From Students…
…to Professionals

MICHIGAN STATE UNIVERSITY

Alpha Presentation
iSupport Center

The Capstone Experience

Team Sparrow

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Project Overview

• Increase efficiency of Sparrow’s IT Help Desk
  ▪ Application search
  ▪ Monitor and reflect Altiris database
  ▪ Hardware status mapping
  ▪ On-Call Calendar
  ▪ Incident notification
System Architecture
iSupport Dashboard

- Development site for iSupport
- Incidents:
  - Danny says the backup generators are failing and we are losing power to the hospital.
  - The SPARROWdata.net system is infected with wormblaster.32.troyan.
  - The phone is down on the terrace floor, fix it ASAP.
  - Help with putting Windows XP SP3 on my desktop workstation computer.
  - Help me with my password, this machine is broken. Computers are so confusing!
  - Need two extra sticks of PC3-6200 8-8-8-4 timed ram!

- Application Search
- Search (by ipAddress):
- Facility Map
- Map data ©2011 Google - Terms of Use

- Calendar
- February 2011
- View Calendar
- Help Desk Reports
- Level 1: 3
- Level 2: 23
- Level 3: 4
- Time Since...
- Last Ticket: 0 days 11 hours 7 minutes and 1
- Last Level 1 Ticket: 0 days 11 hours 9 minutes and 12
Application Search

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<tr>
<th>System</th>
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<td>Sulabh Srivastava</td>
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Created at 2/14/2011 5:00 PM by System Account
Last modified at 2/14/2011 5:00 PM by System Account
Incident List

iSupport Dashboard

Development site for iSupport

Incidents

Donnys says the backup generators are failing and we are losing power to the hospital! The SPARROWdata.net system is infected with wormblaster32 trojan.
The phone is down on the terrace floor, fix it asap.
Help with putting Windows XP sp3 on my desktop workstation computer.
Help me with my password, this machine is broken. Computers are so confusing!
Need two extra sticks of PC3-5200 8-8-8-4 timed ram!
Facility Maps

*Facility Google Map*

- Development site for iSupport
- Host name:
- IP Address:
- Hardware Type: Printer
- Model:
- Broken?:
- Map, Satellite, Hybrid
- Save, Exit Edit Mode, Add Item
On-Call Calendar
What’s left to do?

• Ticket/Documentation logs
• Saving edited facility maps
• Refine notify feature
• Manage users
• Improve aesthetics
• Testing