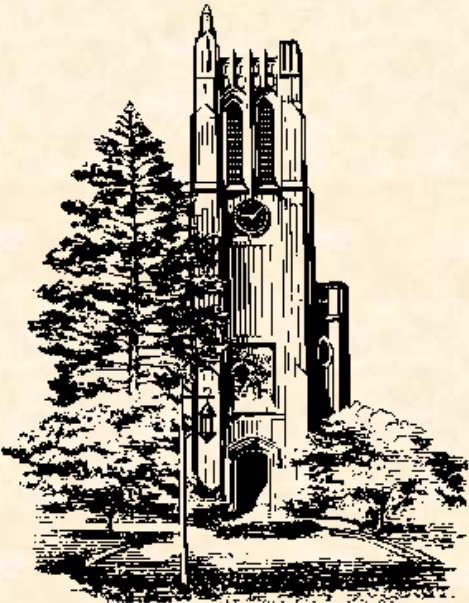# Alpha Demonstration
ITS Scoreboard Dashboard

Team 4: Meijer
CSE 498, Collaborative Design

Bing Shi
John Rekoumis
Kareem Janoudi
Matthew Wincek

Department of Computer Science and Engineering
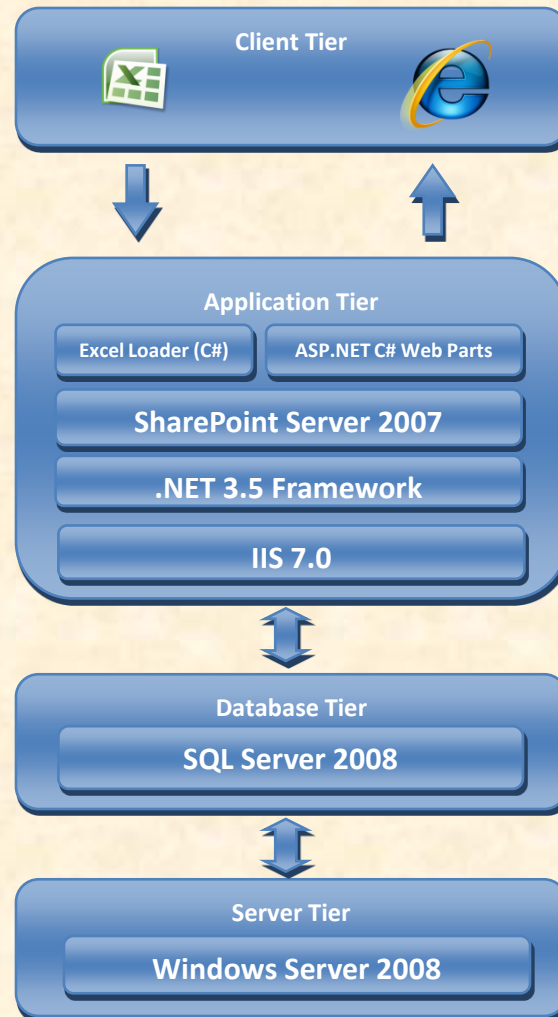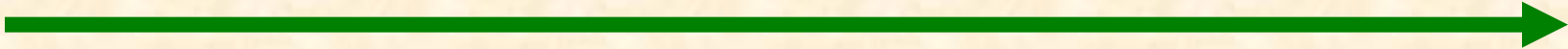Michigan State University

Fall 2009

Project Overview

- Summarize Change and Incident Management
- Visualization
  - Charts and graphs in an interactive display
- Drill Down / Drill Up
  - Access of all statistics by moving through hierarchies of leadership
- Trending
  - See performance of managers easily over time
- Stop Lighting
  - See rating of a manager's performance quickly

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Architecture Illustrated

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Client Tier

Application Tier

Excel Loader (C#)   ASP.NET C# Web Parts

SharePoint Server 2007

.NET 3.5 Framework

IIS 7.0

Database Tier

SQL Server 2008

Server Tier

Windows Server 2008

Screen Shot

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Screen Shot

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Data Selection

| All Years ▾ | All Periods ▾ | Select Directors ▾ | Select Managers ▾ | Incident Management ▾ | Incidents Opened ▾ | Trend Over Managers ▾ |

