

**MICHIGAN STATE**  
**UNIVERSITY**

# Alpha Presentation

## ITS Product and Service Request System

[The Capstone Experience](#)

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

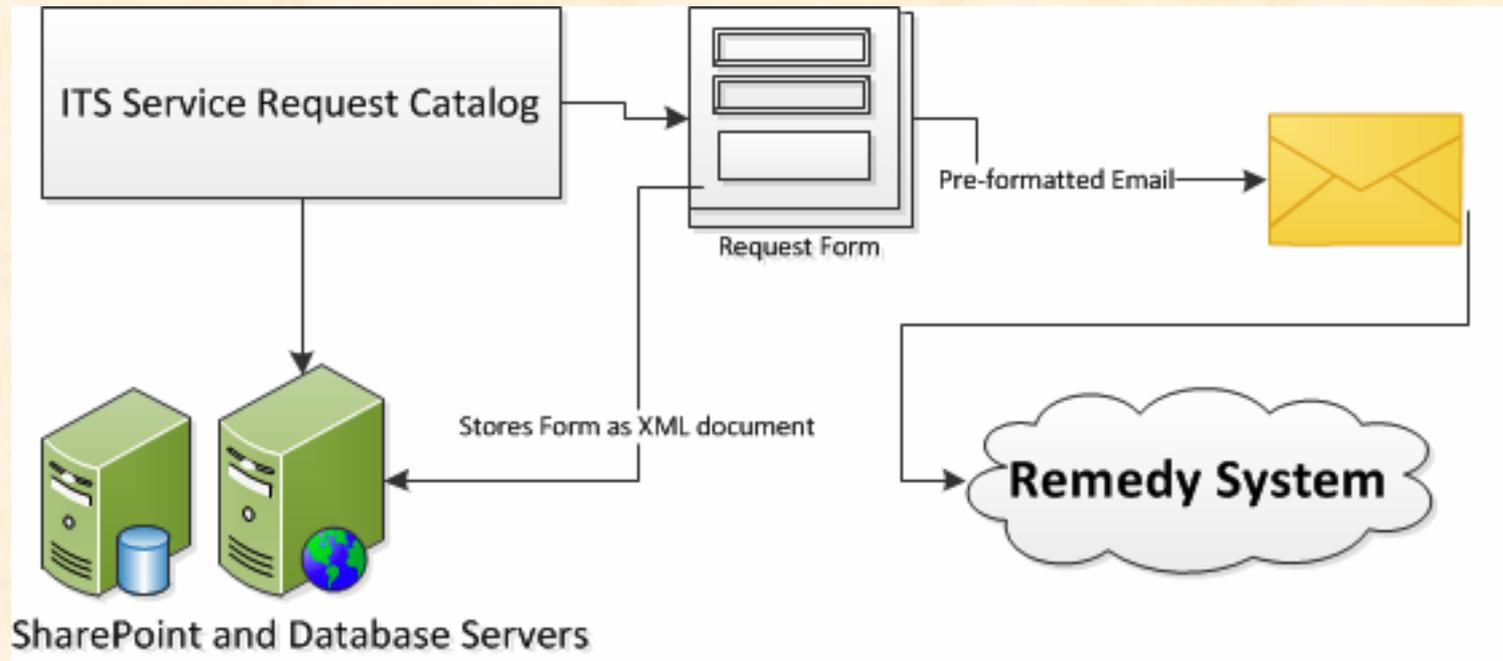
# Project Overview

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



# System Architecture



# Main User Control

Home - ITS Services - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://cse498t13s/default.aspx

Most Visited links possible solutions infopath

Home - ITS Services

Welcome System Account

ITS Services

This Site: ITS Services

Site Actions

View All Site Content

Documents

- InfoPathTemplateLibrary
- InfoPathFormLibrary
- testbed

Lists

Discussions

Sites

People and Groups

Recycle Bin

ITS Services production site

WebPart1

- Business Systems
- Sharepoint Developer
- Desktop Services
- Keyboard/Mouse
- Laptop Monitor
- Email and Portal
- Help Desk Services
- ITS Only
- Security and Access Requests
- Software
- InfoPath 2007
- Telephone Administration
- Password Change

Description: This is a description for the product: Sharepoint Development

Approval Process: Department VP and CIO

Requester's Responsibility: Must know C#, ASP.NET, VB.NET, and have prior knowledge of SharePoint Programming

Support Hours: M-F 9-5

Turnaround Time: 4 Days

Request service

AddService

New Service Category: Business Systems

Select Associated Form for New Service: Forms.xsn



# InfoPath Form

<b>Scheduling Request Information</b>	
User ID	<input type="text"/>
First Name	<input type="text"/>
Last Name	<input type="text"/>
Phone	<input type="text"/>
Email	<input type="text"/>
Change Record	<input type="text"/>
<b>Job Specific Information</b>	
Type of Request	<input type="text"/>
When To Run	<input type="text"/>
Job Number	<input type="text"/>
Holiday Processing <input type="text"/> (For non conforming Holiday or Special Processing use the notes field below)	
<b>Months to Run</b>	
<input type="checkbox"/> Jan <input type="checkbox"/> Feb <input type="checkbox"/> Mar <input type="checkbox"/> Apr <input type="checkbox"/> May <input type="checkbox"/> Jun <input type="checkbox"/> Jul <input type="checkbox"/> Aug <input type="checkbox"/> Sep <input type="checkbox"/> Oct <input type="checkbox"/> Nov <input type="checkbox"/> Dec <input type="checkbox"/> All	
<b>Weeks To Run</b>	<b>Days/Shifts to Run</b>
<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> All	Evening (3rd) <input type="checkbox"/> Sun <input type="checkbox"/> Mon <input type="checkbox"/> Tue <input type="checkbox"/> Wed <input type="checkbox"/> Thu <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> All  Day (2nd) <input type="checkbox"/> Sun <input type="checkbox"/> Mon <input type="checkbox"/> Tue <input type="checkbox"/> Wed <input type="checkbox"/> Thu <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> All  Morning (1st) <input type="checkbox"/> Sun <input type="checkbox"/> Mon <input type="checkbox"/> Tue <input type="checkbox"/> Wed <input type="checkbox"/> Thu <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> All
Prerequisite Jobs <input type="text"/> Subsequent Jobs <input type="text"/> Conflicting Jobs <input type="text"/>	<b>Optional Fields for Server Jobs</b>
	Server <input type="text"/> Job/Windows Exe/SSIS Pkg Name <input type="text"/> Project Name (for Datastage) <input type="text"/> Ini File/Config File Name <input type="text"/>
<b>Required Resources</b>	<b>Reason for Job schedule change</b>
<input type="checkbox"/> Production <input type="checkbox"/> CA_Software <input type="checkbox"/> DB2 <input type="checkbox"/> Development <input type="checkbox"/> NDMCM <input type="checkbox"/> CICSTRIG <input type="checkbox"/> MQ Series <input type="checkbox"/> NDMMS <input type="checkbox"/> Supra <input type="checkbox"/> NDNSD	<input type="text"/>          <input type="button" value="Submit"/>

# What's left to do?

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- Make the menu look nice
- Display image for product detail
- Finish the web part that will allow users to create new products and services
- Get InfoPath to email the correct information