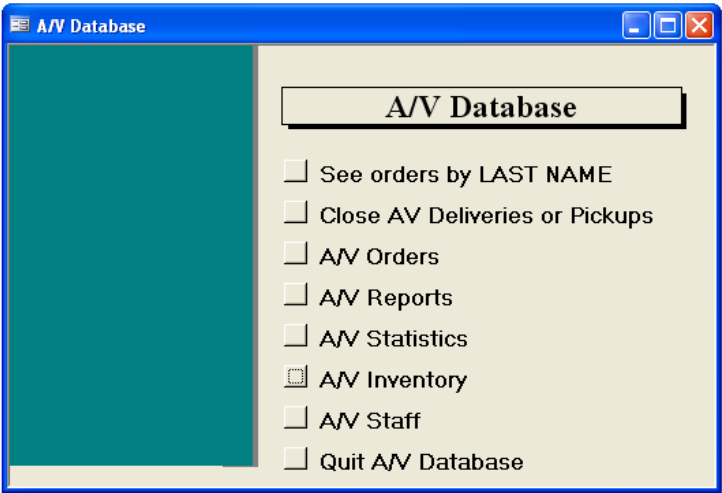


AV Inventory Ticketing Management System

By Humberto Espino - IM760

Proposal Overview - Current System Synopsis

- ▶ The intent for this proposal is to replace the current system that is been used by Triton College’s Audio-Visual department (AV) for many years as a medium to keep track of departmental productivity for the college .
- ▶ The current functionality of such system has become quite antiquated and insufficient to meet the current needs of the department. This system it’s been in production for over nine years and at its current stage it cannot longer handle the increasing number of demands from Triton College’ staff and faculty.



Triton College Audio/Visual Services
Request for Audio/Visual Services

Submission Date: 04/24/2013
Your beginning Date must be on or after Friday, April 26, 2013

Equipment Needed on the Following Day(s) for the Date(s) Listed Below
☐ Mon ☐ Tues ☐ Wed ☐ Thurs ☐ Fri ☐ Sat

Class Instruction ☐ Special Event ☐

Date Begin: MM/DD/YYYY *Please provide 2 business days for processing.

Date End: MM/DD/YYYY

Time Begin: hh:mm Please Select Begin Time

Time End: hh:mm Please Select End Time

Return to
Trojans

Return to
Triton

Requester Identification:

First Name:

Last Name: Telephone Ext:

Email Address:

Equipment Type: Please Select Equipment Quantity:

Equipment Type: Please Select Equipment Quantity:

Equipment Type: Please Select Equipment Quantity:

Equipment Type: Please Select Equipment Quantity:

Equipment Type: Please Select Equipment Quantity:

Equipment Type: Please Select Equipment Quantity:

Status: Please Select a Status

Delivery: Please Select a Delivery

Return: Please Select Return

Location

Building: Please Select a Building

Room:

Pickup Room Same: ☐ The equipment will not be picked up from the same place it was delivered?

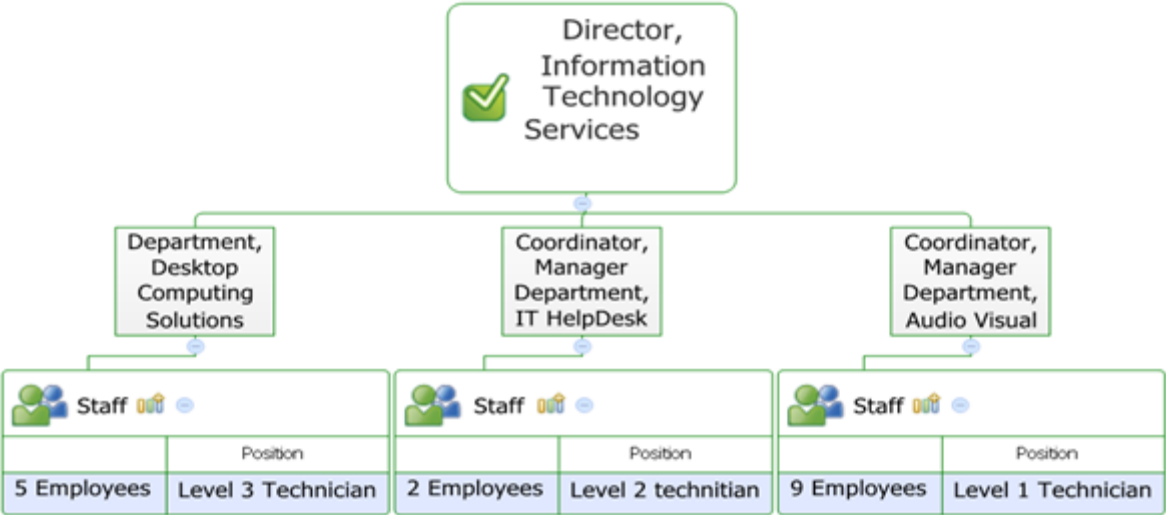
Pickup Room: If the above is checked, tell us where to pickup the equipment:

Details of Request:

Special Instructions:

Proposal Overview - Current System Synopsis

- ▶ The AV ticket system is utilized to request AV equipment for classrooms, presentation facilities and theater from Faculty and Staff to the AV department.
- ▶ The system allows the AV department to know when a work order has been submitted with the given date/s, time/s, location and type of equipment. It is also used to keep track of assigned deliveries to AV staff throughout the day.



The screenshot shows a software form titled "frm_AVOrder". It contains various input fields for request details, including "ReqName", "ReqLName", "SubmitDate" (set to 4/22/2013), "Status", "Phone", "Building", "Room", "PickupRoom", "DateBegin", "TimeBegin", "TimeEnd", "DateEnd", "SpecialInstructions", and "DenyReason". There are also buttons for "Add Record", "Close Form", and "Close Another Order". A table at the bottom displays order data with columns: OrderID, Quantity, EquipmentNeeded, EquipmentAssigned, Delivered, and PickedUp. The table shows one record with OrderID 1 and Quantity 1. The status bar at the bottom indicates "Record: 14 of 1".

