SC Department of Probation, Parole and Pardon Services

Integration Information Technology Department
ITEC 564 - IT Capstone Projects
Spring 20187

Recommend/Select a new Help Desk system for the Information Technology Section that incorporates the unique needs of the agency.

Select or recommend a new Help Desk System for the Information Technology Section that incorporates the unique needs of the agency.

Enterprise Help Desk
Asset Management
Configuration Management
Change Management
Metrics
Survey Capabilities
Mobile Access
Ticket submission via email and telephone (Integrate with Mitel 6867i - ATT)

Ensuring the solution meets current system requirement needs.
Ensuring the solution is user-friendly.
Ensuring the solution is low maintenance.

Microsoft Excel
Microsoft PowerPoint

Microsoft Excel
Microsoft PowerPoint

Providing a recommendation solution that is determined to meet system requirements by SCDPPP ITS
Providing a recommendation that will meet the business needs of the Organization and Agency as determined by SCDPPP ITS
Having a fully functioning Help Desk product per specifications (requirements)

Project Charter: Documentation
Schedule: Project activities
Interview questions: Responses and analysis
Requirements: Documentation
Baseline Analysis: Help desk products with supporting documentation
Interim Report: Work performed (Requirements review; recommendations, etc.)
Presentation: Prototype/Demo of recommended products (at least 3)
Explanations of Pros and Cons
Product Customer Satisfaction
Analysis report: Help Desk products with supporting documentation
Final recommendation: Supporting documentation based on:
Agency business types
Business needs
Business hours
System environmental needs (current and future)
Security Standards and needs

I learned that the help desk system that are required for the PPP keep on top of IT and make it easy for the users to track their IT needs.

The biggest lesson I learned was understanding time management. With so much going on, it is easy to lose track of time, i.e., when an hour meeting becomes a three-hour meeting.