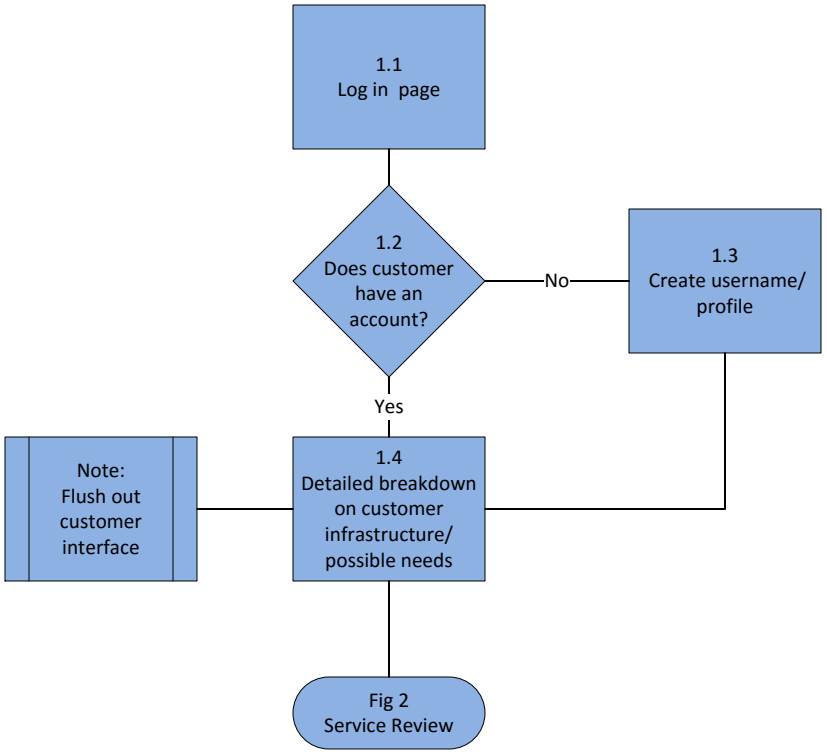
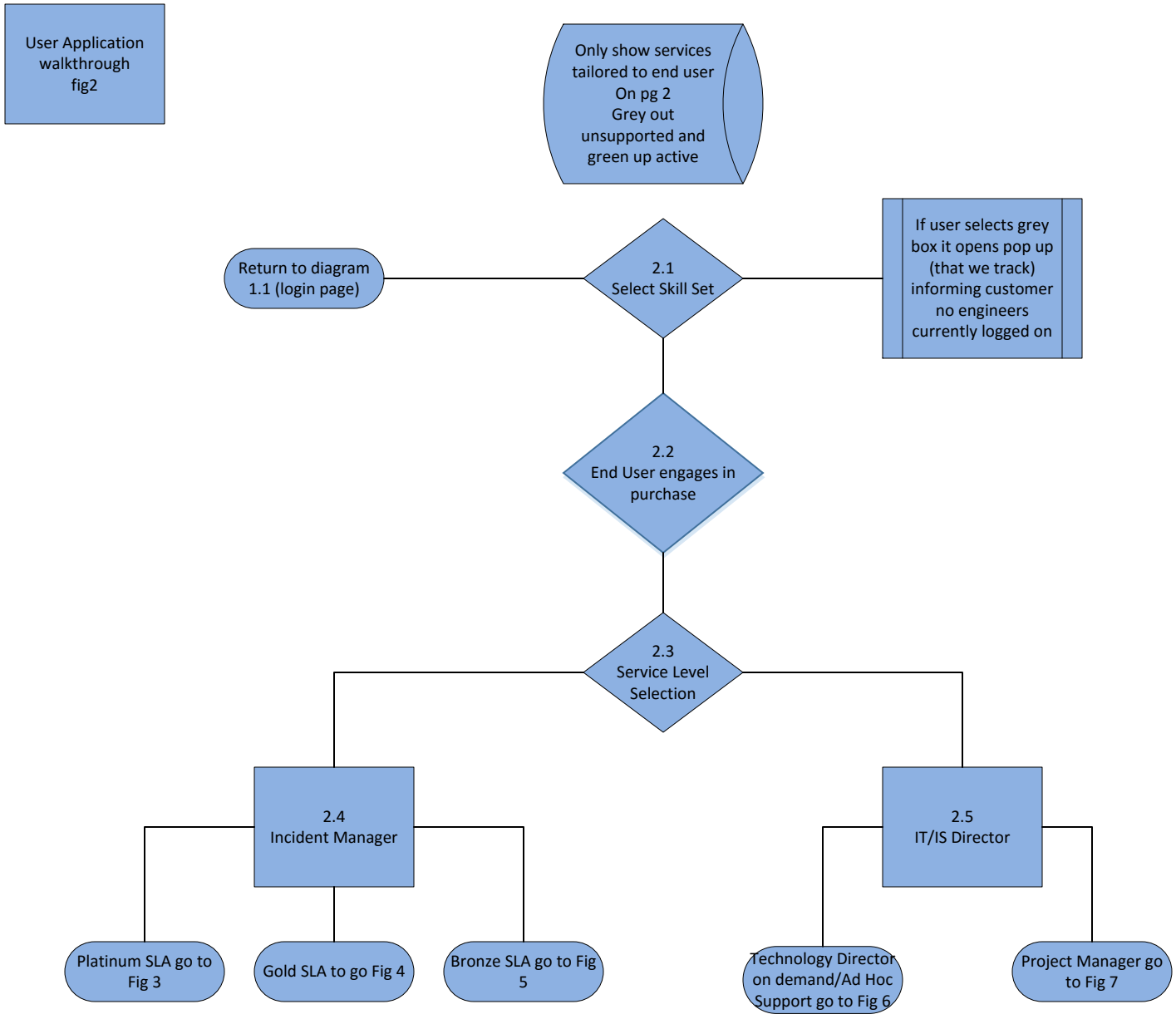
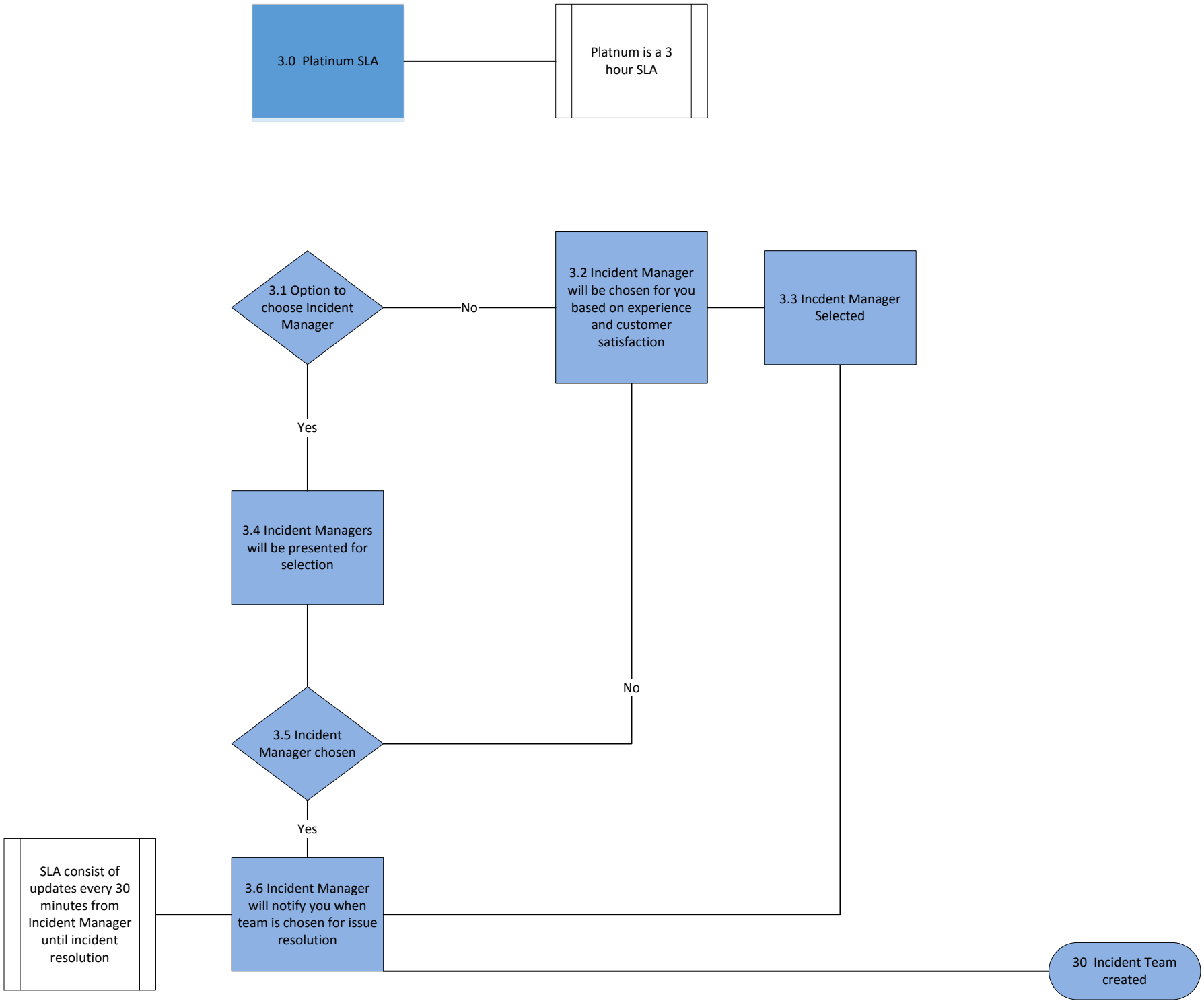
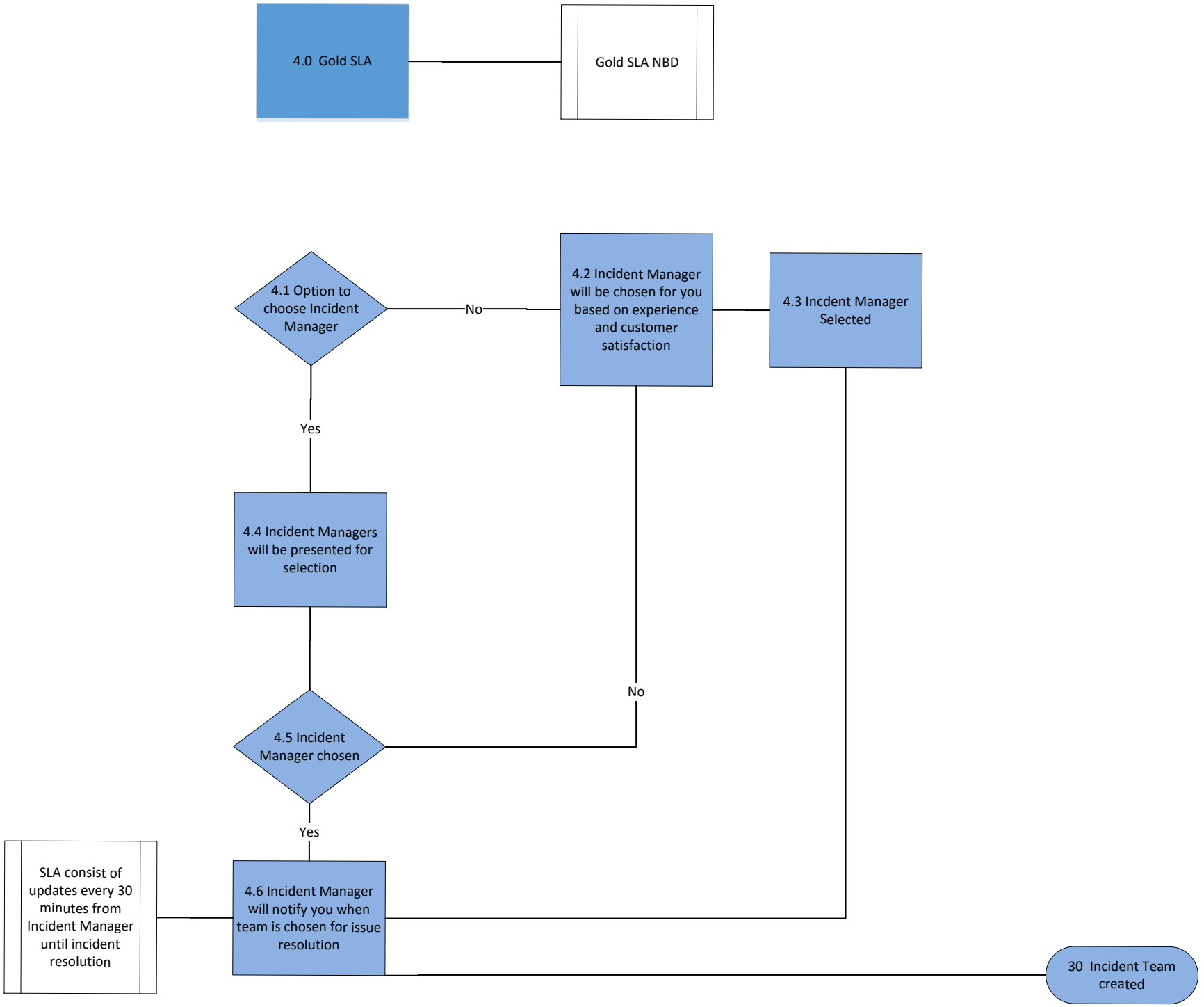
