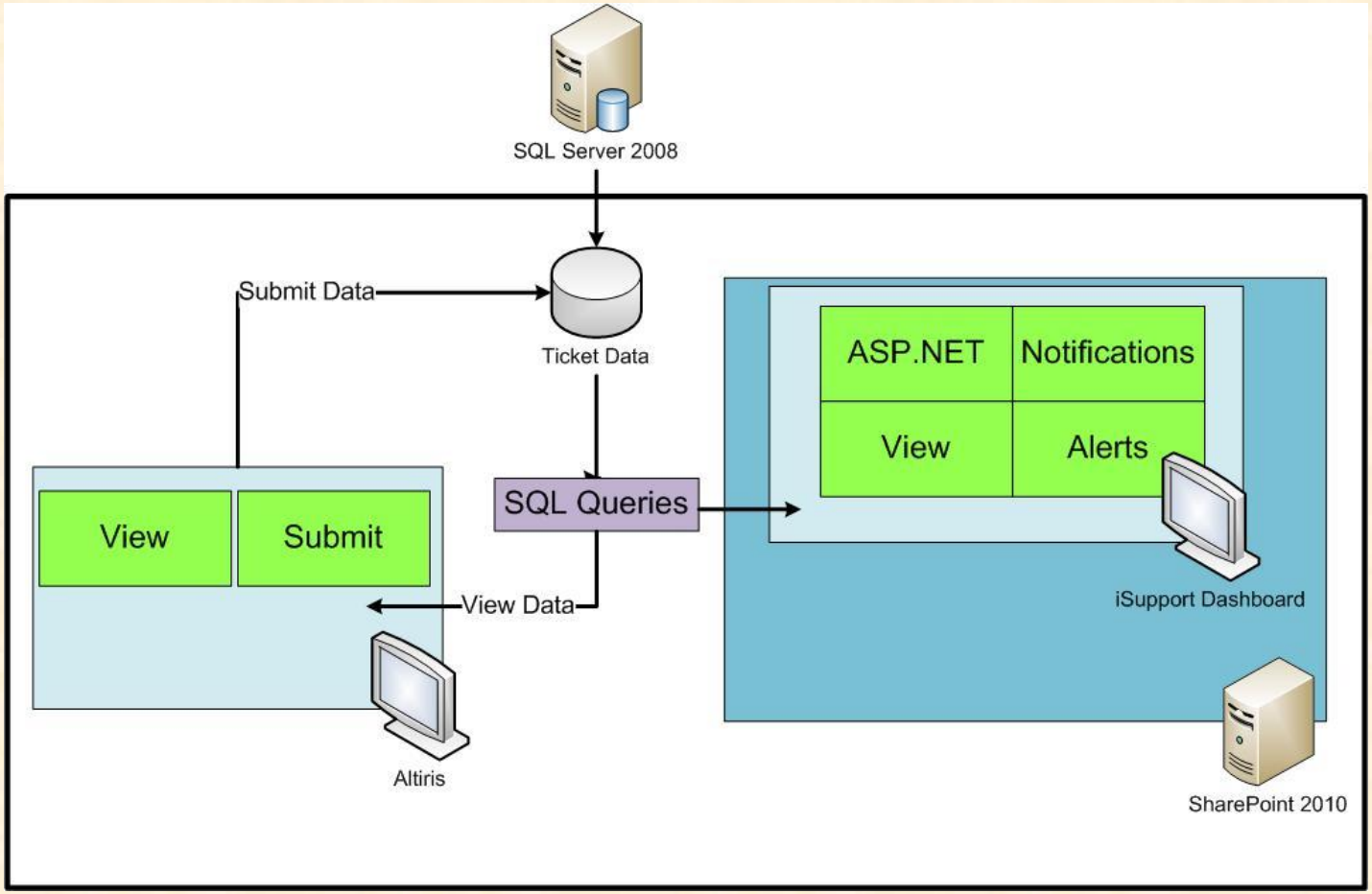
From Students…
…to Professionals

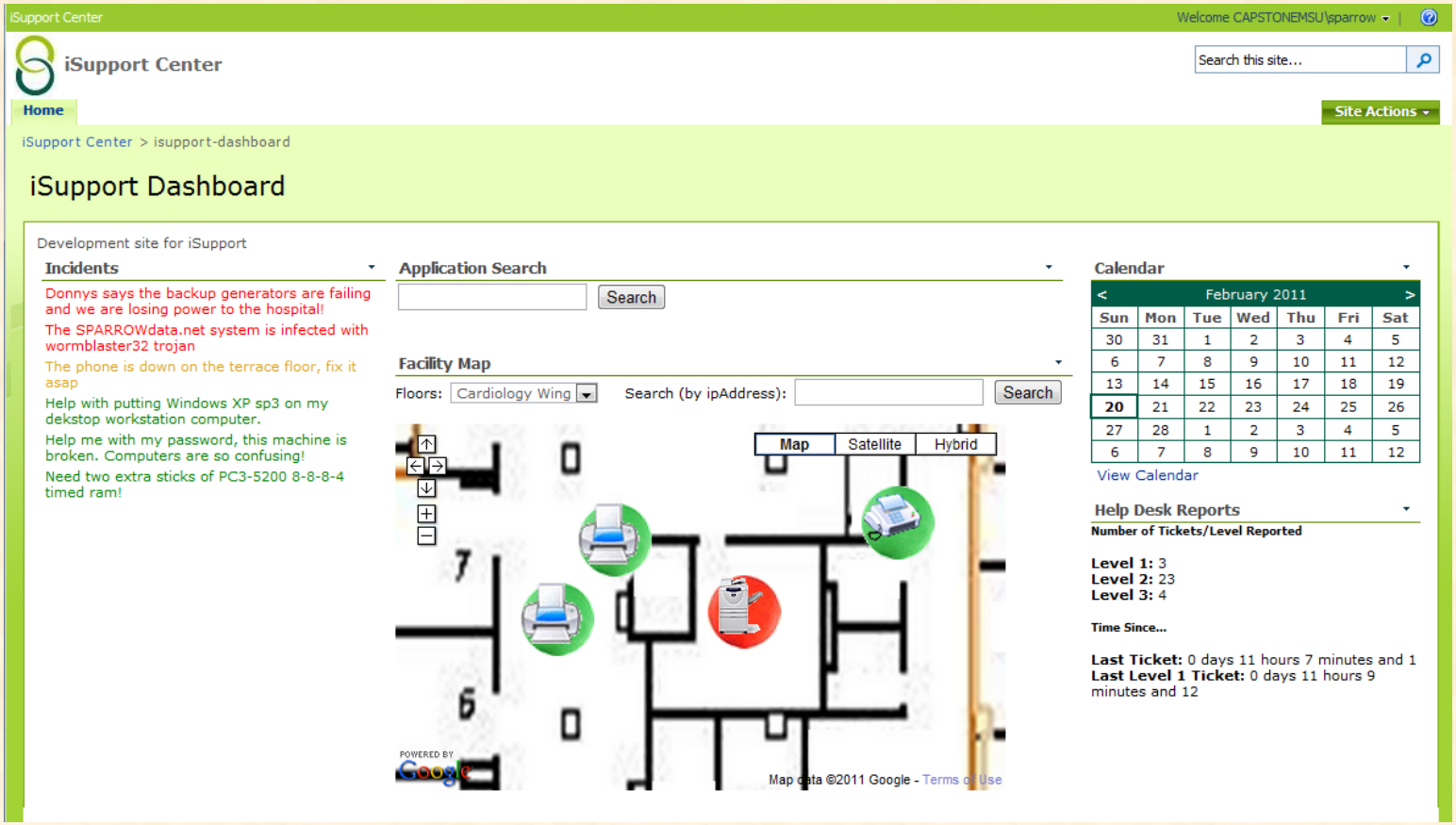
Project Overview

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