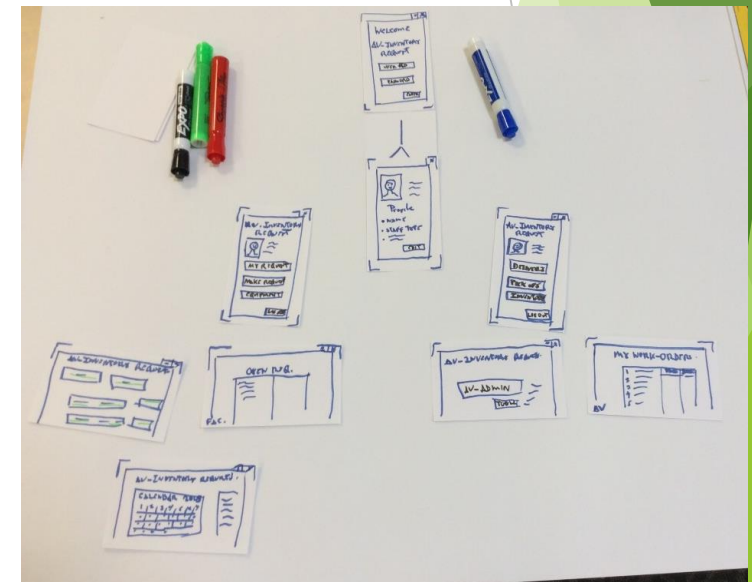
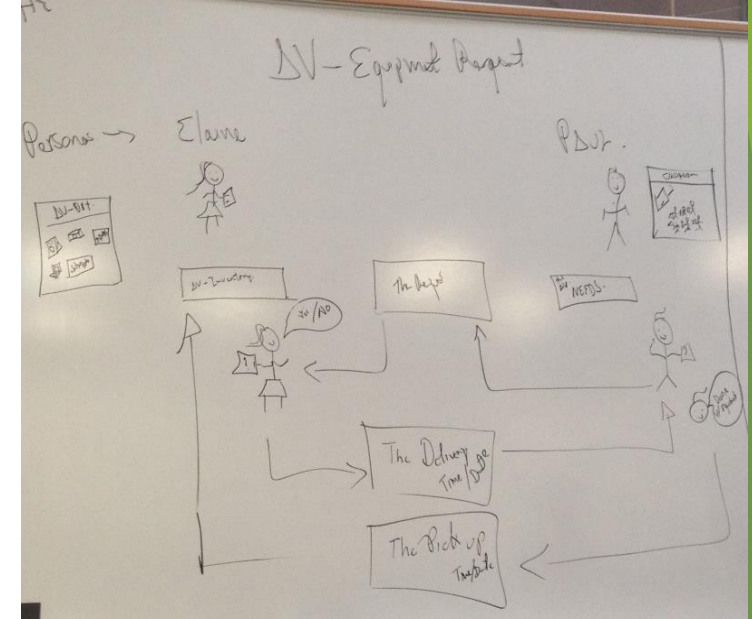
Proposal Overview - Use Case methodology

AV-Staff

- ▶ The AV-technician who works for the Audio & Visual (AV) department handles all requests related to AV equipment for the College, such as laptops, projectors, microphone systems, video and audio recorder equipment etc.
- ▶ Every morning as part of AV-technician duties is to create individual work orders for each request made and deliver the equipment to the respective location.
- ▶ Manages inventory data, keeps track of open and close work-orders

Faculty

- ▶ Faculty members submits a number of AV equipment requests. The equipment is typically utilized for either group presentations or classroom purposes.
- ▶ Equipment ranges from laptops, projectors, microphone systems, video and audio recorder equipment etc.
- ▶ Searches inventory data, makes request based on needs



Proposal Overview - Workflow

► Current



► New



Proposal Overview - System User properties

Faculty/Staff

- Able to create a request
- Track the status
- Update profile information
- Communicate to the AV-Department

AV-Tech

- Able to create a request
- Able to Process & Close work orders
- Dashboard for work orders for Today
- Dashboard for All work orders
- Update profile information
- Add new equipment
- Update equipment
- Reset user-passwords
- Reports

Manager

- Able to create a request
- Able to create users
- Approve/ Denied work orders
- Assign work orders to AV-Tech
- Assign ADMIN status to AV-Tech
- My work orders for Today
- Dashboard for All work orders
- Update profile information
- Add new equipment
- Update equipment
- Reset user-passwords
- Reset AV-tech passwords
- Reports

Proposal Overview - New System Goals

- ▶ The AV Inventory Ticketing Management System will provide Triton College the benefits of a system that will allow staff and faculty make requests of instructional equipment for classrooms or events while keeping informed of the inventory at hand.
- ▶ Faculty will be able to browse through the online information database and visually search and schedule the delivery of the equipment they have in mind by using various search criteria.
- ▶ The system will provide the AV department the ability to accurately track orders and inventory real-time.

