

**MICHIGAN STATE**  
**UNIVERSITY**

# Beta Presentation

## iSupport Center

### The Capstone Experience

Team Sparrow

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Dianna Kay

Brett McMillen

Maurice B. Wong

Department of Computer Science and Engineering

Michigan State University

Spring 2011



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

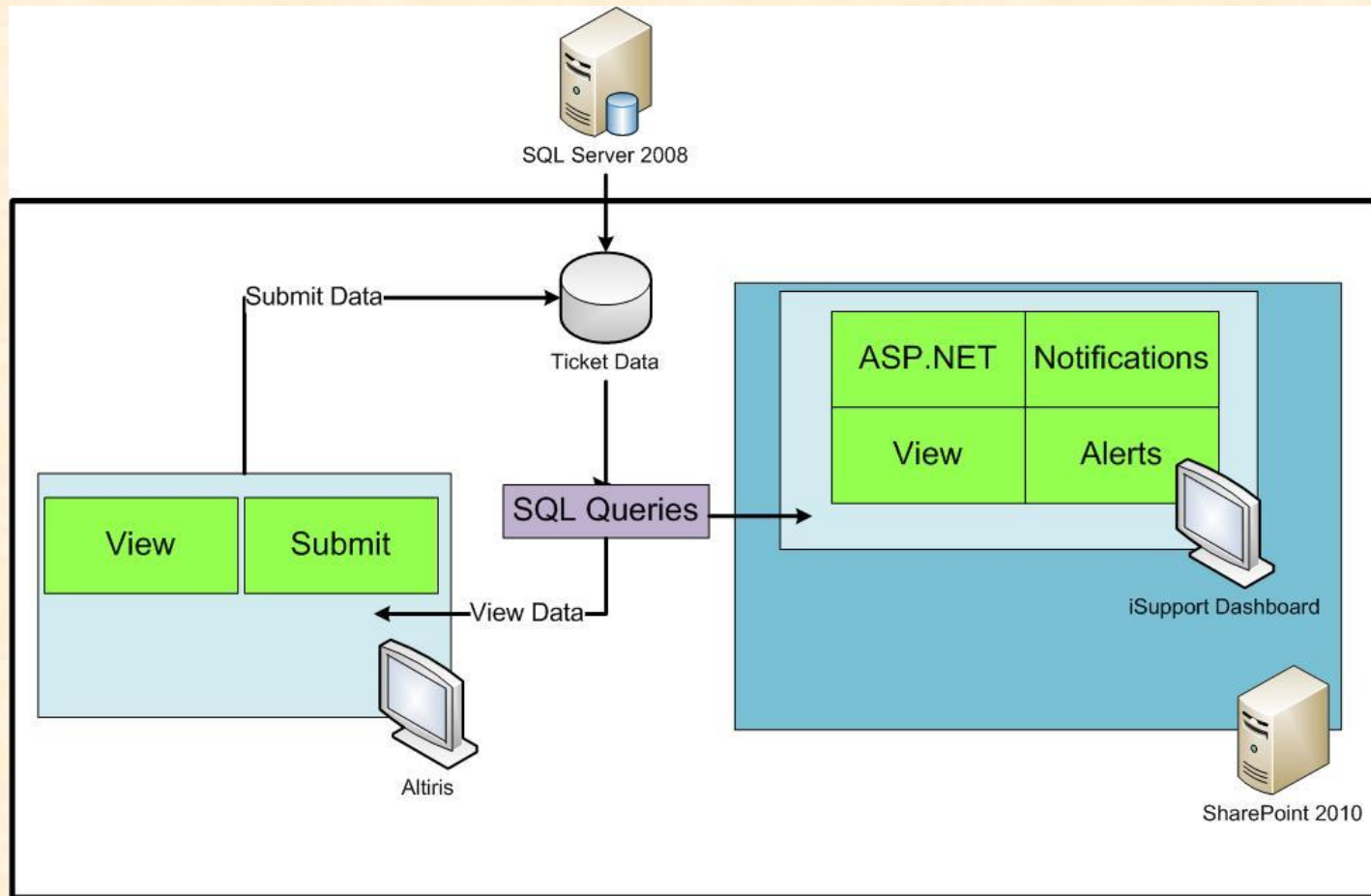
# Project Overview

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



# System Architecture



# iSupport Dashboard

Home Search this site...  