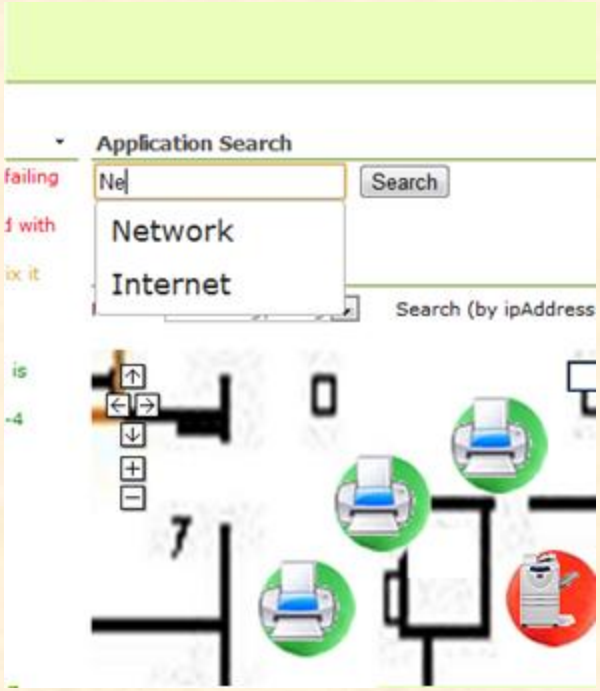
System Architecture



iSupport Dashboard



Application Search



iSupport Center > Applications List > Network