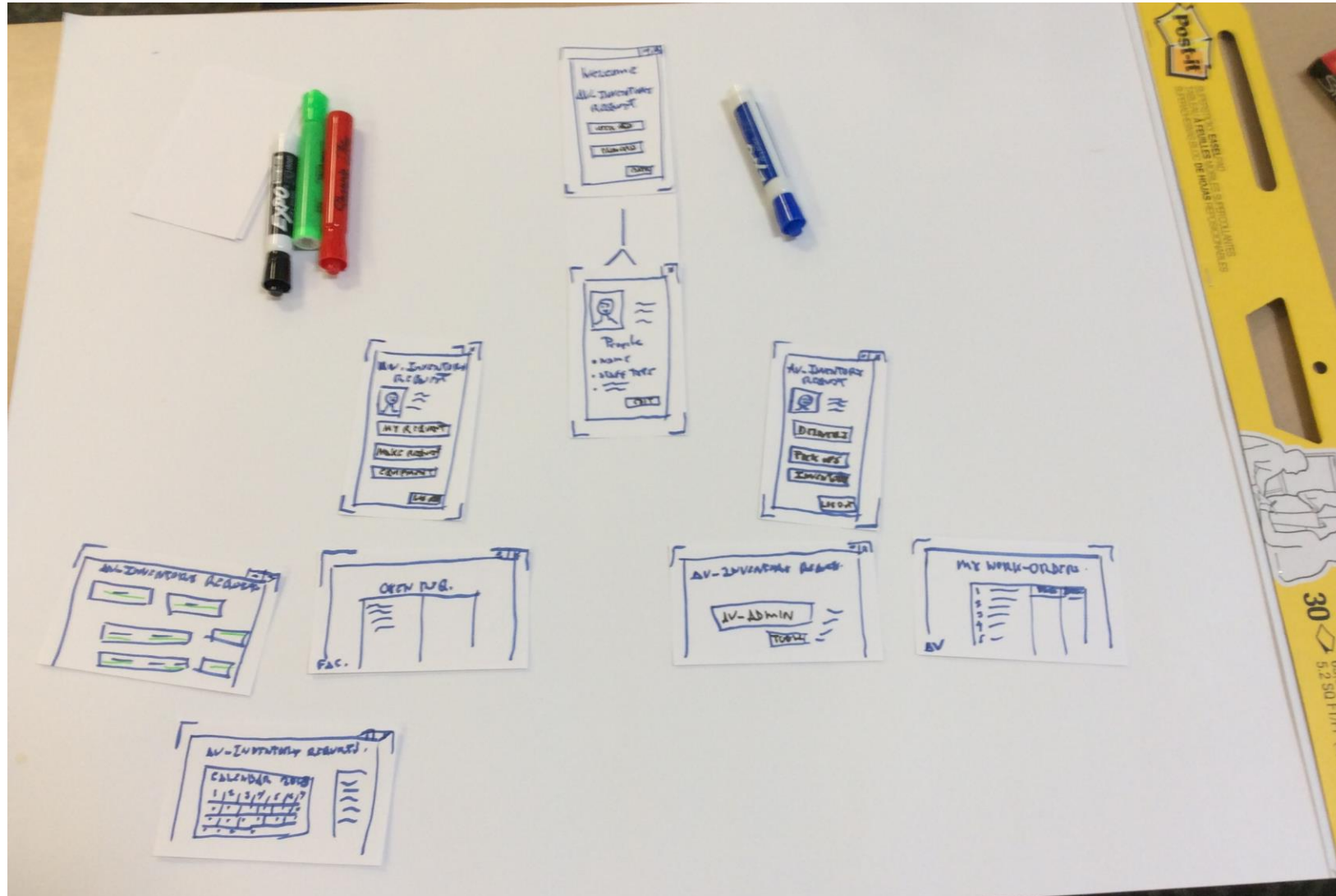
Potential Benefits -

- ▶ The AV Inventory Ticketing Management System will increase customer satisfaction by greatly reducing the number of complaints. The new system will give the staff the ability of tracking equipment real time, and be able to manage customer requests on a most efficient way based on reports.

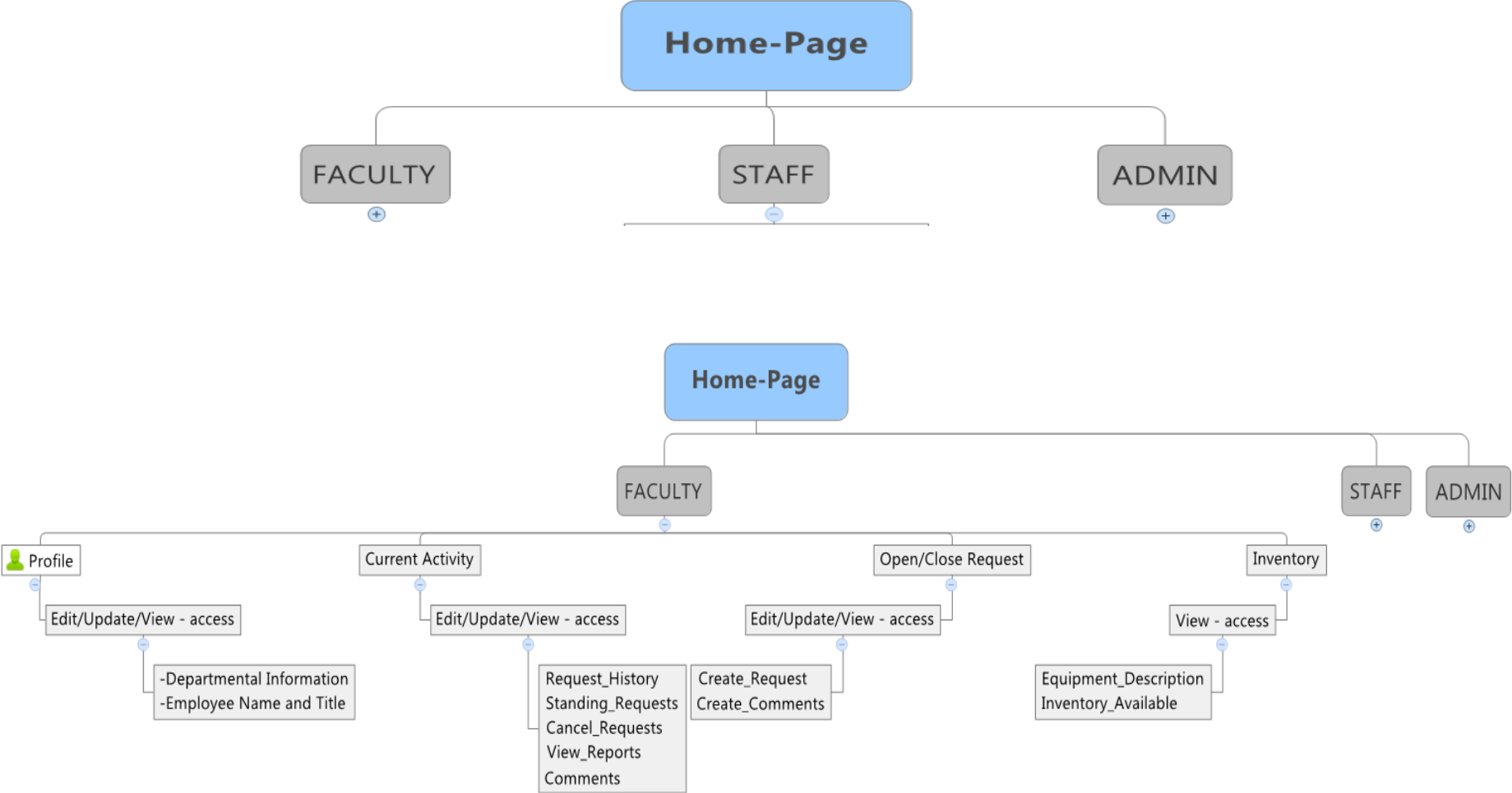
Proposal Overview - New System Components

- ▶ Web services will be used for the communication between the AV Inventory Ticketing Management System and users. The proposed solution is a Server-based system that will consist of a series of web interfaces and menus developed to run on desktop computers, laptops, iPads, and other mobile devices.
- ▶ The new system will simplify user operations by the integration of the equipment inventory system with staff/faculty delivery request work-order system. The proposed system should make it easier to track orders and remove the manual operations that are currently required to keep both inventory and delivery request systems in synch.
- ▶ Tracking orders -The system will be able to insert records into the database via the web form and generate order number so that the help desk would not need to check orders. In addition the system will provide the ability to close orders via the online web form.
- ▶ Track device code - The current system relies on honor system of whether equipment or cart was delivered or picked up, the new system will be able to track equipment by scanning to verify this and track if cart should be removed or left in room for reuse.
- ▶ This system proposes to integrate components from two distinctive systems into one, it will be written in Java along with HTML5, ColdFusion code and SQL language. It will utilize the email component of the current system, and will also introduce new technologies components for handheld devices.

