Incident Management System

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Incident Management System

- Reporting

- Management

- Statistics

Challenges

- Security
  - Database administrators
  - Searchable
- Easy to use
- SharePoint

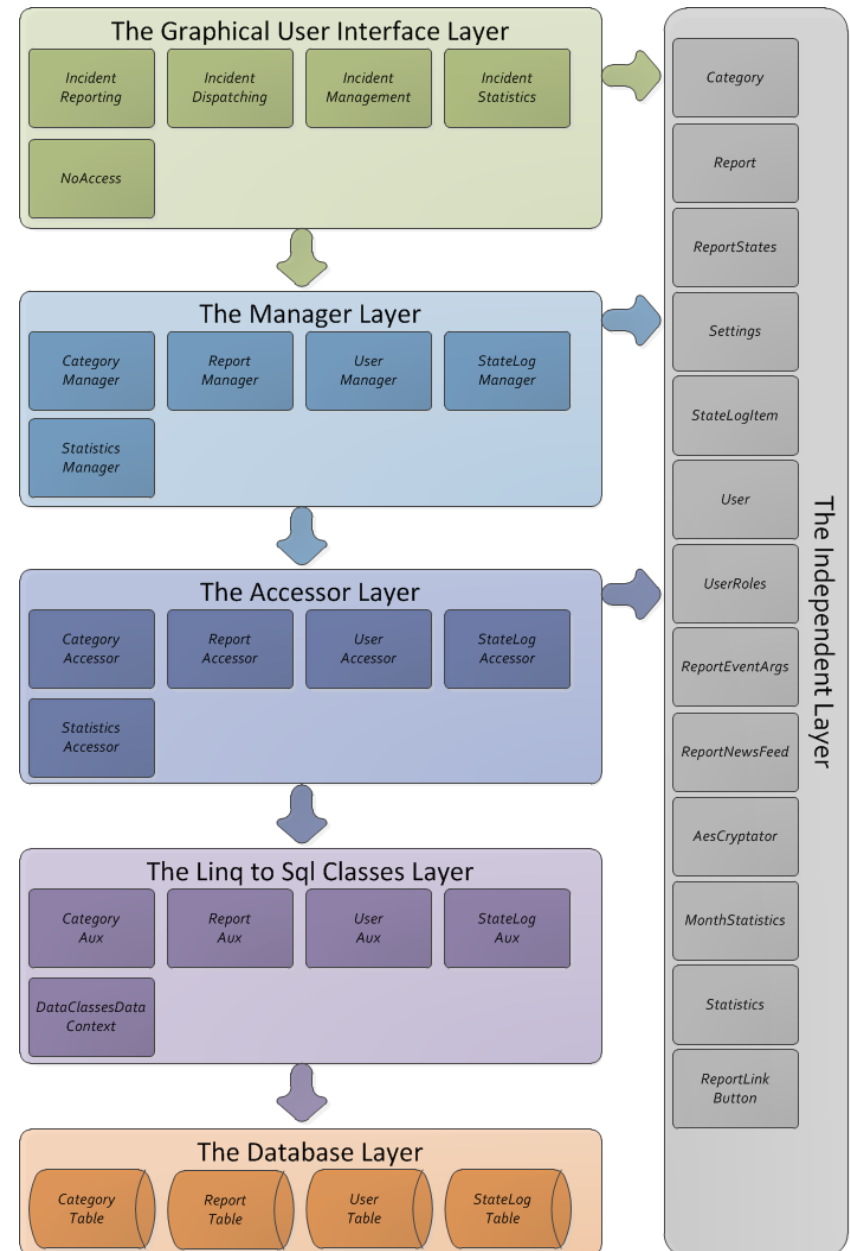# SharePoint

- Microsoft

- Intranet

- Web Parts

Results

- Database

- Code

- Security

- Web Parts

  - Reporting

  - Dispatching

  - Management
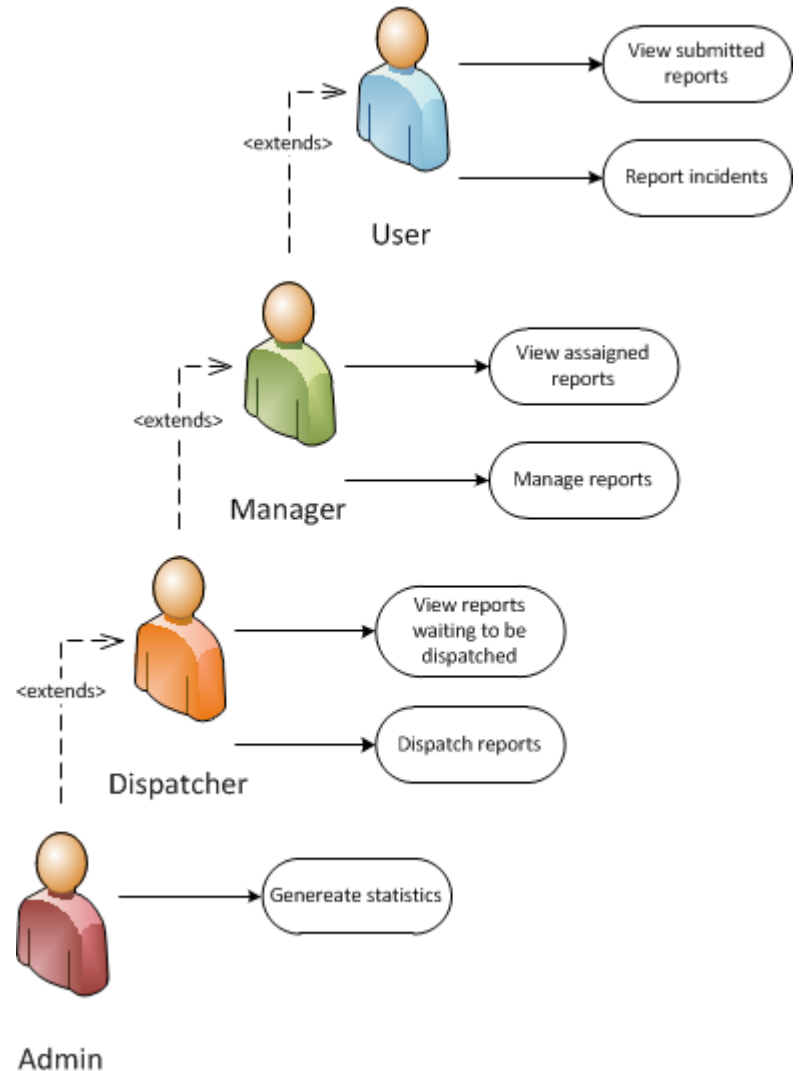
  - Statistics

Structure

- Web (UI)

