Beta Presentation
iSupport Center

The Capstone Experience

Team Sparrow
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Project Overview

• Increase efficiency of Sparrow’s IT Help Desk
  ▪ Application locator
  ▪ Monitor and reflect Altiris database
  ▪ Hardware status mapping
  ▪ On-Call calendar
  ▪ Incident notification
System Architecture
Application Locator

Application Locator

Search: ispar

Facility
- Epic Epicare (ispar)
- Citrix (epic) (ispar)

Applications List - Epic Cadence

<table>
<thead>
<tr>
<th>Title</th>
<th>Epic Cadence</th>
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<tr>
<td>Alternative Names</td>
<td>isparrow, Epic Billing</td>
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<td>Oncall Team</td>
<td>Cadence</td>
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Created at 3/23/2011 4:18 PM by Maurice B. Wong
Last modified at 3/26/2011 8:30 PM by Maurice B. Wong

Current User: Ryan Hewitt
Notify>>
My Incidents

[55556] | The SPARROWdata.net system is infected with wormblaster32 trojan

[60000] | Ebola virus escaped our quarantine facilities, head for evacuation chambers.

[56123] | The phone is down on the terrace floor, fix it asap

[87087] | Breakout of the flu, need all personnel machine desanitized on floors 3 and 4.

[95959] | Zone31100bdg3flPFS-EC2000/CA: This is just a test to see how long i can ...

Previous | Next -> View Group Members' Incidents
Last Updated: Sun Apr 3 21:24:34 PDT 2011
Facility Maps
On-Call Calendar + Reports

On-Call Calendar

April, 2011

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Help Desk Reports

Number of Tickets Today

- Level 1
- Level 2
- Level 3
What’s left to do?

• Aesthetics
• Testing/Bug Fixes
• Documentation
• Video