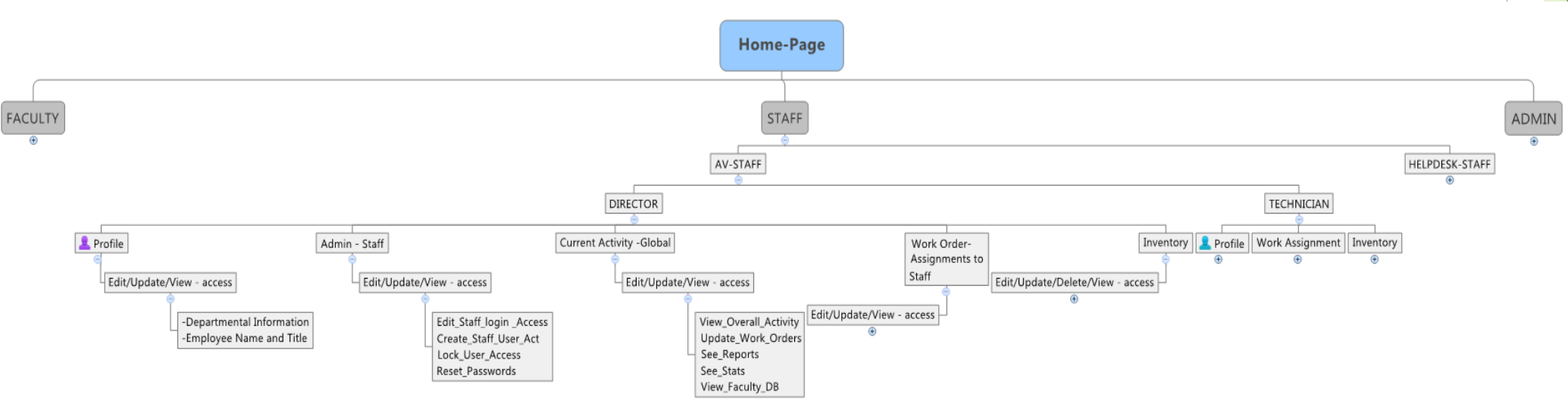
Proposal Overview - UI Design and Prototype



