

The Tech Spot @ ResNet: Online Computer Check-In Project

Purpose and Goals

A computerized check in system will replace ResNet's paper form check in process.

This system will provide benefits over the old paper system for the following reasons:

- Allow users to enter their information and auto populate fields from existing databases
- More accurately determine the status of users (on campus, off campus, faculty, staff)
- Allow searching of fields for keywords and commonalities through a basic report (instead of manually reading through piles of paper forms)
- Create a historical record of user incidents and office traffic patterns, on campus v. off campus visits
- Allow staff to more easily determine and *track* fees collected for services

Back End Requirements (Need Programming Assistance):

- Create database to hold student incident tickets and fields
- Connect database fields to front end interface (student and admin)
- Tie login to Active Directory in order to auto populate fields
- *Optional:* Retrieve housing information from Residence Services (on campus students only)
- Create a search function to allow for retrieval by FlashLine ID or Name
- Function for generating basic report (Count occurrences, etc., can be expanded in the future)

Front End Requirements (ResNet employees will design)

- XHTML form interface and login screen for student check in
- Style for Printable Form (generated from style sheet)
- XHTML list interface and login screen for staff. Will show records in chronological order (newest first) and status (In Progress, Finished) pulled from database
- Simple search and report interface for staff

Other Notes: Both front end and back end must decide on which server the program and database should reside. The Online Computer Check-In should be accessible from any browser. See Workflow for further detail.

The Tech Spot @ ResNet: Work Order Form

1. Customer Information

FlashLine ID:	@kent.edu
First Name:	Last Name:
Phone Number:	Status:
Residence Hall:	Room #:

2. Basic Computer Information

Computer Type:	Login User Name:
Manufacturer:	Login Password:
Model #:	
Items Provided:	

3. Problem Description

Type of Problem:

Detailed Description:

4. Legal and Signature

Terms and Conditions: You Must Read and Agree For Us To Work On Your Computer

- I agree to have The Tech Spot employees work on my computer. I will not hold Kent State or any of its employees liable for any damage or loss that may occur to my computer data.
- I agree to abide by all Kent State and ResNet terms and policies, including the Acceptable Use Policy and the Virus Removal Policy.
- I understand that, in the course of servicing my computer, ResNet may install critical security updates, patches, and service packs.
- If any viruses are removed from my computer, I may be charged a \$40 Virus Removal Fee
- I will pick up my computer within 3 business days after ResNet attempts to contact me.

Student Signature: Staff Name:

Service Continued On Page 2

Rough Mockup of Form (See Detailed Workflow)

Detailed Workflow (Subject to Change)

Below is the proposed workflow that will occur between the time the computer is checked in and checked out. This combines both the front end and back end requirements.

1. User visits office for the first time and describes his or her problem to staff. If the computer should be checked in, the user will be instructed to login to the Check In System user interface (with their AD credentials).
2. User will verify or fill in the following fields under User Information, section 1:
 - a. FlashLine ID (Auto, unique identifier) - Text Box
 - b. First and Last Name (Auto) - Text Boxes
 - c. Phone (if different than room phone) - Text Box
 - d. Status (On Campus Student, Off Campus Student, Faculty, Staff) - Drop Down
 - e. Residence Hall (if on campus is selected) - Drop Down
 - f. Room Number (if on campus is selected) - Text Box
3. User will add a computer to his or her profile to section 2 by clicking Add Computer and fill in the following fields
 - a. Computer Type (Laptop, Desktop) - Dropdown
 - b. Computer Manufacturer (Apple, HP...Other) - Dropdown with space for Other
 - c. Model (Ex. MacBook Pro) - Text Box
 - d. Login Username - Text Box
 - e. Login Password - Text Box (*Password must either be removed from system or changed when computer is fixed*)
4. Staff member completes section 3, Incident Description, with the following fields:
 - a. Type of Problem (Cisco Clean Access, Network, Operating System, Updates, Virus/Spyware, Hardware, Blocked Access) - Check Boxes
 - b. Detailed Problem Description - Expanded Text Box
 - c. Items Provided (Power Adapter, Operating System CD, Other CD, Other) - Check Boxes
 - d. Associated Service Desk Incident Number - Text Box, optional
 - e. Staff Member Name (Drop Down List)
5. The checkin form is complete and ready to be Saved. Upon pressing Save, the form is written to the database and appears in a queue in the staff interface with the Status "In Progress".
6. Staff member opens form from the list. It is presented in a print-friendly style, with a static section 4 added. Section 4 contains the Legal Terms and a Space for the user's handwritten signature and date. (*Check on electronic signatures*)

7. Form is printed using the internet browser's print command. On a single page, the information from sections 1 - 4 is printed. A second page of static information is printed along with this form, which contains a large space for the staff Work Log. The Work Log page will be completed by hand as the computer is worked on. A second copy of the first page (sections 1-4) is given to the user as a receipt and confirmation. This form will be required to claim the computer when finished.
8. Staff put the machine with the printed form and begin work on computer. The Work Log sheet is filled out (by hand) by staff members.
9. Computer is now repaired and ready to be picked up by user. The staff member opens the ticket and completes the final Section 5. Section 5 contains the following fields:
 - a. Time and date completed (auto populated)
 - b. Staff Member Name (Person completing the checkout)
 - c. Two - Three sentence summary of repair process (User will not receive copy of Work Log sheet, unless requested)
 - d. Charges: Staff member will add charges from list (supplied in separate document) depending on the services performed. The charges should add to a total charge (with tax, not to exceed \$50 before tax)
10. Section 5 is saved and the checkout form is completed (Status auto changes to 'Finished'). Staff member will print a new form (which contains sections 1-5) and an additional place for user to sign, upon receiving his or her repaired computer. Signed forms are kept on record and the database retains information about incident.