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**My Incidents**

[55556] | The SPARROWdata.net system is infected with wormblaster32 trojan

[60000] | Ebola virus escaped our quarantine facilities, head for evacuation chambers.

[56123] | The phone is down on the terrace floor, fix it asap

[87087] | Breakout of the flu, need all personnel machine desanitized on floors 3 and 4.

[95959] | Zone31100bldg3fIPFS-EC2000/CA: This is just a test to see how long i can ...

[Previous](#) | [Next](#) ->  
**View Group Members' Incidents**  
*Last Updated: Sun Apr 3 21:24:34 PDT 2011*


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**Links**

- [FAQ's Page](#)
- [Reports](#)


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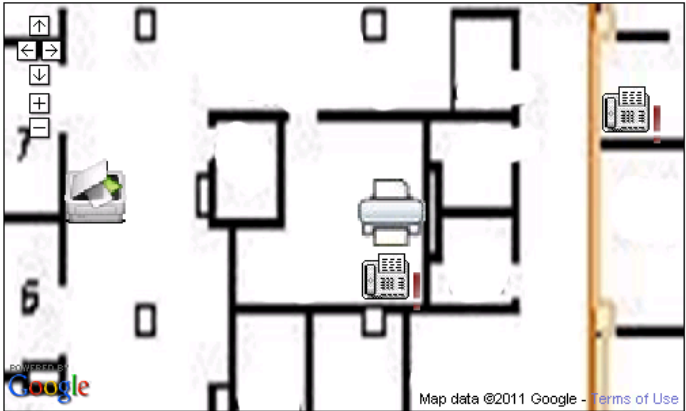
**Application Locator**

Search:  

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**Facility Map**

Floors: Cardio Wing Search:  Search 



Map data ©2011 Google - [Terms of Use](#)

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**On-Call Calendar**

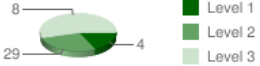
April, 2011

S	M	T	W	T	F	S
27	28	29	30	31	1	2
		1:00			5:00	
3	4	5	6	7	8	9
		3:00		7:00		
10	11	12	13	14	15	16
						10:00
17	18	19	20	21	22	23
6:00						
24	25	26	27	28	29	30
			8:00			

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**Help Desk Reports**

**Number of Tickets Today**



Level	Count
Level 1	8
Level 2	4
Level 3	29



# Application Locator

Application Locator

Search:  ?

Facility:

Floors:

Applications List - Epic Cadence

Title	Epic Cadence
Alternative Names	isparrow, Epic Billing
Oncall Team	Cadence

Created at 3/23/2011 4:18 PM by Maurice B. Wong  
Last modified at 3/26/2011 8:30 PM by Maurice B. Wong

Current User: Ryan Hewitt

# My Incidents

## My Incidents

[55556] | The SPARROWdata.net system is infected with wormblaster32 trojan

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*Last Updated: Sun Apr 3 21:24:34 PDT 2011*

Incident

Page

Edit Expanded Incidents

Created On: 2/20/2011 8:41:13 AM

Title: The SPARROWdata.net system is infected with wormblaster32 trojan

Comment: Get ready for the FBI forensics data recovery specialists to come over and check out the issue