Proposal Overview - UI Design and Prototype



Proposal Overview - UI Design and Prototype



Proposal Overview - UI Design and Prototype

Zeiterfassung

Anfall - Kundenservice

optionales Detail 2

optionales Detail 4

Vorgangs-ID 2

19/01/2010

optionales Detail 2

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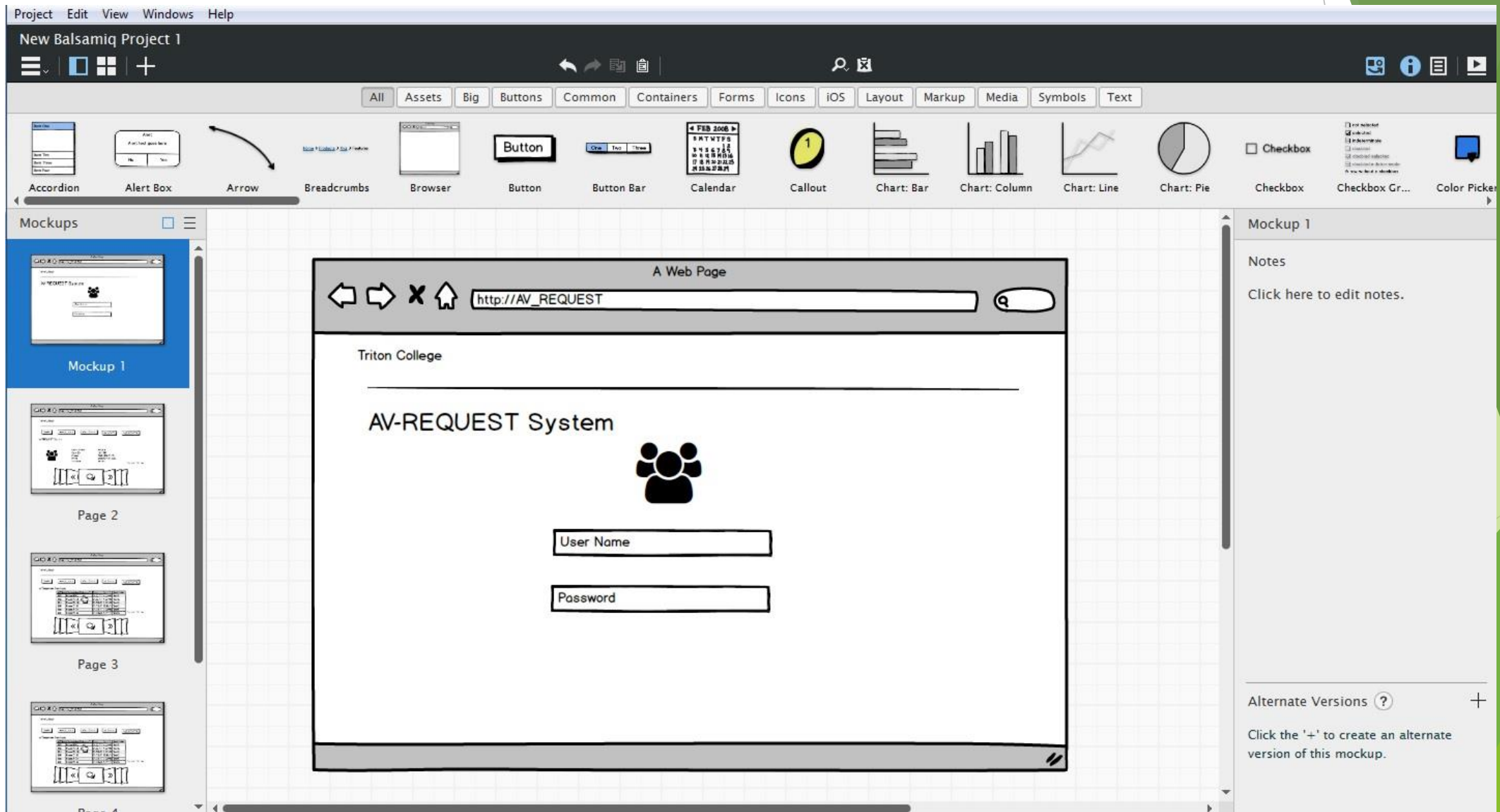
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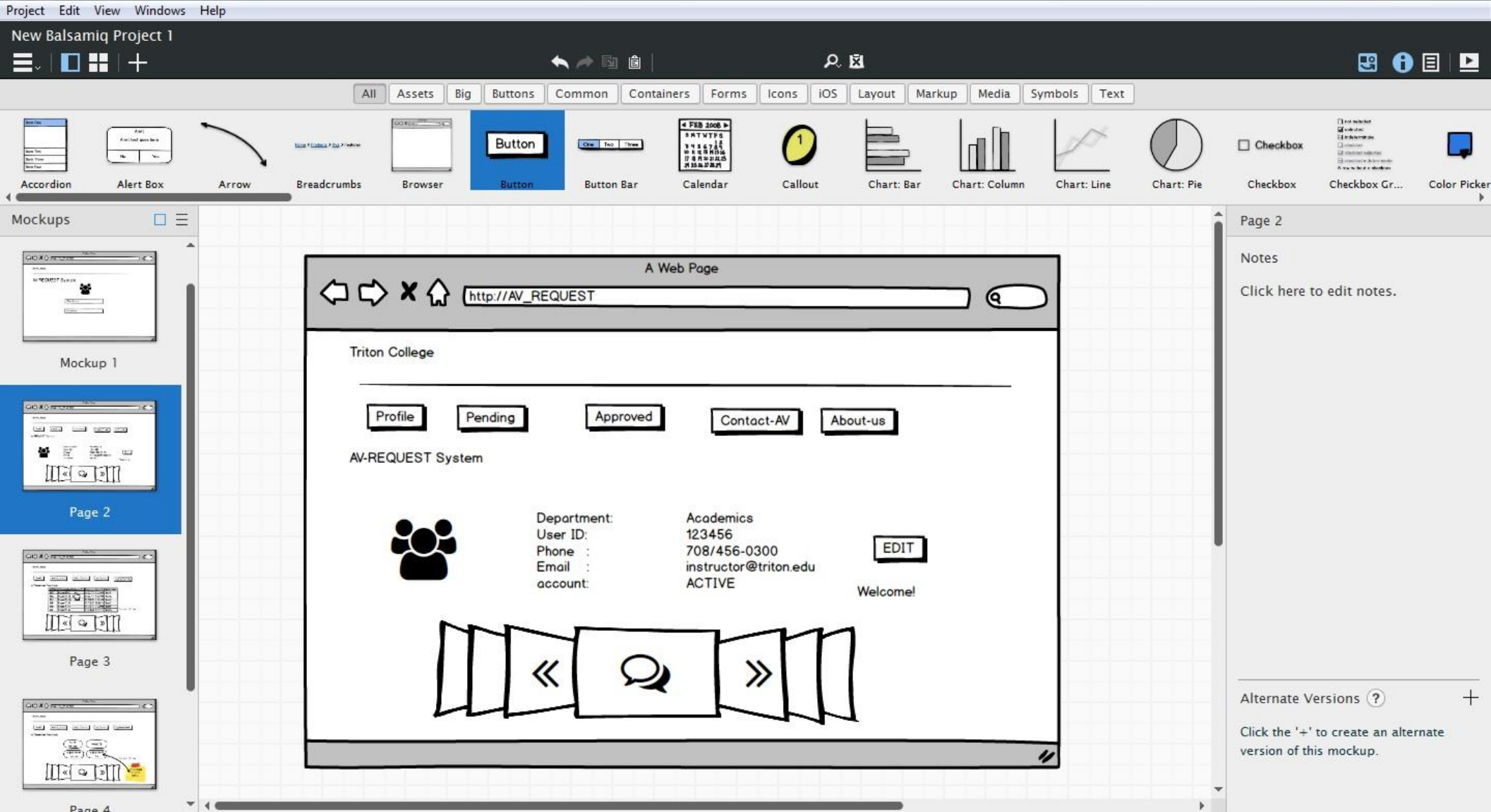
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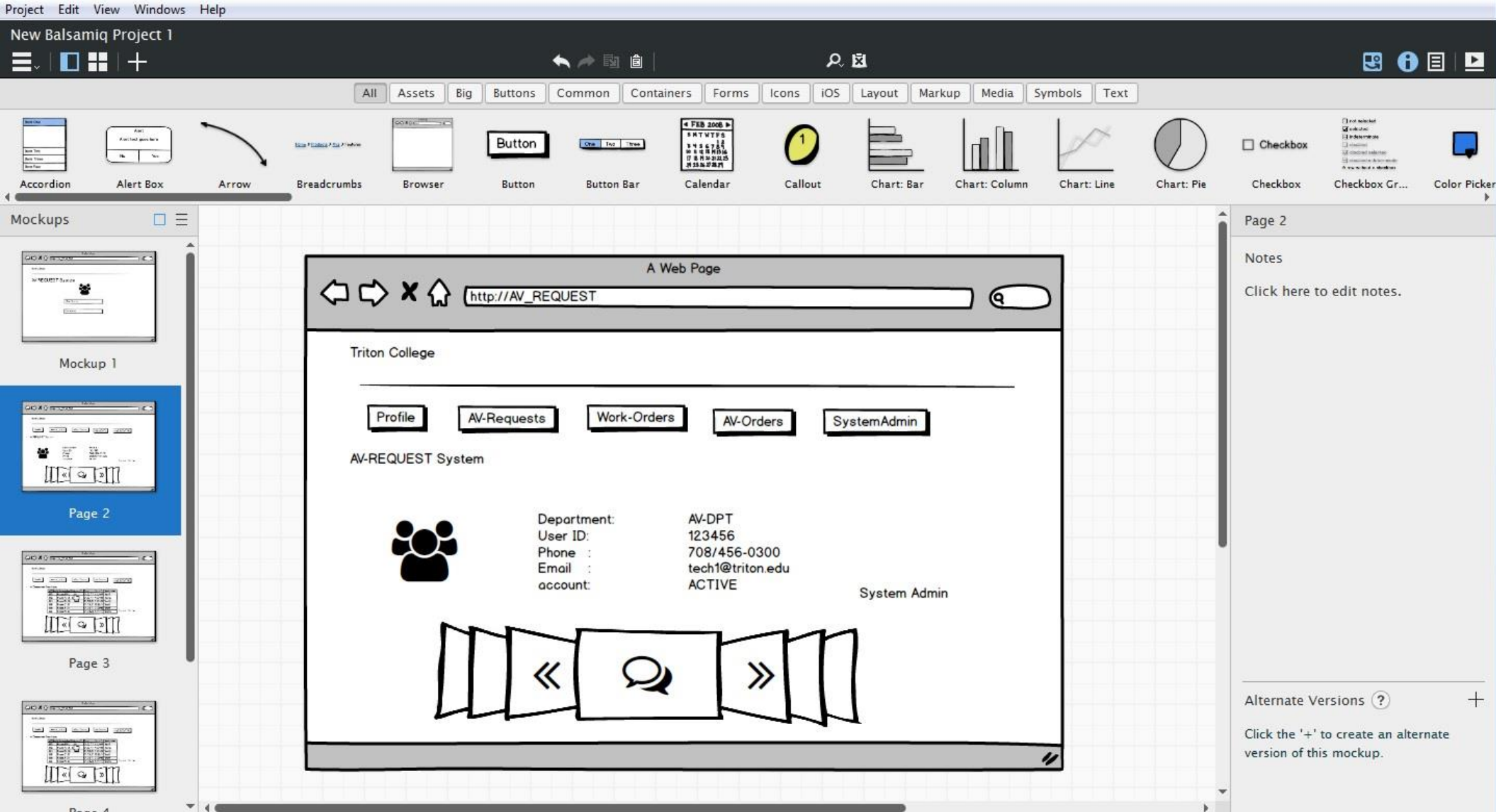
Proposal Overview - UI Design and Prototype



