Alpha Demonstration
ITS Scoreboard Dashboard

Team 4: Meijer
CSE 498, Collaborative Design

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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
Architecture Illustrated

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

Data Selection

Chart Data

Trending Web Part

<table>
<thead>
<tr>
<th>Mar</th>
<th>Incidents Closed</th>
<th>Incidents Opened</th>
<th>Average Hours To Close</th>
<th>P/E Total Tickets Opened &gt; 10 Days</th>
<th>P/E Average Age &gt; 10 Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>James A Jonker</td>
<td>10075</td>
<td>10102</td>
<td>22.81</td>
<td>6</td>
<td>7.092</td>
</tr>
<tr>
<td>Tim J Zeitter</td>
<td>356</td>
<td>405</td>
<td>72.45</td>
<td>22</td>
<td>14.808</td>
</tr>
</tbody>
</table>

Incidents Opened Over Periods
Screen Shot

Data Selection
- All Years
- All Periods
- Select Directors
- Select Managers
- Incident Management
- Incidents Opened
- Trend Over Managers

Added Directors
- James Poll
- Melody J. Langeland
- Tim Osbeck
- David Kenyon

Added Managers
- James A. Jonker
- Tim J. Zeitter

Chart Data

Trending Web Part

<table>
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<tr>
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<td>Tim J. Zeitter</td>
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<td>405</td>
<td>72.45</td>
<td>22</td>
<td>14.508</td>
</tr>
</tbody>
</table>

Graph Display

Incidents Opened By Manager

[Bar chart showing incidents opened by manager]
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