Impact Level: 1

Assigned To Worker ID: Brett T. McMillen

Created By Worker ID: Brett T. McMillen

Modified By Worker ID: Brett T. McMillen

ID: 55556

Source: altiris

Category: Break-Fix

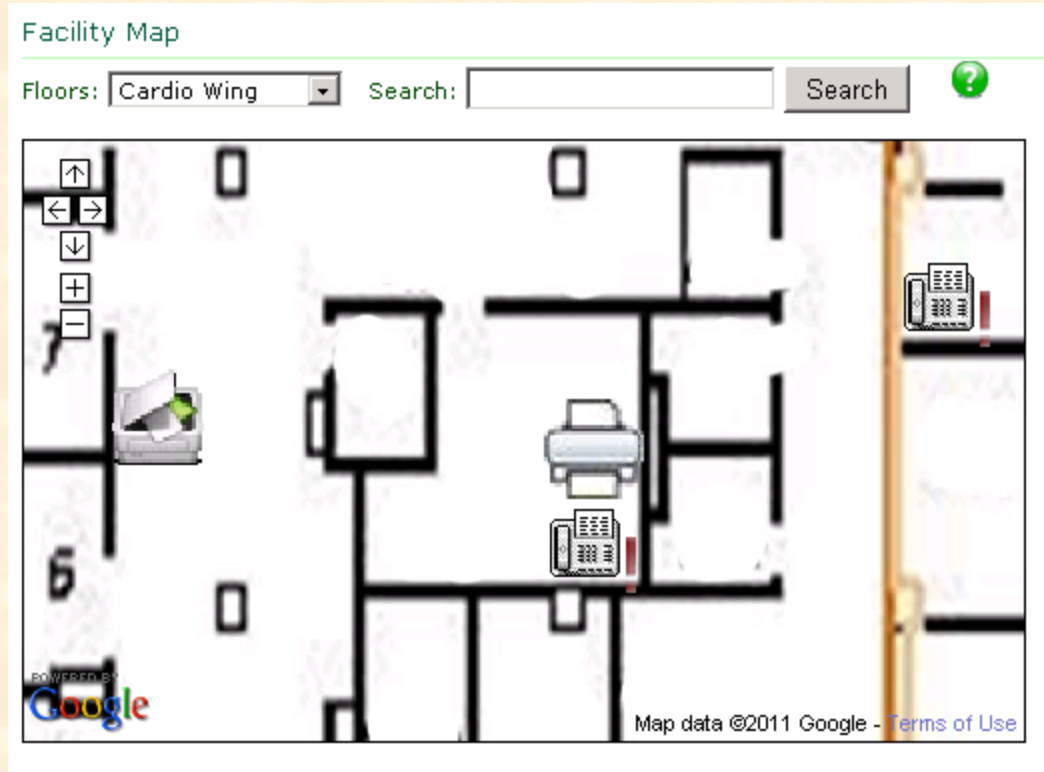
Minutes Spent: 1

Action: Edit

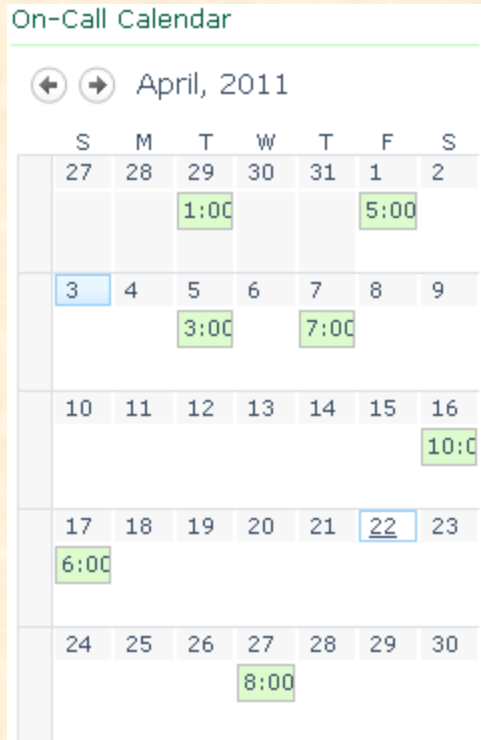
[View Ticket Log](#)



# Facility Maps

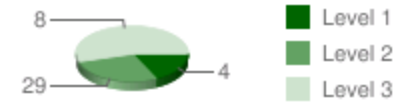


# On-Call Calendar + Reports



## Help Desk Reports

### Number of Tickets Today





# What's left to do?

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- Aesthetics
- Testing/Bug Fixes
- Documentation
- Video