- Management

- Access

- LINQ to SQL
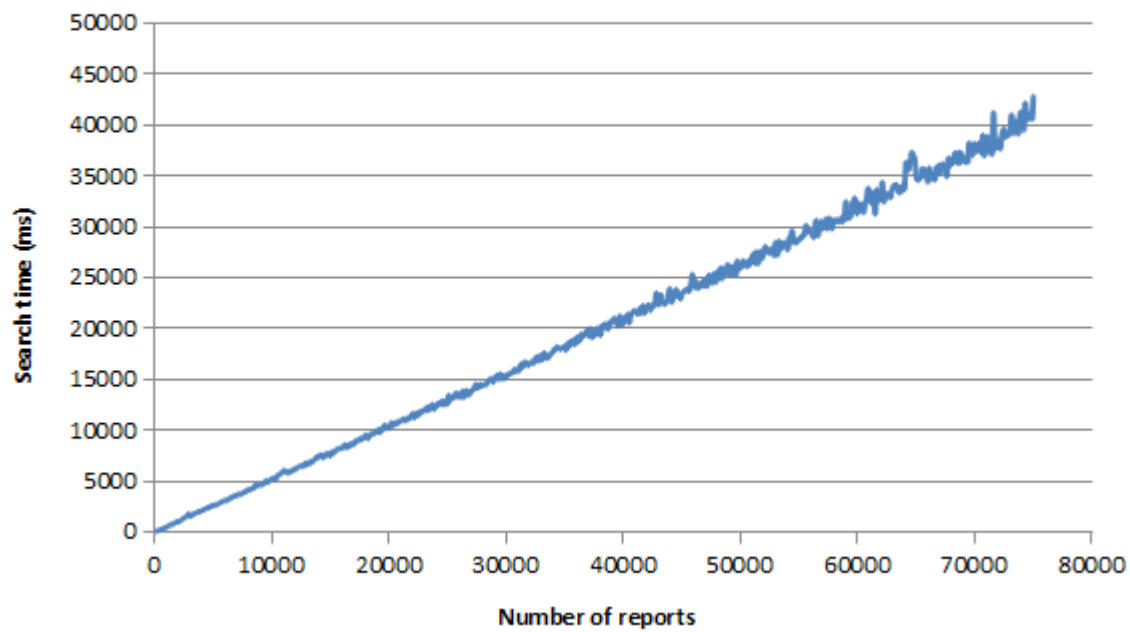
- Database

Security

- 256 bit AES

- Key separation
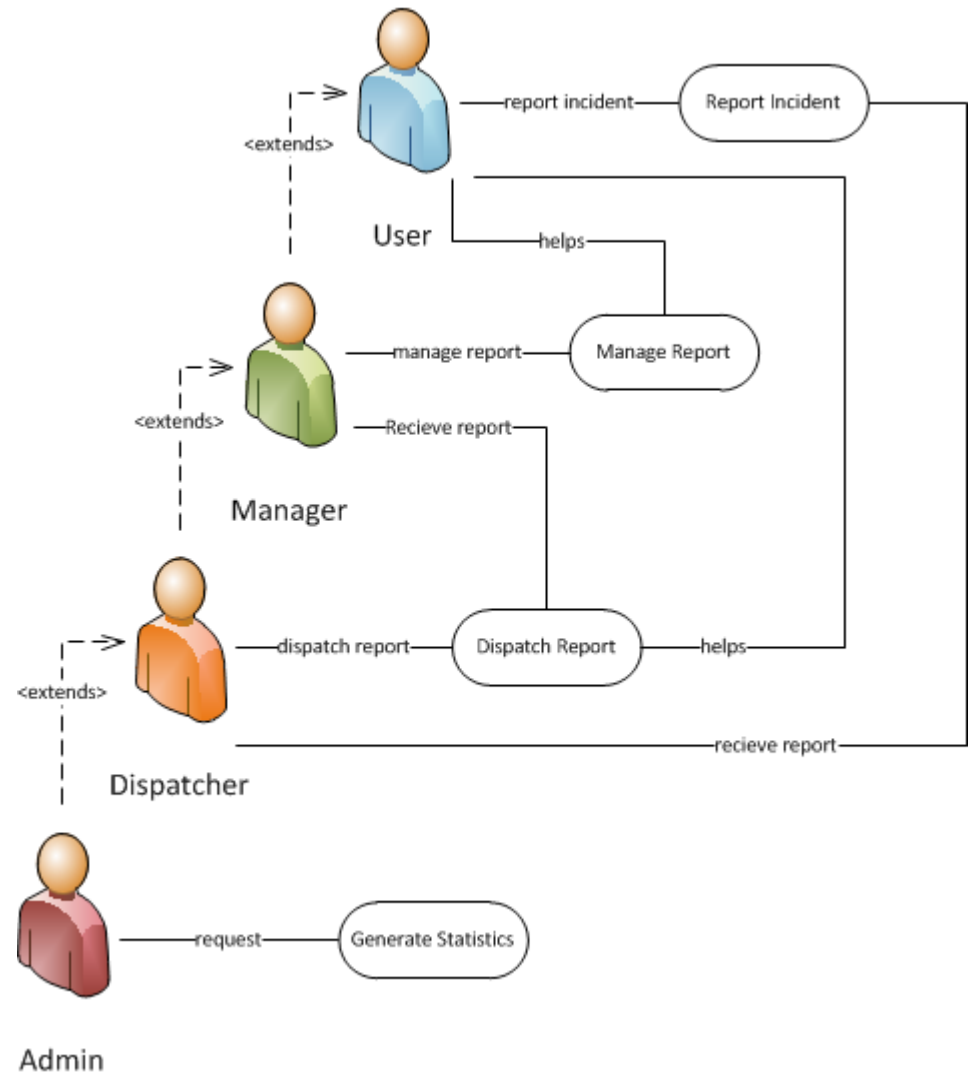
- Top level security

  - Report ID

  - User Access

Search Performance

Incident Report Flow

- Reporting

- Dispatching

- Management

- Administration

Incident Reporting

Report Incident

Titel:

Description:

Vårflod ▾   OK

Report Feed

Flooding Damage	**WaitingForDispatcher**	04/13/2011 15:22:34
Windows on the 24th floor were impaled by rods and broken.		
Window Broken	**WaitingForDispatcher**	04/13/2011 15:20:12
A window on the first floor has collapsed.		
Development Tools	**Closed**	04/13/2011 14:58:34
I cannot access the SQL server with my domain credentials! **You shouldent.**		
Broken Window	**Closed**	04/13/2011 14:57:21
On the 98th floor a window has been broken by a seagul. **Sure... :/**		
System Failure	**Undoable**	04/13/2011 14:51:31
The system refuses to start! **Your own damn fault.**		
Sharepoint	**Done**	04/13/2011 14:49:49
Need more RAM to properly run SharePoint 2010 Server and Visual Studio 2010. **Majs, korv, vete och mjöl!**		
Isen smälter	**Done**	04/13/2011 12:31:24
Isen ute i älven(Klarälven) smälter! **Bah**		

Incident Dispatching

Titel:
Annanas
Description:
It grows wrong!

Feedback:

Actions:
WaitingForDispatcher ▾
Managers:
xxcarlsj ▾

[OK]

Report Feed

| Annanas | **WaitingForDispatcher** | 04/13/2011 15:00:51 |
It grows wrong!

| Entropy | **WaitingForDispatcher** | 04/13/2011 15:12:48 |
Its approching!

| Window Broken | **WaitingForDispatcher** | 04/13/2011 15:20:12 |
A window on the first floor has collapsed.

| Flooding Damage | **WaitingForDispatcher** | 04/13/2011 15:22:34 |
Windows on the 24th floor were impaled by rods and broken.

Incident Management

Titel:
Clouds
Description:
The clouds are blocking the sky.

Comment:

Actions:

AssaignedToManager ▼

OK

Report Feed

| Clouds | **AssaignedToManager** | 05/23/2011 20:57:41 |
| The clouds are blocking the sky. | | |

Windows whissing!   **AssaignedToManager**   05/23/2011 20:58:01
Yesterday while i was programming chickens a few of them were accedently given firmware destined for hawks. The pavement will never be the same again.

Borders in Borderlands   **AssaignedToManager**   05/23/2011 20:58:11
Are there many borders in borderlands 1.4.1

Incident Statistics

Search:

[   ]
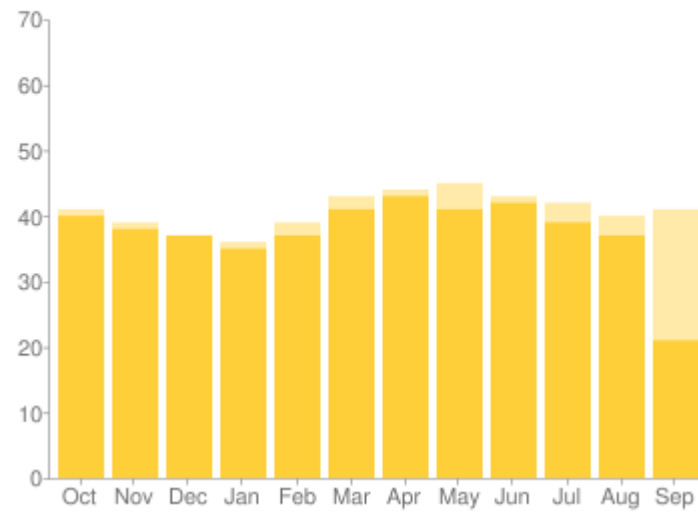
[Search]

Report Feed

Isen smälter Isen ute i älven(Klarälven) smälter! **Bah**	**Done**	04/13/2011 12:31:24
Vatten Det är vatten i floden!?!, är du galen?, vadåda? **?, whatever..., I dont even!**	**Done**	04/13/2011 14:35:24
System Failure The system refuses to start! **Your own damn fault.**	**Undoable**	04/13/2011 14:51:31
Broken Window On the 98th floor a window has been broken by a seagul. **Sure... :/**	**Closed**	04/13/2011 14:57:21
Development Tools I cannot access the SQL server with my domain credentials! **You shouldent.**	**Closed**	04/13/2011 14:58:34
Clouds The clouds are blocking the sky.	**WaitingForDispatcher**	04/13/2011 15:00:33

Incident reports by month last year
containing "term"

Development opportunities

- Groups

- AJAX

- Administration

- Customizability

- Detailed Search

General conclusions

- Secure but accessible

- Expandable