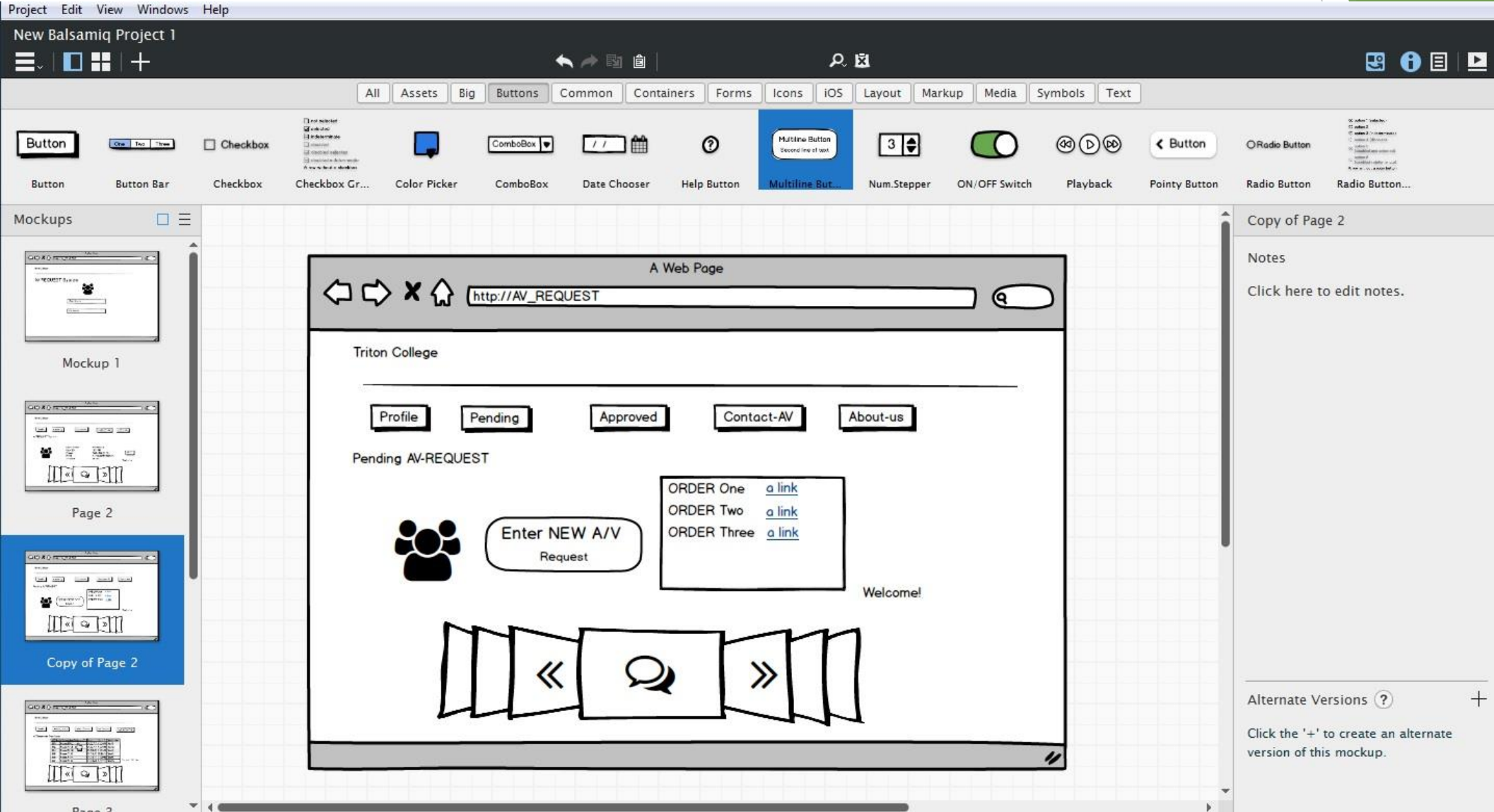
Proposal Overview - UI Design and Prototype



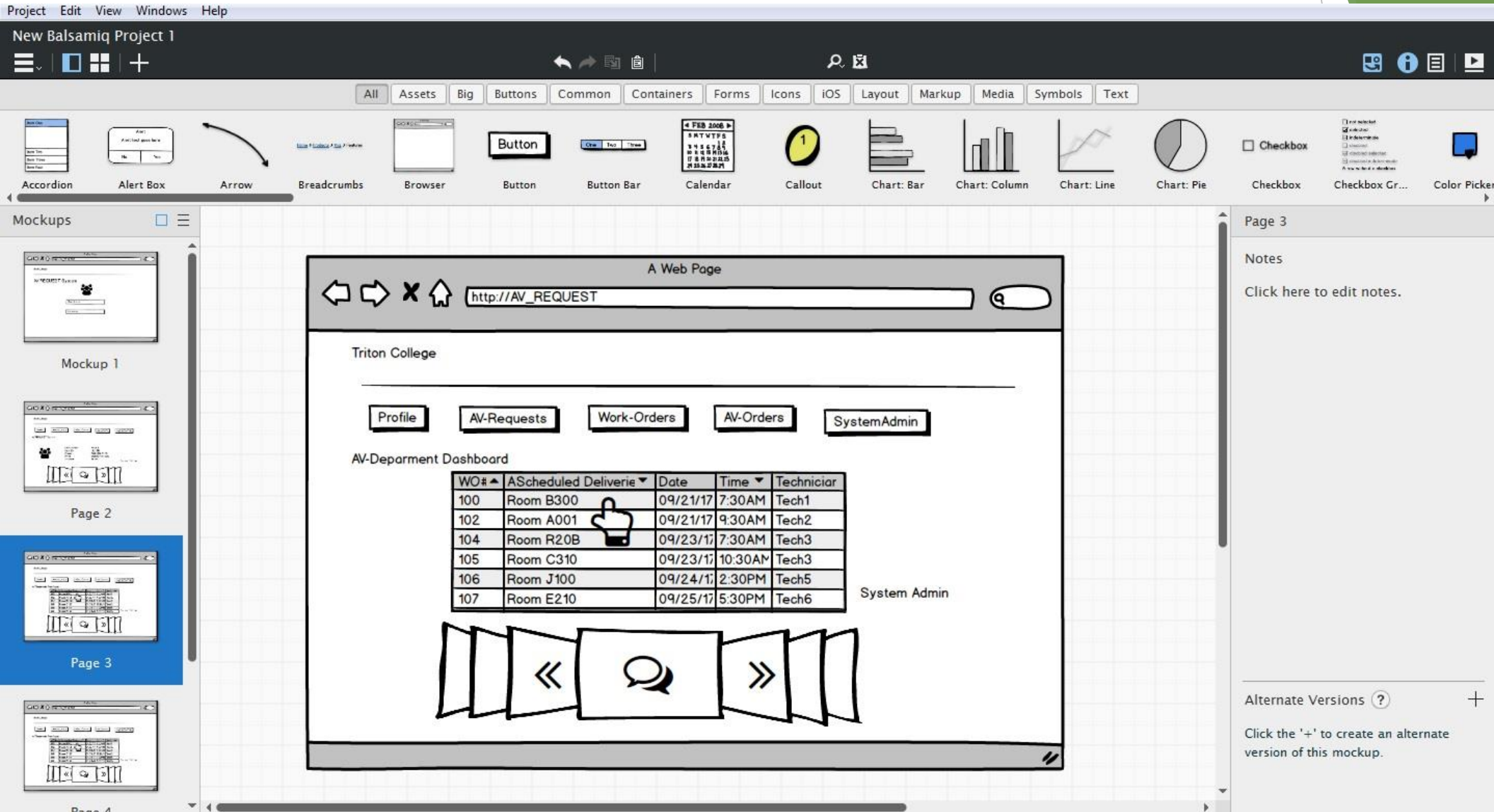
Proposal Overview - UI Design and Prototype



