Project Plan
ITS Product and Service Request System

The Capstone Experience

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Project Overview

• SharePoint ITS front-end portal site
• Single Catalog of all IT services and products using a consistent request method
• Ability to view detailed information of services
• Improve customer satisfaction and reduce support costs
Functional Specifications

• User Abilities
  ▪ Access Service Request Catalog
  ▪ View details of each service, while still being able to traverse catalog
  ▪ Request Service

• ITS Abilities
  ▪ Create, Edit, and Delete Services
  ▪ Upload custom InfoPath request forms

• Each service will display information including:
  ▪ Description
  ▪ Approval Process
  ▪ Business Area Responsibilities
  ▪ Support Hours
  ▪ Service Availability
  ▪ Turnaround Times
Design Specifications

• Portal front end created in SharePoint
• Written in ASP.NET with AJAX Toolkit 3.0.3.x and C# using Microsoft Visual Studio 2008
• Forms created with Microsoft InfoPath.
• SQL Database created and maintained with Microsoft SQL Server.
• After locating a specific request through the catalog, the user will be able to fill out Request forms or be routed to an appropriate site.
Screen Mockup

SharePoint Site

InfoPath Form

IT Services

- Computer - Hardware
  - Desktop
    - Laptop
    - Monitor
    - Keyboard/Mouse
    - USB Drive
  - Computer - Software
  - Phone Administration
    - Phone
    - Headset
    - Password Change
    - Voicemail Administration
  - ITS Services Group 1
  - ITS Services Group 2
  - ITS Services Group 3

Service Request Details

Description: This is a new Lenovo Thinkpad X355s. This laptop is awesome, and it will fulfill all your needs.

Approval Process: VP approval needed.


Support Hours: 8 AM to 5 PM.

Turnaround Time: 5-10 business days.

REQUEST

Submit a Service Request

1. Enter your email address and then click Submit.

2. Supply the contact information for this request.
   - Primary Contact
   - Secondary Contact

3. Specify the request details and then click Submit Request.
   - Product Category
   - Product
   - Severity
   - Time
   - File
   - Deprecation

Submit Request
Technical Specifications

• Dynamically populate request catalog
• Links will be tied to description pages and will load next to the catalog menu
• Request link will either take user to an InfoPath request form or a designated site to fulfill their request
• Once the form has been submitted, the fields will be published into a pre-defined email and sent to Remedy via Outlook
Architecture Illustrated
System Components

• Hardware Platforms
  ▪ Microsoft SharePoint Server 2007
  ▪ Microsoft SQL Server 2008
  ▪ Microsoft Server 2003

• Software Platforms / Technologies
  ▪ Microsoft Visual Studio 2008
  ▪ AJAX Toolkit 3.0.3.x
  ▪ ASP.NET, C#
  ▪ Microsoft InfoPath 2007
  ▪ Microsoft Outlook 2007
Testing

• SharePoint access of SQL databases
• Ensure email gets sent to Remedy
• Create, Edit, and Delete service requests
Risks

• Programming with ASP.NET
• Using and referencing AJAX Toolkit in SharePoint
• Creating a collapsible repeater menu using the SQL Database