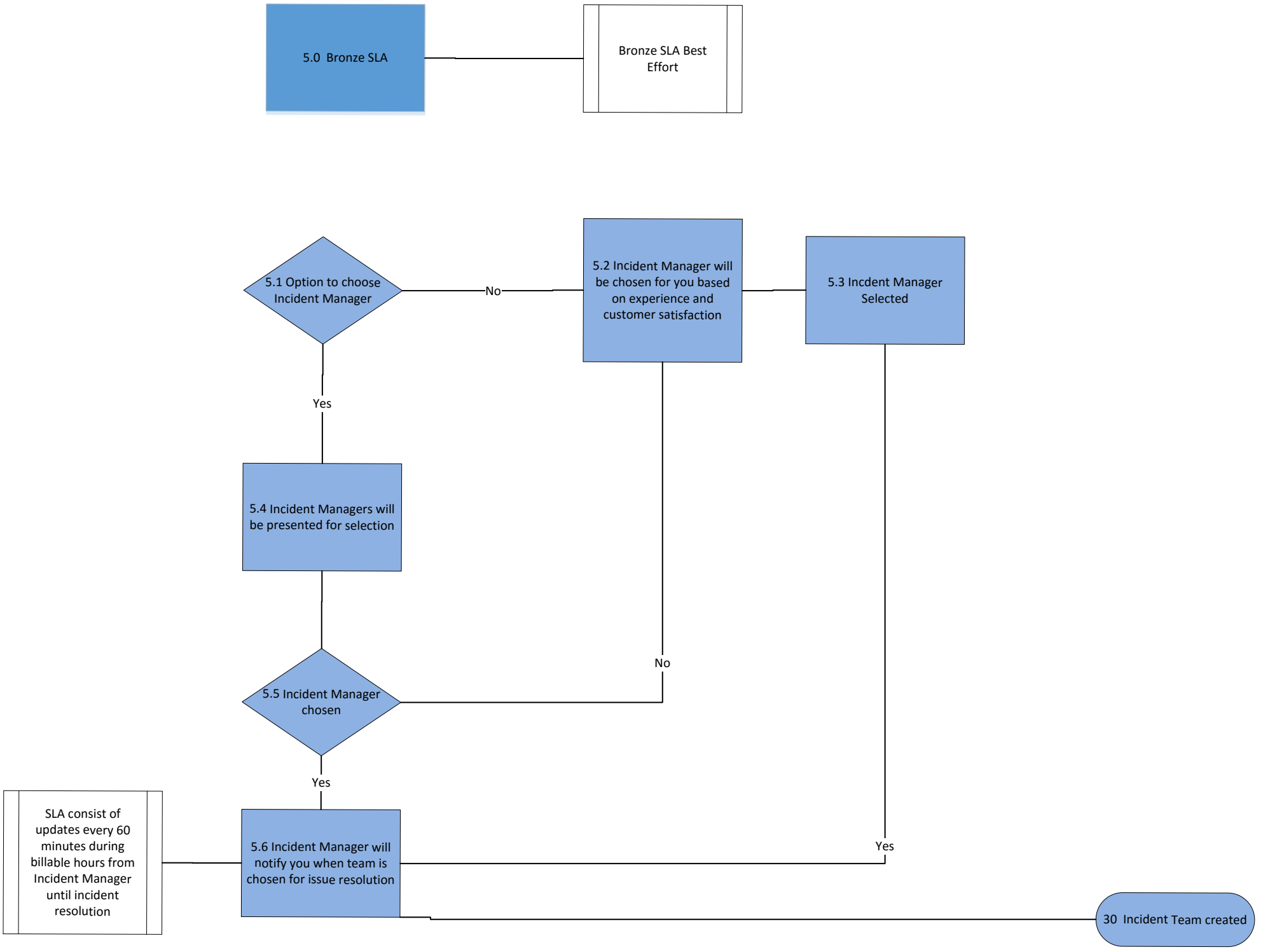
Fig 1:User Application Interface

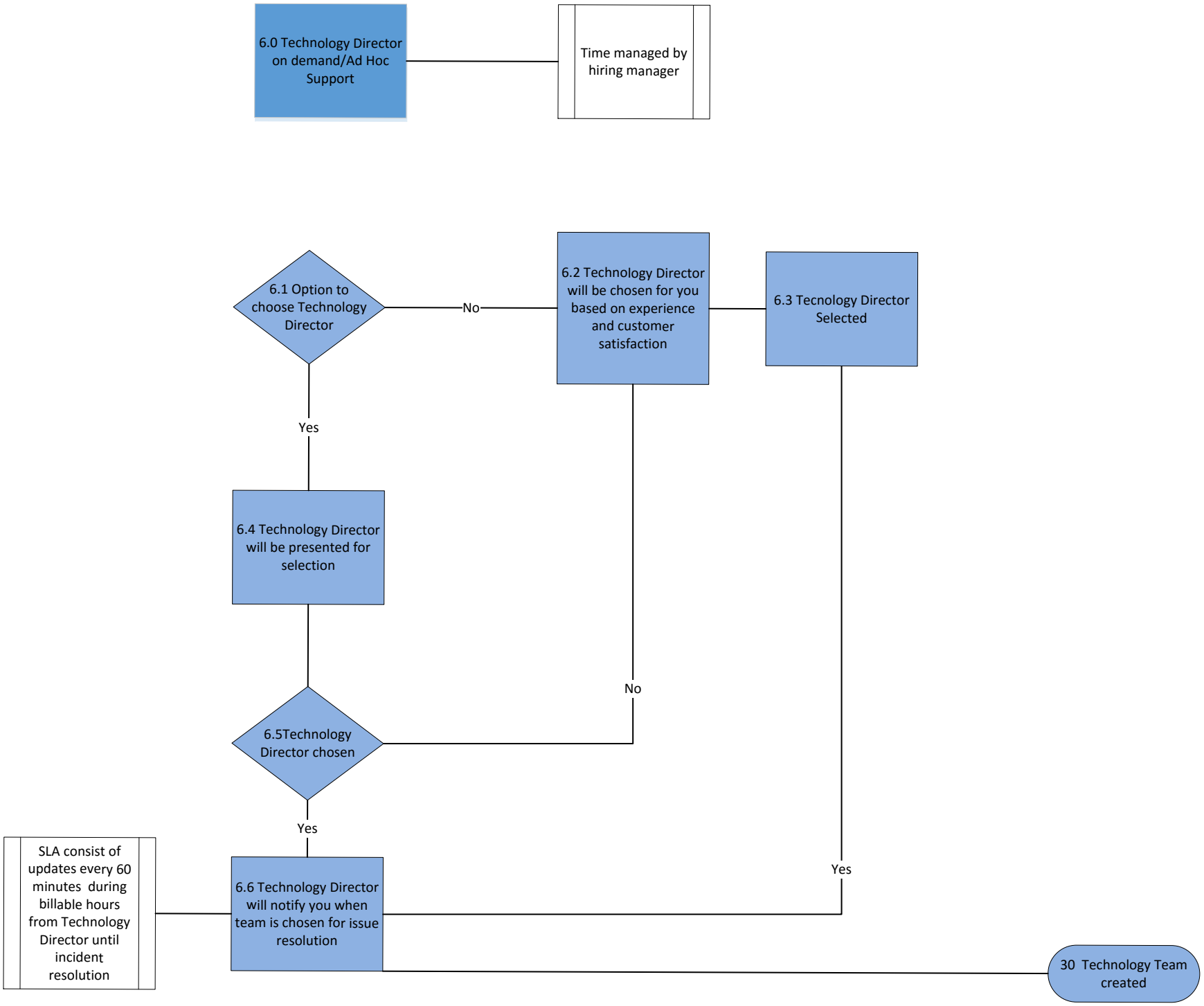