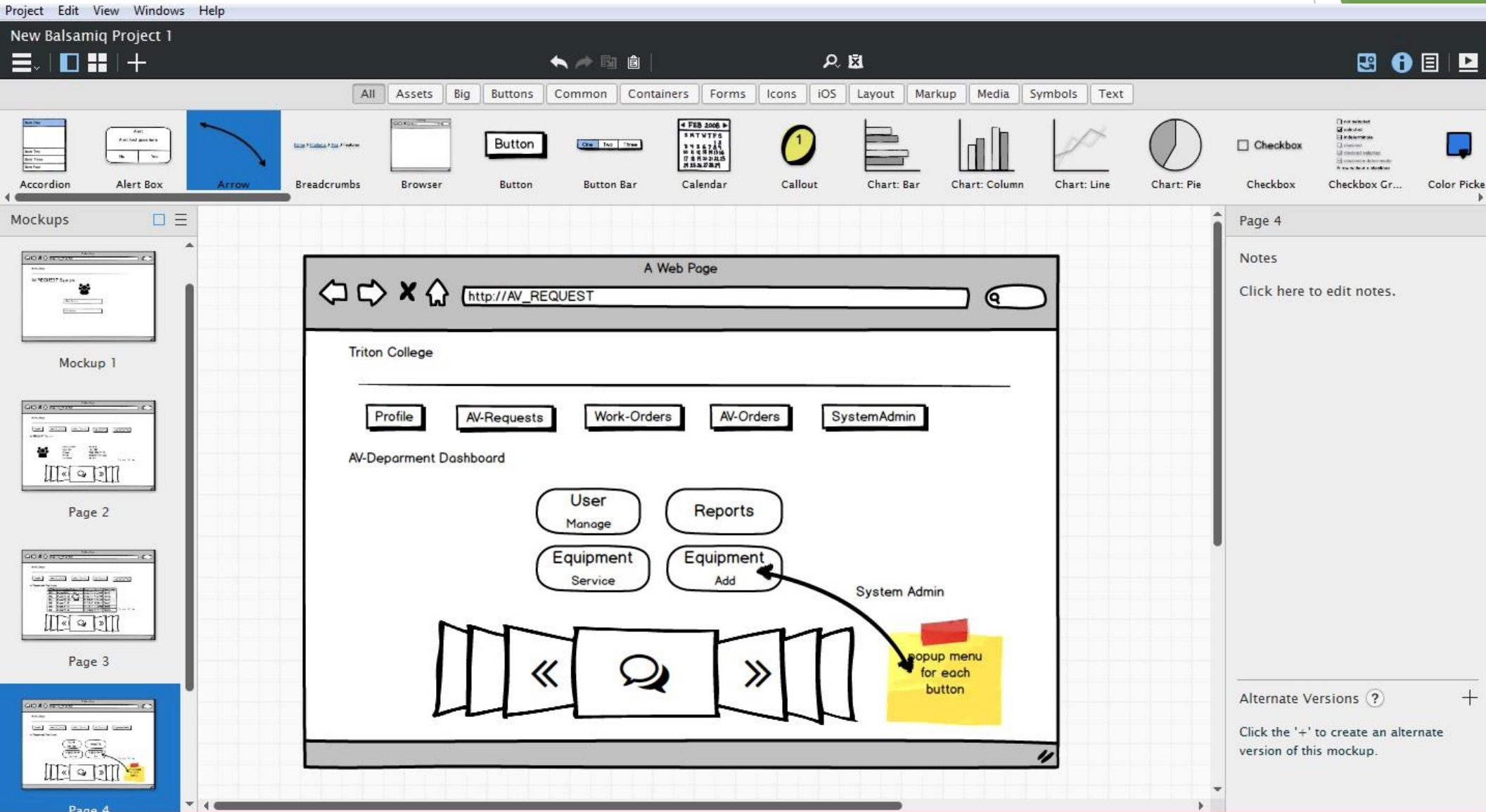
Proposal Overview - UI Design and Prototype



