Get-SupportInfo

PowerShell Support Tool

PS C:\> $env:USERNAME
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- **ByteSizedAlex.com** - Byte sized for when a nibble just isn't enough!
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Slides available: ByteSizedAlex.com & GitHub.com/bytesizedalex

Challenge

- Gathering support info for subject matter expert teams can be difficult for service desk

- Engineers capture information they feel is relevant to their area of expertise
  - Fragmented data capture – lots of back and forth to get what we need

- No standardised format or naming between engineers/captures

Desired Solution

- Standardised capture of support information and formatting

- Data in structured format allowing easy ingest to other analysis tools

- Simple for service desk and support teams to run

- Easy to update with additional information capture as required

Get-SupportInfo

- Custom PowerShell function – easy to deploy and integrate into custom modules

- Act as a wrapper for existing tools and cmdlets

- Simple Zip archive output – easy to attach to service desk tickets

- Structured data format ensures efficient compression following archive creation

Get-SupportInfo
Demo

github.com/bytesizedalex/Get-SupportInfo

Future Plans

GitHub roadmap is in place – check out the milestones and planner. A few examples -

- ▶ Add enhanced progress reporting during function runtime
  - ▶ Percentage complete console output for each sub-capture

- ▶ Expand function help documentation and support wiki

- ▶ Fork code and create a server specific version

Join me on GitHub and you can help enhance or just fork your own copy ☺

Questions

Feedback

Feedback is truly valued; either directly or via the team at TechUG

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