Project Plan
iSupport Center

The Capstone Experience

Team Sparrow

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Project Overview

• Increase efficiency of Sparrow’s IT Help Desk
  ▪ Application search
  ▪ Incident notification
    ▪ On-Call Notification
    ▪ Ticket log
  ▪ Hardware status mapping
  ▪ Monitor and reflect Altiris database
Functional Specifications

• Application Search
  – Problem
    ▪ Information overload
  – Solution
    ▪ Simple user interface
    ▪ jQuery auto complete
    ▪ Extended search
    ▪ Alternate search suggestions
Functional Specifications (cont.)

• Incident Notification
  – Problem
    ▪ Keep Sparrow’s help desk up-to-date on the broad overview of the hospital
    ▪ Keep technical support up-to-date on what their most urgent tasks are
  – Solution
    ▪ Different views
    ▪ Color coding
    ▪ On-Call algorithm
Functional Specifications (cont.)

• On-Call Algorithm
  – Problem
    ▪ Spending time in a critical situation determining who is on-call by looking it up on a long Microsoft Excel spreadsheet
  – Solution
    ▪ Allow people to input their own schedules and automatically detect who is on-call
    ▪ The help desk attendee only has to hit the Notify button and pick a ticket to notify about

• Ticket Log
  – Problem
    ▪ No accountability of who worked on what or fixed what
  – Solution
    ▪ Implement change log
Functional Specifications (cont.)

• Hardware status mapping
  – Problem
    ▪ Inability to locate and automatically monitor status of hardware
  – Solution
    ▪ Provide a detailed mapping of hardware located throughout a selected building
    ▪ Implement color coding system to reflect hardware availability
Functional Specifications (cont.)

• Monitor and reflect Altiris database
  – Problem
    ▪ Lack of a comprehensively summarized state of the Incident system
  – Solution
    ▪ Provide the ability to create comprehensive report on varies reports
    ▪ Alert user when a level 1 ticket amount threshold is met
    ▪ Update from the data base through different formatted queries
Design Specifications

• Dashboard
  ▪ iGoogle design
  ▪ Incident display on most prominent location
  ▪ Management Links tab
  ▪ Application search bar
  ▪ Floor map displaying current locations of known printers, fax machines, and copiers

• Drill-down
  ▪ Applications, Incidents, Employees
Screen Mockups

Figure 1.1
Screen Mockups

Figure 2.1

Figure 2.2

Figure 2.3
Technical Specifications

• SharePoint 2010
  ▪ All individual windows are Web Parts

• Custom Web Parts
  ▪ Developed with Visual Studios 2010
  ▪ ASP.NET C#, jQuery

• Database
  ▪ Managed with Microsoft SQL Server 2008

• Web Server
  ▪ IIS 7.0
System Architecture

![System Architecture Diagram]

- SQL Server 2008
- Submit Data
- Ticket Data
- SQL Queries
- ASP.NET
- Notifications
- View
- Alerts
- iSupport Dashboard
- SharePoint 2010
- View Data
- Submit
- View
System Components

• Hardware Platforms
  ▪ Email pagers

• Software Platforms / Technologies
  ▪ Windows Server 2008 R2
  ▪ SharePoint 2010
  ▪ Microsoft SQL Server 2008
  ▪ Tortoise SVN
Testing

• Using scrambled data provided by Sparrow
  ▪ Dummy ticket information
  ▪ Accurate reflection of Altiris database

• Notification simulation
  ▪ Paging
  ▪ On-call accuracy

• Live testing
  ▪ Multiple user run-throughs on-site
  ▪ ACID verification
Risks

• SharePoint 2010
  ▪ No experience

• ASP.NET
  ▪ Unfamiliar for majority

• Transitioning development to production site
  ▪ Implementing correct schema