Applications List: Network

Notify

Close

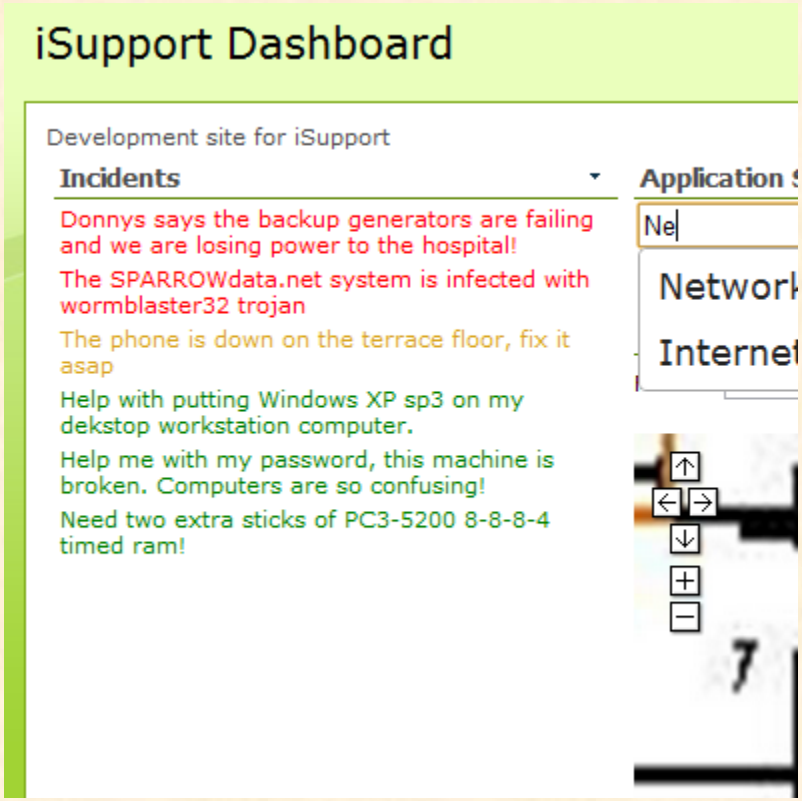
Edit Item | Delete Item | Manage Permissions | Alert Me

