

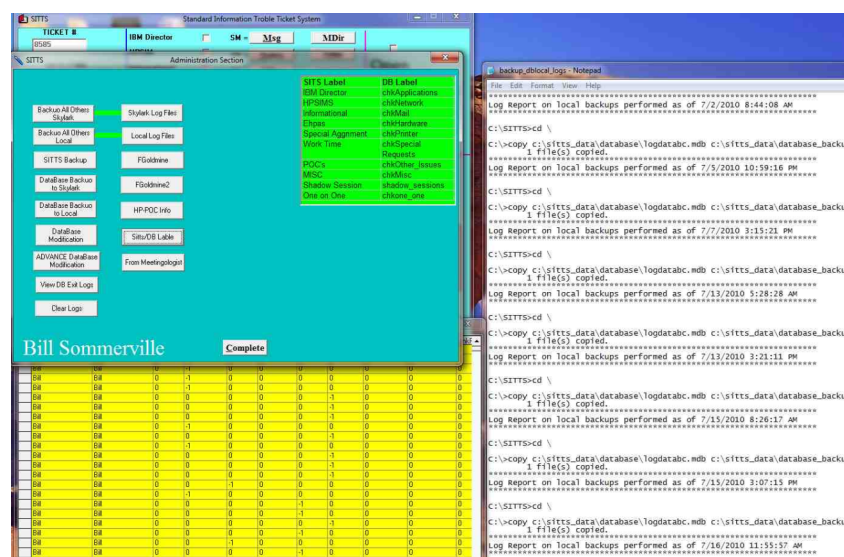
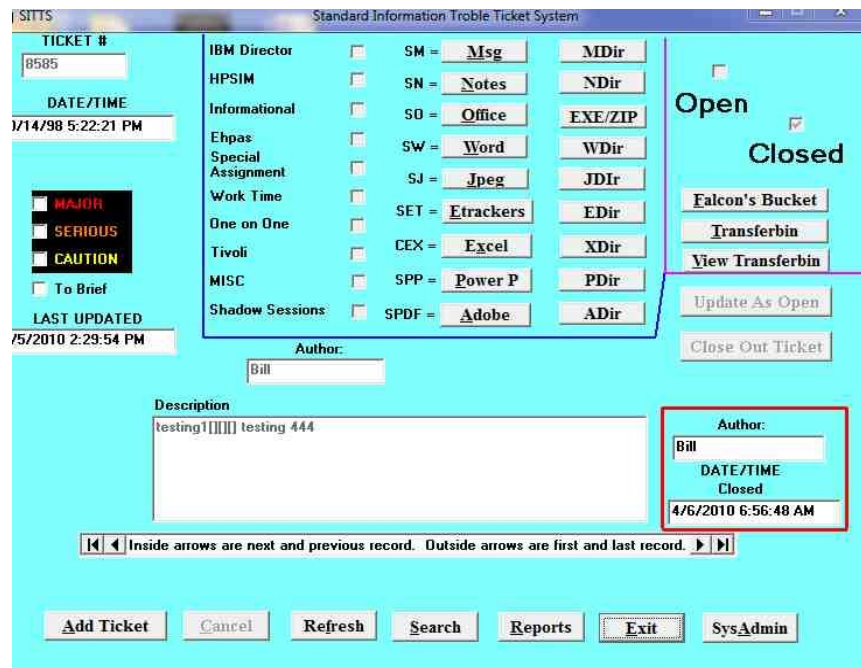
Update on SITTS

By Bill Sommerville

SITS is now the Standard Information Trouble Ticket System (SITTS). This application is used within the Ford network to keep track of tasks that are related to the tools/applications that are the team's responsibility. SITTS assigns every task entered with a unique ticket number. Along with the ticket, any related document can be assigned the same ticket number thereby being linked to the ticket directly. Simply read the Description section and if any of the abbreviations appear, click on the corresponding button and the document related to the ticket is displayed. Any additional documents are assigned letters to the file name (ie: 4500a, 4500b, 4500c, etc) where clicking the button located next to the abbreviated ones will display the whole directory where these files can be viewed.

