COMPUTER ISSUES LOGGING SYSTEM

EPHRAIM POENG

Explanation

- This is the software tool that will automatically logs issues with the IT support(department), without user intervention.

- Issues are logged and data is available to IT technicians to do the research and investigations and be able to proactively provide support and solutions before the issue escalates.

PRODUCT INFRASTRUCTURE

- Logging software
- Laptops

Sensors

- Digital thermometer

Connectivity

- Wireless connection.
- Wired connection to the internet.

Analytics

- Temperature
- Speed

Smart Apps

- Mashups dashboard that reflects issues with user computers.