Added Directors   Added Managers

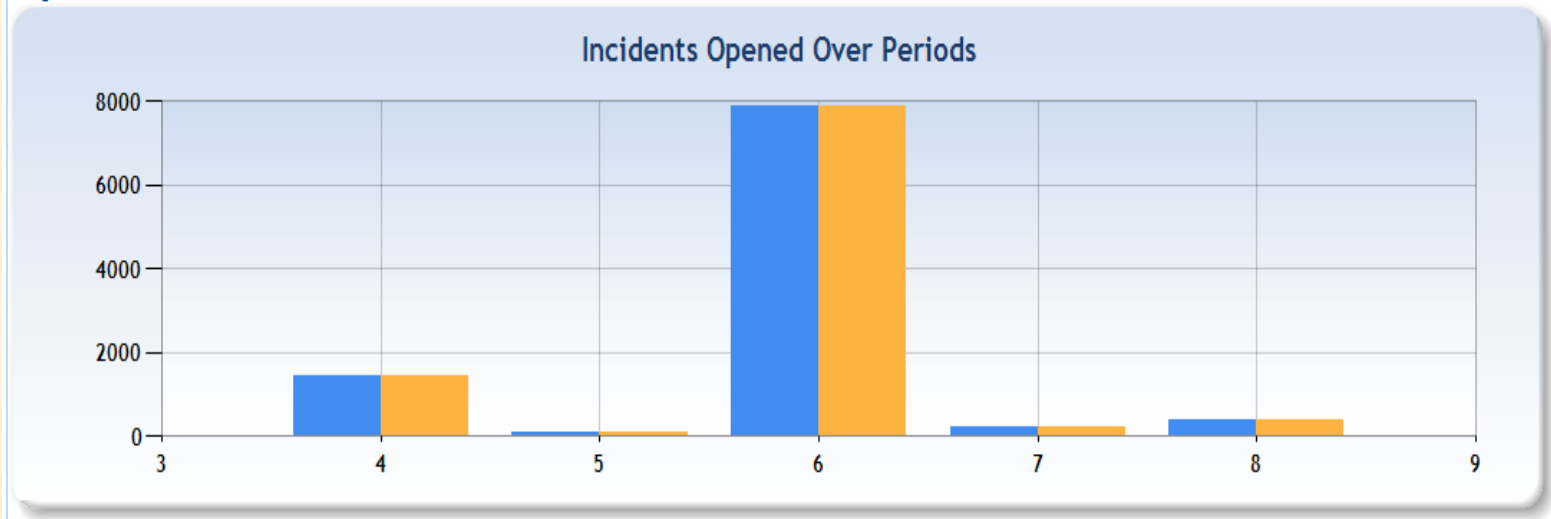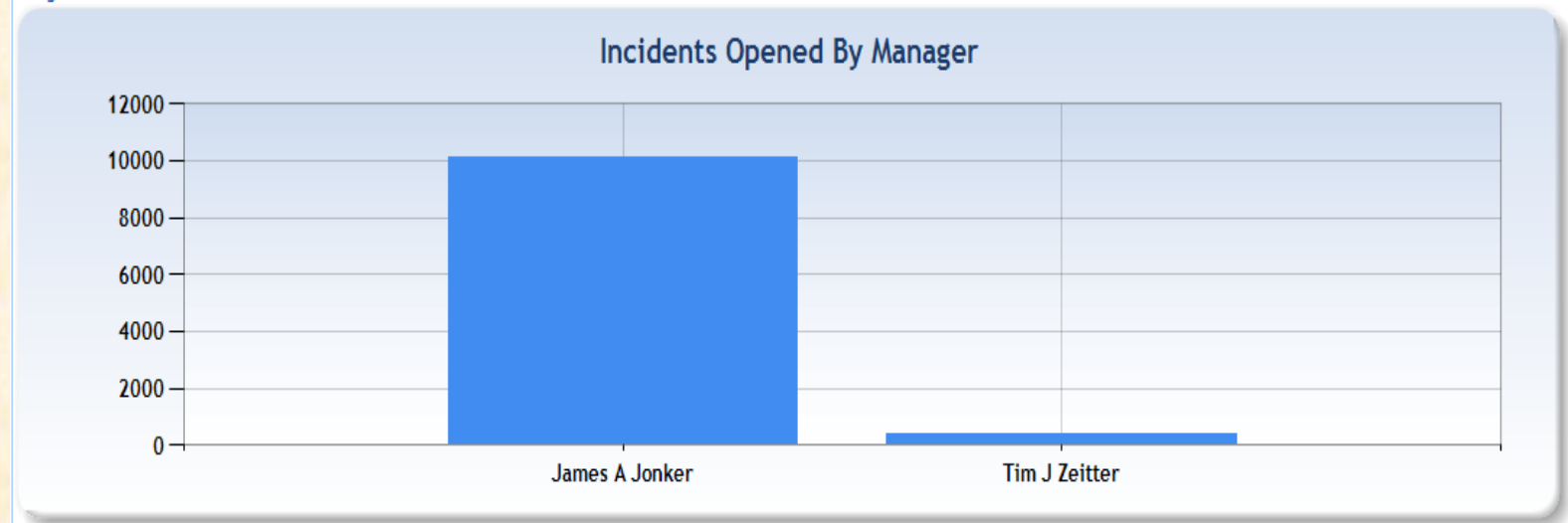| James Poll | James A Jonker |
Melody J Langeland	Tim J Zeitter
Tim Osbeck	
David Kenyon	

Chart Data

Trending Web Part

400

Mgr	Incidents Closed	Incidents Opened	Average Hours To Close	P/E Total Tickets Opened > 10 Days	P/E Average Age > 10 Days
James A Jonker	10075	10102	22.81	6	7.092
Tim J Zeitter	386	405	72.45	22	14.808

Graph Display

Google.com

Incidents Opened By Manager

	James A Jonker	Tim J Zeitter
12000		
10000	▮	
8000		
6000		
4000		
2000		
0		▮

What's left to do?

- Integrity of Data
  - Making sure data is accurate
- Clean-up
  - Improving look and feel of dashboard
- Stop Lighting
  - Last remaining core requirement to implement
  - Allow directors to change stop lighting range values
- Integrate Web Parts with each other using AJAX
  - Currently refreshes whole page
- Testing
  - Try to break our dashboard

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