SITTS uses the same basic type of open and closed status as most other trouble ticket systems SITTS is fast, real fast, and by using mostly checkboxes to save the data, the database is more efficient and takes up less space. Currently with over a year of records (over 400) in the DB, the size is a mere 290K. SITTS uses a simple Access DB and it is backed up once a week and every time the application is closed

SITTS can display any assigned document by type using Word, Excel, Power Point, Notepad, Outlook Emails, Paint (Jpeg files only) and Adobe PDF files automatically. This feature makes finding documents and manual (which can be put in) faster than looking in a folder or using the folder search feature. Another feature of SITTS is the Administration Section. This section contains important information in regards to the operations of SITTS. The Administration Section has the ability to perform the follow tasks.



- Modify the database directly
- Provide security information
- Show changes in field information
- Provides database backup utilities
- Provide log information on SITTS operations and performance
- Provides log information on backup status

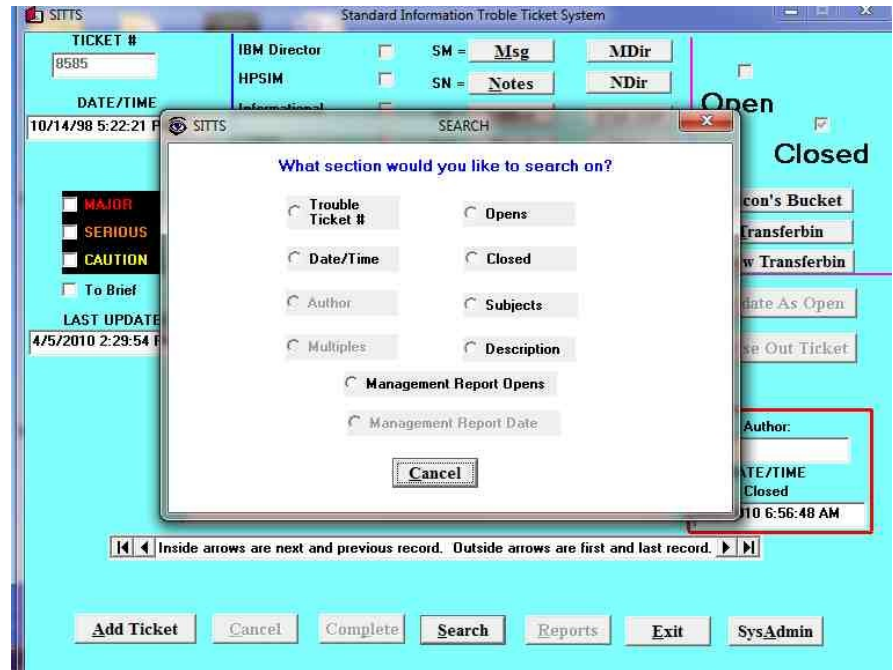
With its ability to link the ticket with any supporting documentation, SITTS can provide

an in-depth history of the ticket thereby answering many questions regarding the ticket and the service being provided. SITTS keeps the user abreast of the situation triggering quality initiative actions towards a resolution, which turns into customer satisfaction.

SITTS can be quickly converted to any operations with even faster results for minor adjustments. SITTS was written in VB 6 Pro code with Perl to handle the reporting conversion details. It was decided not to write it in VB.Net or Dynamic Java/PHP for performance and security concerns. On a Mac, this may have been an issue if it was not for [VMware Fusion 3 and Windows 7](#). These combination software systems work well with the Mac saving much in time and work, which is what it's all about.

Tedious managing (updating & closing tickets) is still there. This is the same no matter what ticket system is used. On the positive side, it forces you to look over the tasks and develop solutions that have a goal of completion for all concern.

Linking of the document to the proper ticket is a manual process presently. I could incorporate a script that would use an easy user interface in the process, but it still would be manual. SITTS has become a valuable tool in not only keeping track of the tasks at hand, but also as a great reference of operations and procedures when required. For you VB fans out there, send me an email and I will be more than happy to send you a copy of the code free of charge. Since most of the hard stuff has been done, you only need to adjust the particulars to your requirements. You will see a lot of code not being used presently that I left in for the just in case scenarios. Use as you see fit and discover how powerful the search engines, links, and display can be of benefit for you.



Bill Sommerville is a long time IT professional that has worked for some of the largest organization in the country. His knowledge, skill, and experience has put forth many successful projects that are still in use today. A 20 year veteran and a graduate of Henry Ford College and Capella University, Bill has written many papers and reports covering a vast amount of IT subjects, processes, and procedures. For more information, please go to [Bill Sommerville.com](http://BillSommerville.com)
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