

HelpUsHelpU.com



Richard Sanchez
David Schubert
Gregorio Rivera
David Richmond
Darren Rajendranath



Outline

- Brief overview of our system
- Why we are improving the current system
- Processes
 - Ticket input
 - Item identification
 - Deployment of new hardware/software
 - Hardware/Software installation
 - Maintenance
- ER diagram
- Demonstration
- Conclusion



Brief Overview

- Our improvements to the current database will help improve the helpdesk system at Florida State University.
- The helpdesk systems consist of
 - Users (Faculty)
 - Employees (Helpdesk staff)
- The goal of the system is to track and archive information on users and their computer related problems.

Why are we Improving?

- We are improving the current database system to help the helpdesk run more efficiently.
 - Keeping track of tickets/licenses/software/hardware
 - Making sure all tickets are solved in a timely manner
 - Having knowledge of the problem prior to solving it
- Hardware/software information more easily accessible to employees.
- New forms and reports will help tickets to be redistributed to the most knowledgeable employee.
- Email system that sends reminders to employees about high priority tickets.



Process 1: Inputting Information

- Users fill out tickets through the user form; tickets electronically sent to the helpdesk
- Phoned-in problems entered and classified by helpdesk technician
- Technician analyzes problems and implement solutions
- If technician is unsuccessful, problem must be given to supervisor – business process that can't be enforced by the database.



Process 2: Product Identification

- Numerical classification of all hardware and software
 - Product keys
 - Serial numbers
 - Manufacturer



Process 3: Deployment

- Placing hardware and software on campus
- Tracking item locations
- Competitive advantage
 - **Deployment**
 - Recycle legacy system
 - Replace with new systems
 - Dell Servers, terabytes of memory
 - Operating Systems

Process 4: Installation

- Software installation and configuration
 - Update systems
 - E.g. FSU School of Communication
 - Non-Linear editing software...
- We keep track of:
 - Software ID
 - Product Key
 - Product Name
 - Number of Licenses
 - Number of licenses in inventory
 - Number of licenses deployed



Process 5: Maintenance

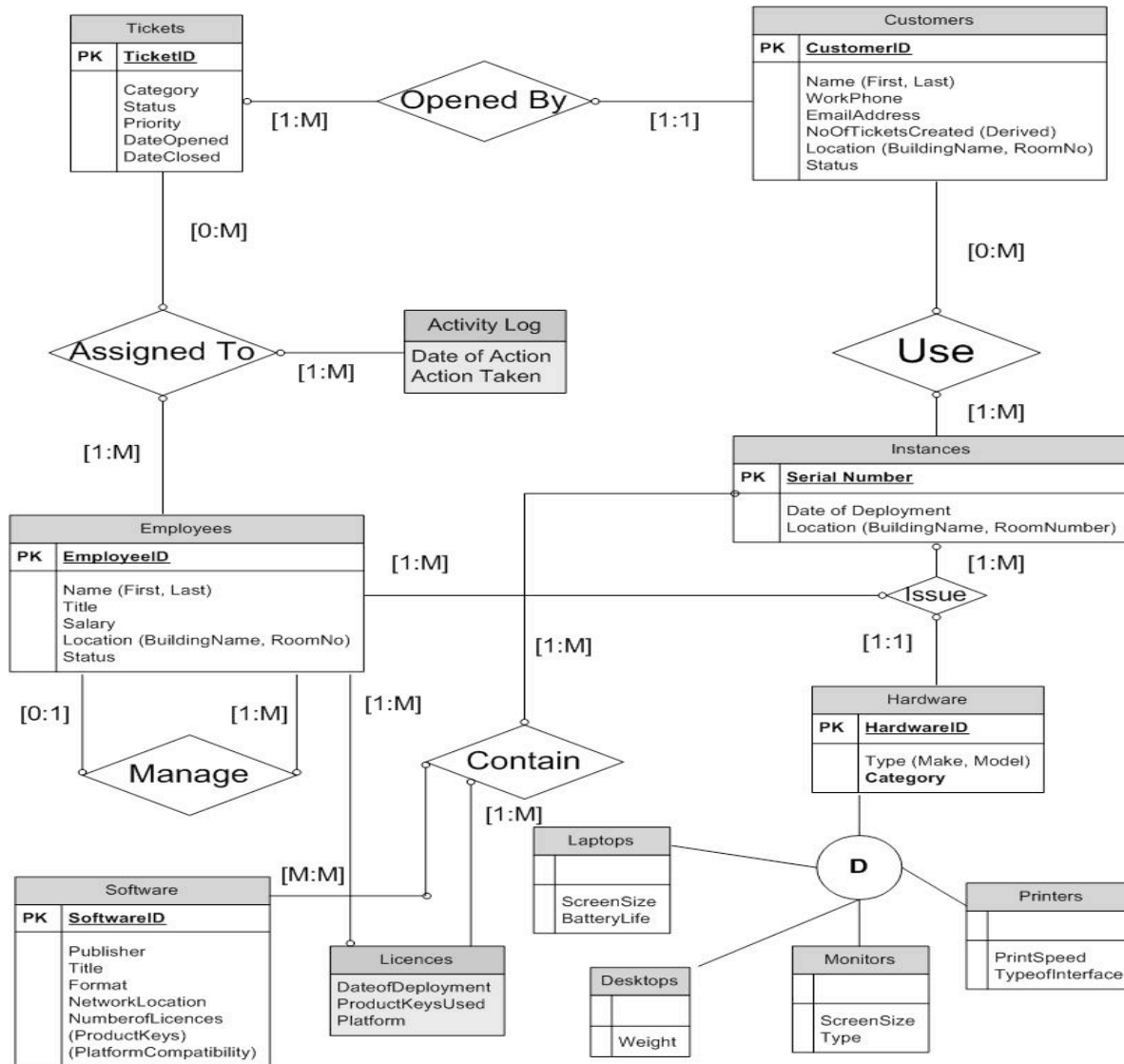
- Computer Maintenance
- Installing software updates, defragmenting disks, backing up data
- All tasks recorded in activity log
 - Assists supervisors in tracking employee activity



ER Diagram

- Conceptual ER Diagram
- Designed as foundation for implementation of database
- Contains each of the previously mentioned processes

Conceptual ERD



Demonstration



[Click to play](#)





Conclusion

- Our changes and new process will contribute to a more efficient helpdesk
- Organizational patterns will improve
- Tickets will be solved promptly

**Most importantly:
Users will be happy!**

Questions?



Please ask any
questions at this time.