

MICHIGAN STATE

UNIVERSITY

Project Plan

iSupport Device Management System

[The Capstone Experience](#)

Team Sparrow

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

Project Overview



Problem: Sparrow Hospital has thousands of devices (printers, copiers, fax machines) and it is difficult to know where all the devices are.

Solution: Application that helps IT Staff locate devices and better service the hospital staff with finding alternate devices

Functional Specifications

- Choose Building and Floor
- Add New Asset to Map
- Query Asset Location
- Change Asset Location
- Change Asset Status
- Create Altiris Ticket

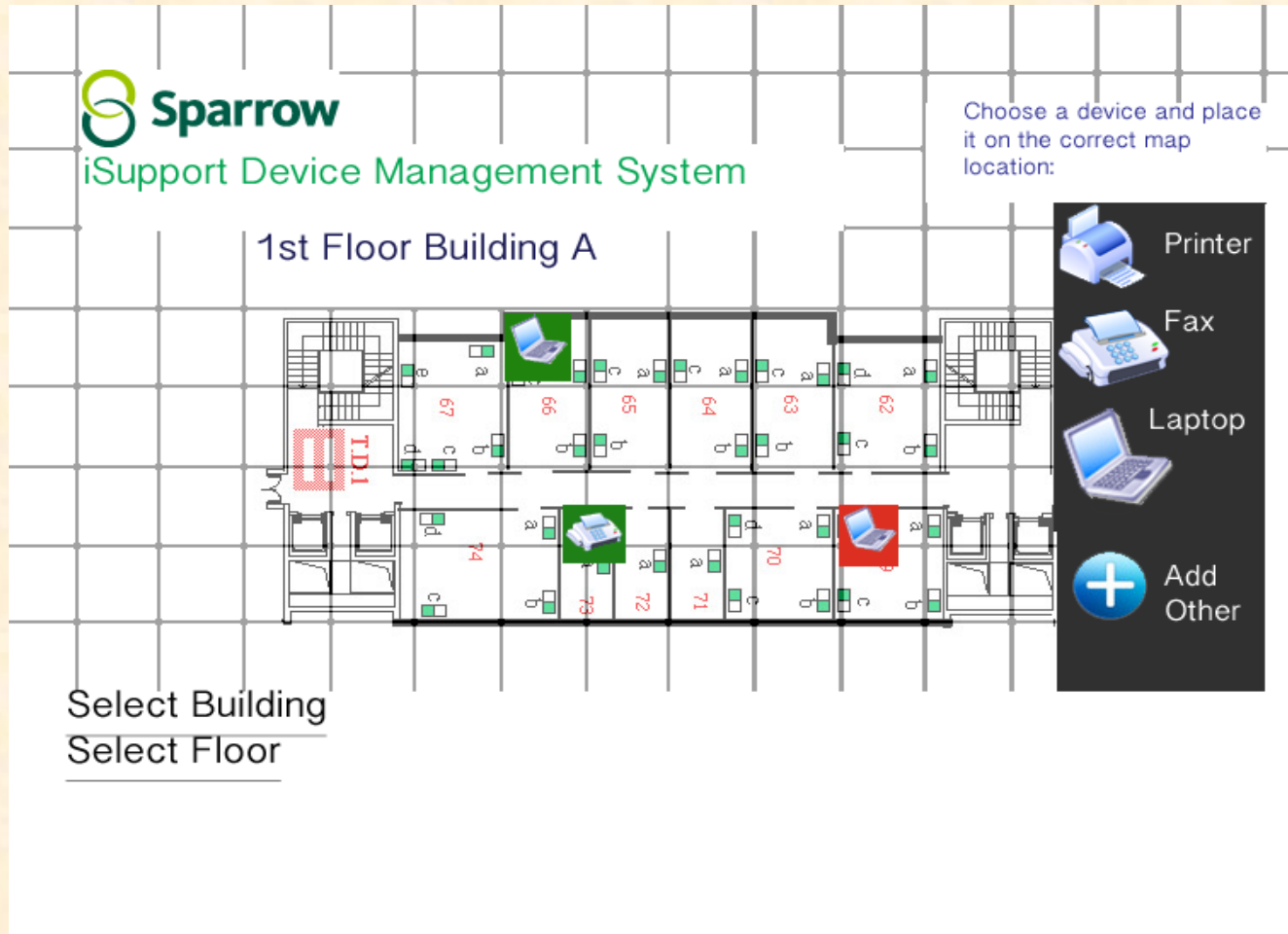


Design Specifications

- Landing page to enter asset number, or enter building then floor, this brings you to map page
- Map pages allow for drag and drop of new devices
- Ability to click and change device status
- Can also create new device types



