

MICHIGAN STATE
UNIVERSITY

Beta Presentation

ITS Product and Service Request System

[The Capstone Experience](#)

Team Meijer

Matt Packowski
Andrew Thielking
Austin McCarty

Department of Computer Science and Engineering
Michigan State University

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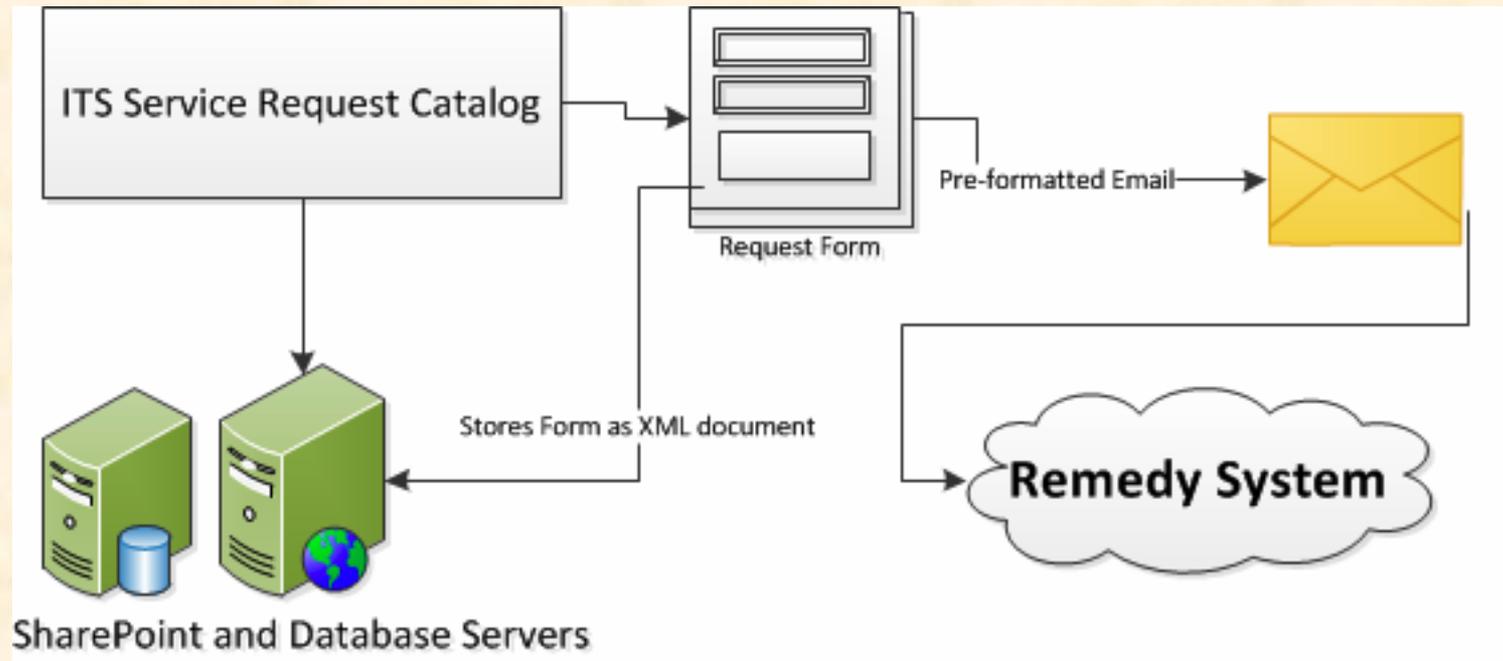
*From Students...
...to Professionals*

Project Overview

- 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

ITS Services production site

WebPart1 ▾

- Business Systems ▶
- Desktop Services
- Email and Portal
- Help Desk Services
- ITS Only
- Security and Access Requests
- Software
- Telephone

Service Details for:

Description:
Some sort of description here

Approval Process:
Are there any approvals needed?

Requester's Responsibility:
What exactly do you do?

Support Hours:
You can get help at these hours

Turnaround Time:
Time it takes to get service completed

[Request Service](#) [Edit Service Details](#) [Delete Service](#)



Adding Service Requests

ITS Services production site

AddService

Manage Services

Service Category: Telephone

Service Name: Phone Administration

Use InfoPath Form Use External Page

InfoPath Form: phAdminReq.xml

External Link:
Choose a Form

Service Description:
Change password or settings for employee's desk phone.

Approval Process:
Must be approved by Meijer ITS Team.

Requester Responsibility:
Telephone must remain connected to network.

Support Hours:
8 a.m. - 5p.m. M-F

Turnaround Time:
2 Business Days.



Modifying/Deleting Service Requests

ITS Services production site

AddService

Manage Services

Add Service **Modify Service**

Select A Service To Modify:

Service Category	Service Name		
4	Add, Edit and Delete Service	Edit	Delete
4	Schedule Request	Edit	Delete
7	Cell Phone Order Request	Edit	Delete
7	Phone Admin Request	Edit	Delete

Category: ITS Only **Service Name:** Scheduling Request

Use External Link Use InfoPath Form

InfoPath Form: meijetemplateform.xml

External Link:

Service Description:

Set hourly, weekly, and monthly schedule for a job or project, specifying resources and requirements.

Approval Process:

Department Manager

Requester Responsibility:

Manager or department lead

Support Hours:

Monday-Friday 8AM - 5PM

Turnaround Time:

1 Business day

Save **Cancel Changes**



InfoPath Forms

Cell Phone Order	
User ID of Requester:	M343511
Cell Phone User	
Name of the Team Member:	Jason Jones
Employee ID:	482376
Extension	3452
Department Code	112
Area Code	517
New Cell Phone <input checked="" type="checkbox"/>	
Replacement Cell Phone <input type="checkbox"/>	
If Replacement, why?	
If Replacement, what is the current number?	
Type of Phone Requested:	
Standard Phone?	<input checked="" type="checkbox"/>
Keyboard Required?	<input checked="" type="checkbox"/>
Email Required?	<input type="checkbox"/>
Specific Model: Pantech Ease	
Where to send device: C-27 14-112	
If the new cell phone box is checked, must have Senior VP	Mark Timm
<input type="button" value="Submit"/>	



What's left to do?

- Stylistic changes
- Display image for product detail
- Make sure the email will properly interface with Meijer's Remedy system.