Proposal Overview - UI Design and Prototype



Proposal Overview - UI Design and Prototype

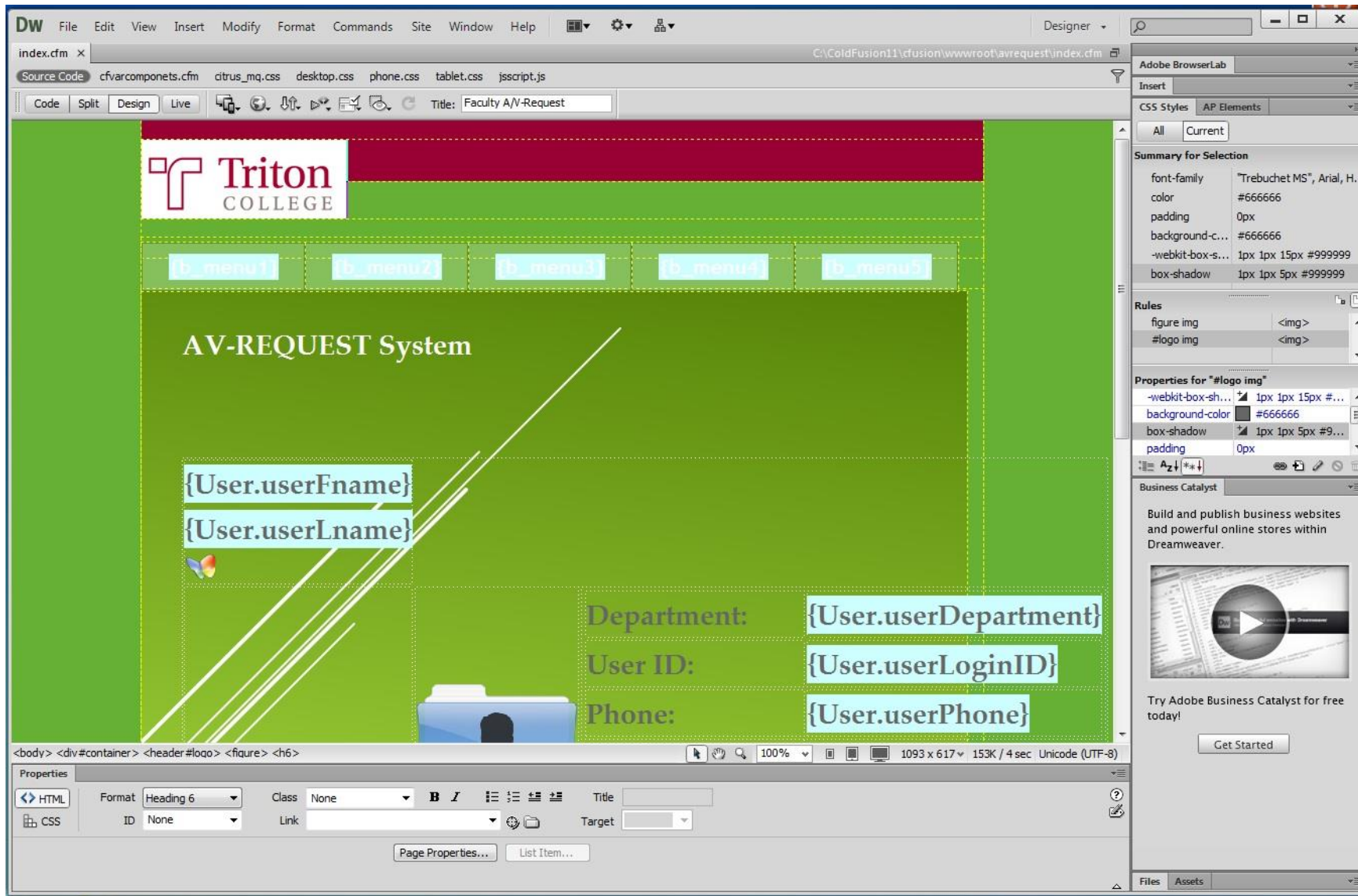


Proposal Overview - UI Design | HTML5 and CSS (Cascading Style Sheets)



completed	Folder
css	Folder
citrus_mq.css	1KB Cascadin...
desktop.css	4KB Cascadin...
phone.css	2KB Cascadin...
tablet.css	1KB Cascadin...

Proposal Overview - UI Design and Prototype



Proposal Overview - UI Design and Prototype



Faculty AV-REQUEST System

Welcome! 🌈

User Name

Password

Log In



Triton College 2000 Fifth Ave. River Grove, IL, 60171
708-456-0300



Proposal Overview - UI Design and Prototype



Proposal Overview - UI Design and Prototype

Faculty/Staff



Proposal Overview - UI Design and Prototype

Manager



Profile

AV-Requests

Work-Orders

AV-Orders

SysAdmin

Pending AV-Requests

Requests Pending for Approval

Enter New A/V Request

See All Approved Orders

ORDER #	Date		
1221	12/14/2016	REVIEW	DENY
1220	12/14/2016	REVIEW	DENY
1219	12/13/2016	REVIEW	DENY
1209	11/29/2016	REVIEW	DENY

Items 4 of 4

Profile

AV-Requests

Work-Orders

AV-Orders

SysAdmin

AV Department Dashboard

System Admin

WO#	Scheduled Deliveries	Date	Time	Technician	
1218	Room F210	11/29/16	12:00AM	admin	PROCESS
1217	Room B320	12/01/16	04:30PM	avtech1	PROCESS
1216	Room F102	12/13/16	09:30AM	admin	PROCESS
1215	Room S200	12/14/16	09:30AM	avtech1	PROCESS

First Previous

Profile

AV-Requests

Work-Orders

AV-Orders

SysAdmin

System Admin

ADMIN

Equipment Service

User Account Reset

Equipment Add

User Account Create

AV-TECHS Access

REPORTS

WKO-Activity

USER-Activity

Proposal Overview - UI Design and Prototype

AV-Tech



Items to 8 of 41

TCC#	Equipment Type	Status	
40934	LCD TV	In Service	EDIT
28189	LCD TV	In Service	EDIT
12356	LCD TV	In Service	EDIT
58162	LCD TV	In Service	EDIT
48882	LCD TV	In Service	EDIT
47547	LCD TV	In Service	EDIT
47544	LCD TV	Not In Service	EDIT
48787	LCD TV	In Service	EDIT
48544	LCD TV	In Service	EDIT

[Next](#) [Last](#)



Proposal Overview - Usability Evaluation

Website Name: AV Inventory (Ticket) System Website URL: AV-REQUEST

Heuristic	Yes	No	N/A	Comments
Visibility of Systems : appearance, ascetics – Users are informed through appropriate feedback				
Primary goal is clear				
Appropriate color scheme				
Consistent design				
Is there a form of feedback for every operation				
Icons and images universally understood				
Match between system and real operations: familiar concepts, information appears in a logical order				
Is there a natural sequence to menu choices				
Prompts correspond to expected action				
Menus are clear, simple and serve a purpose				
Data terminology is familiar to the users				
Do GUI menus are labeled clearly				
User control and freedom: System is forgiving to user errors and supports undo and redo actions with a clear choice for the user to leave unwanted actions.				
Easy for the user to switch between windows				
User are prompted to confirm commands				
User can cancel out operations in progress				
System allows to go back to previous menus				
Consistency and standards: users should not wonder whether different words, icons, images, situations, or actions mean the same thing				
All screens formatted to the same standard				
Windows have titles and icons are labeled				
Fields labels and fields consistent in all forms				
Contains attention techniques such blinks, sounds, and colors use for an obvious meaning				

QUESTIONS?