Screen Mockups

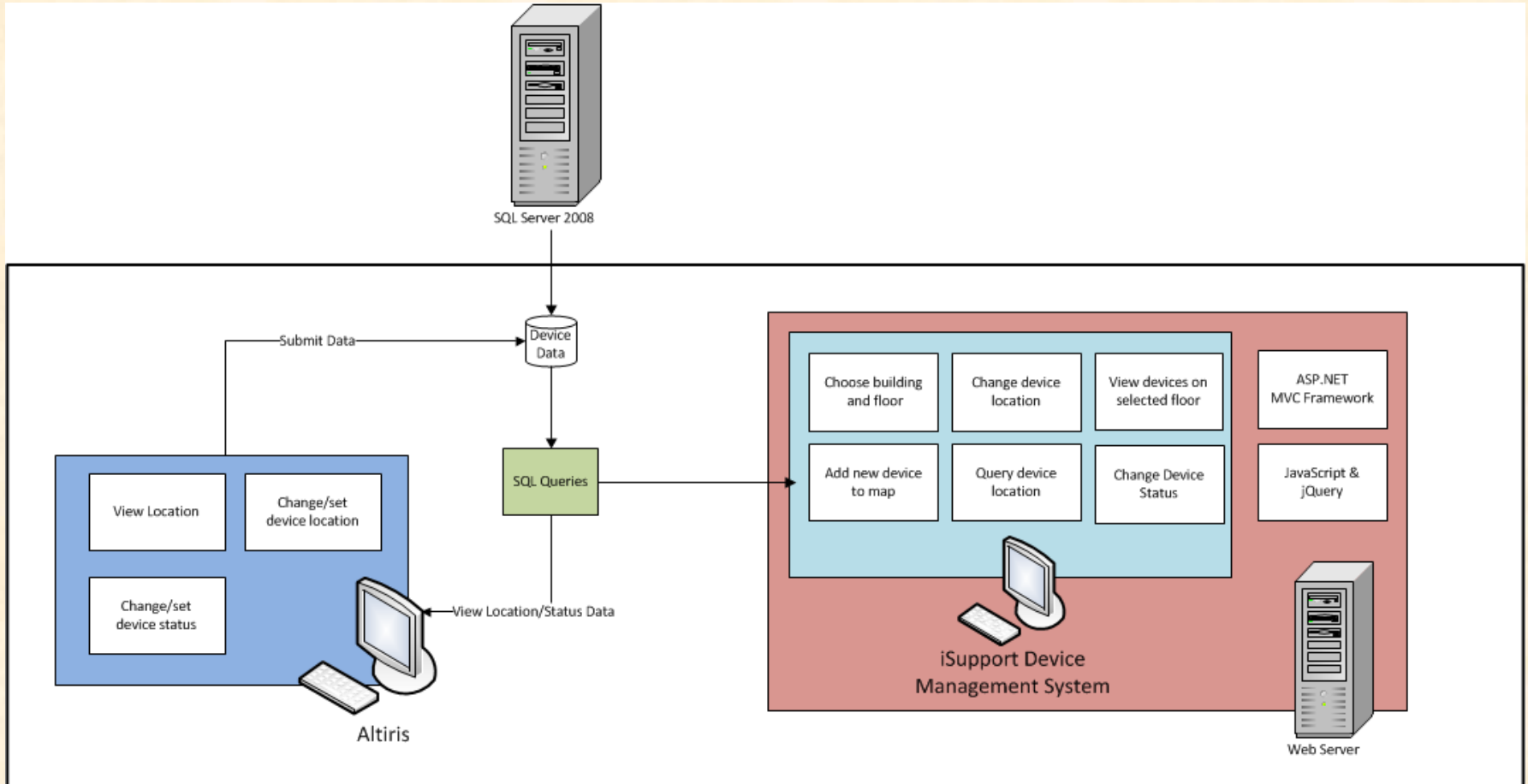


Technical Specifications

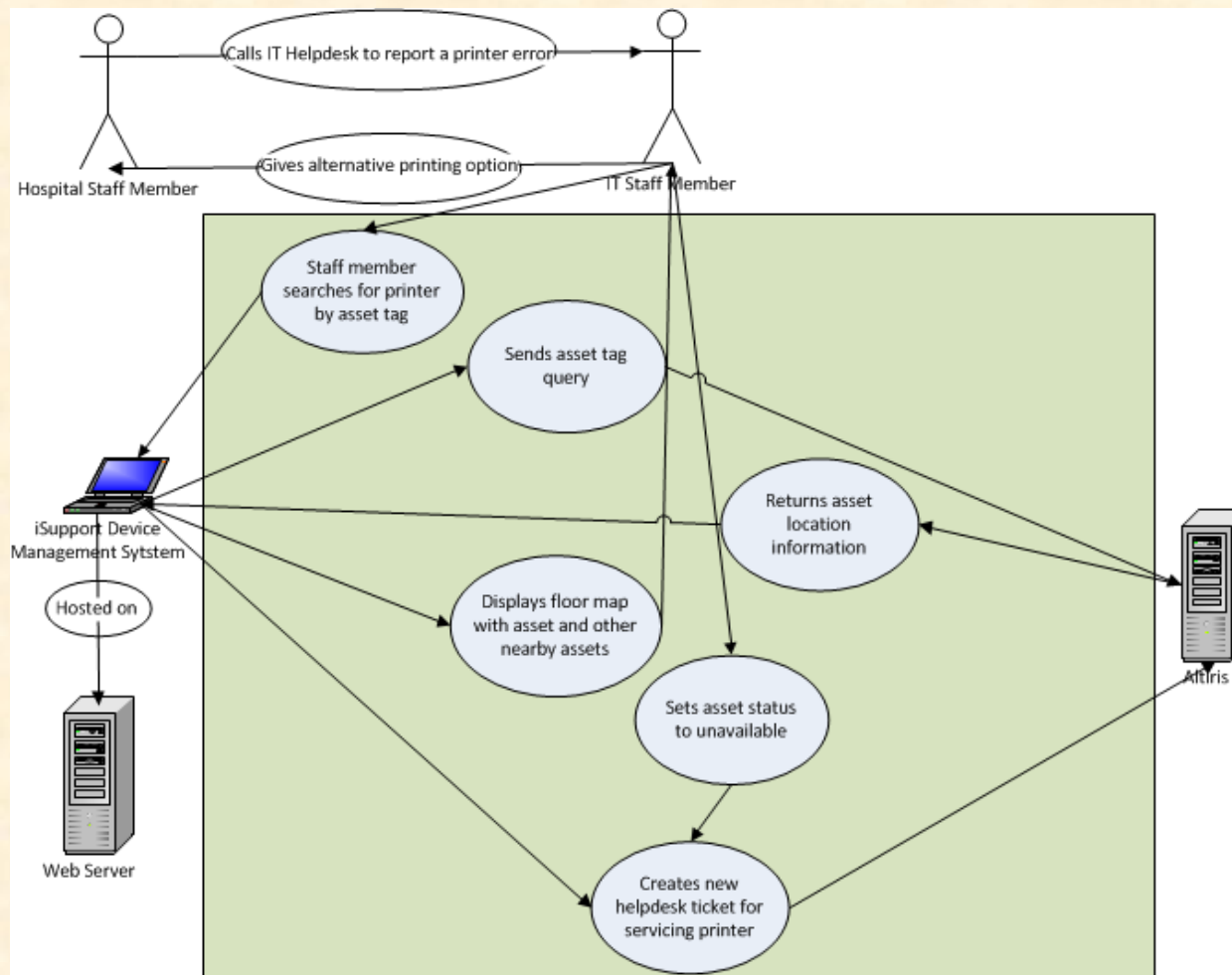
- Data is pulled from the Altiris database via SQL queries
- The placement of device icons is generated based on locations pulled from database
- Writes to the database with new locations
- Uses SOAP requests to generate Altiris tickets
- Custom web application built with ASP.NET with MVC framework C#, JavaScript and jQuery



System Architecture



System Architecture- Use Case



System Components

- Hardware Platforms
 - Runs internally on hospital computers with FireFox and Internet Explorer (web application)

- Software Platforms / Technologies
 - ASP.NET/C# MVC using Visual Studio
 - JavaScript and jQuery
 - SQL Server 2008
 - SOAP requests to connect to Altiris



Testing

- Getting database test data from client to verify use cases
- Regression testing throughout the project
- Verify compatibility with different browsers



Risks

- Difficulty with imitating production environment
- Quality of certain maps with zooming in and out
- Sparrow has no technologies to automatically update device locations but wants this added eventually