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	

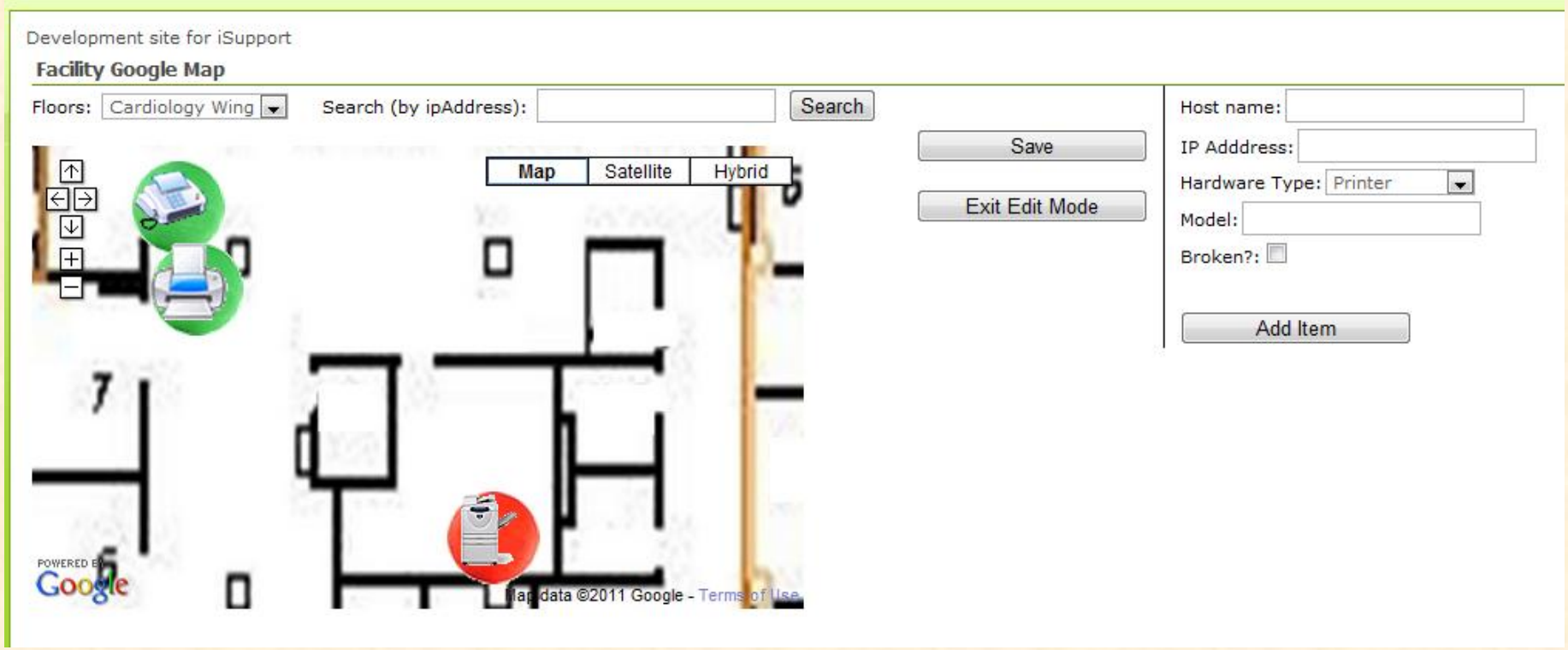
Created at 2/14/2011 5:00 PM by System Account
Last modified at 2/14/2011 5:00 PM by System Account

Close

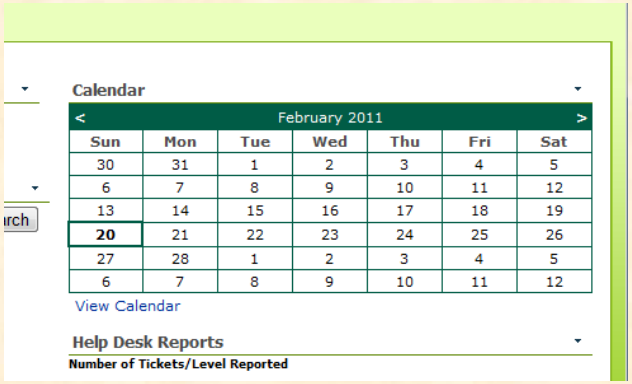
Incident List



Facility Maps



On-Call Calendar



What's left to do?

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