Beta Presentation
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
- Consistent request method
- Ability to view detailed information of services
- Improve customer satisfaction and reduce support costs
System Architecture
Main User Control

ITS Services production site
WebPart1

Service Details for:

Description:
Some sort of description here

Approval Process:
Are there any approvals needed?

Requester's Responsibility:
What exactly do you do?

Support Hours:
You can get help at these hours

Turnaround Time:
Time it takes to get service completed

Request Service  Edit Service Details  Delete Service
Adding Service Requests

![Image of service request form with fields for service category, name, description, approval process, requester responsibility, support hours, and turnaround time.]

Service Category: Telephone
Service Name: Phone Administration
Service Description: Change password or settings for employee's desk phone.
Approval Process: Must be approved by Meijer ITS Team.
Requester Responsibility: Telephone must remain connected to network.
Support Hours: 8 a.m. - 5 p.m. M-F
Turnaround Time: 2 Business Days.
Modifying/Deleting Service Requests

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Team Meijer Beta Presentation

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**Modifying/Deleting Service Requests**

**ITS Services production site**

**Add Service**

**Manage Services**

<table>
<thead>
<tr>
<th>Service Category</th>
<th>Service Name</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Add, Edit and Delete Service</td>
<td>Edit, Delete</td>
</tr>
<tr>
<td>4</td>
<td>Schedule Request</td>
<td>Edit, Delete</td>
</tr>
<tr>
<td>7</td>
<td>Cell Phone Order Request</td>
<td>Edit, Delete</td>
</tr>
<tr>
<td>7</td>
<td>Phone Admin Request</td>
<td>Edit, Delete</td>
</tr>
</tbody>
</table>

**Category:** ITS Only

**Service Name:** Scheduling Request

- Use External Link
- Use InfoPath Form

**InfoPath Form:** mejtemplateform.xml

**External Link:**

**Service Description:**
Set hourly, weekly, and monthly schedule for a job or project, specifying resources and requirements.

**Approval Process:**
Department Manager

**Requester Responsibility:**
Manager or department lead

**Support Hours:**
Monday-Friday 8AM - 5PM

**Turnaround Time:**
1 Business day

- Save
- Cancel Changes
## InfoPath Forms

### Cell Phone Order

<table>
<thead>
<tr>
<th>User ID of Requester:</th>
<th>M343511</th>
</tr>
</thead>
</table>

### Cell Phone User

<table>
<thead>
<tr>
<th>Name of the Team Member:</th>
<th>Jason Jones</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee ID:</td>
<td>482376</td>
</tr>
<tr>
<td>Extension</td>
<td>3452</td>
</tr>
<tr>
<td>Department Code</td>
<td>112</td>
</tr>
<tr>
<td>Area Code</td>
<td>517</td>
</tr>
</tbody>
</table>

- **New Cell Phone**: ✓
- **Replacement Cell Phone**: 
  - If Replacement, why?: 
  - If Replacement, what is the current number?: 

### Type of Phone Requested:

- **Standard Phone?**: ✓
- **Keyboard Required?**: ✓
- **Email Required?**: 

- **Specific Model**: Pantech Ease
- **Where to send device**: C-27 14-112

If the new cell phone box is checked, must have Senior VP: Mark Timm

[Submit Button]
What’s left to do?

• Stylistic changes
• Display image for product detail
• Make sure the email will properly interface with Meijer’s Remedy system.