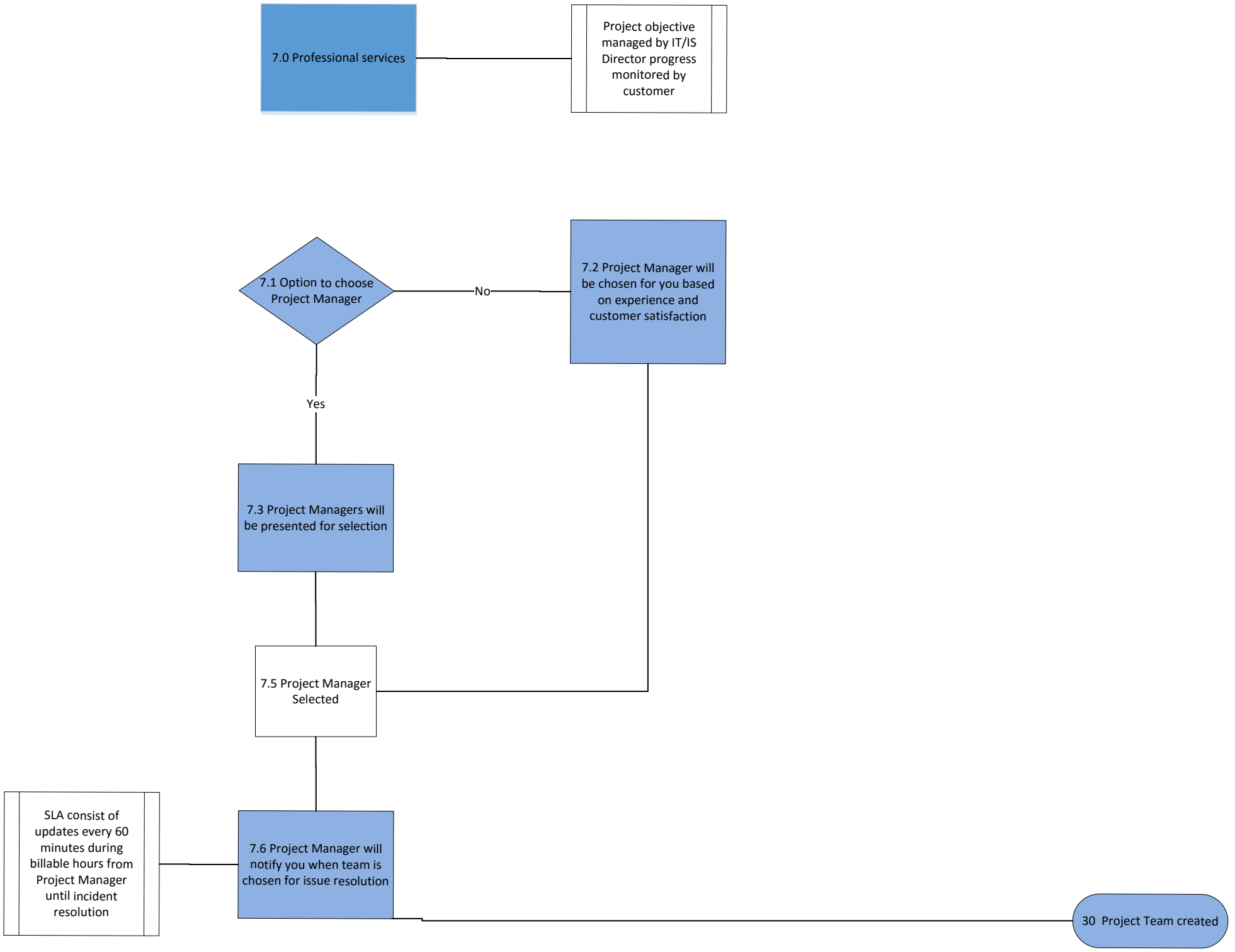

User Application walkthrough fig2
Only show services tailored to end user On pg 2 Grey out unsupported and green up active
Return to diagram 1.1 (login page)
2.1 Select Skill Set
If user selects grey box it opens pop up (that we track) informing customer no engineers currently logged on
2.2 End User engages in purchase
2.3 Service Level Selection
2.4 Incident Manager
2.5 IT/IS Director
Platinum SLA go to Fig 3
Gold SLA to go Fig 4
Bronze SLA go to Fig 5
Technology Director on demand/Ad Hoc Support go to Fig 6
Project Manager go to Fig 7

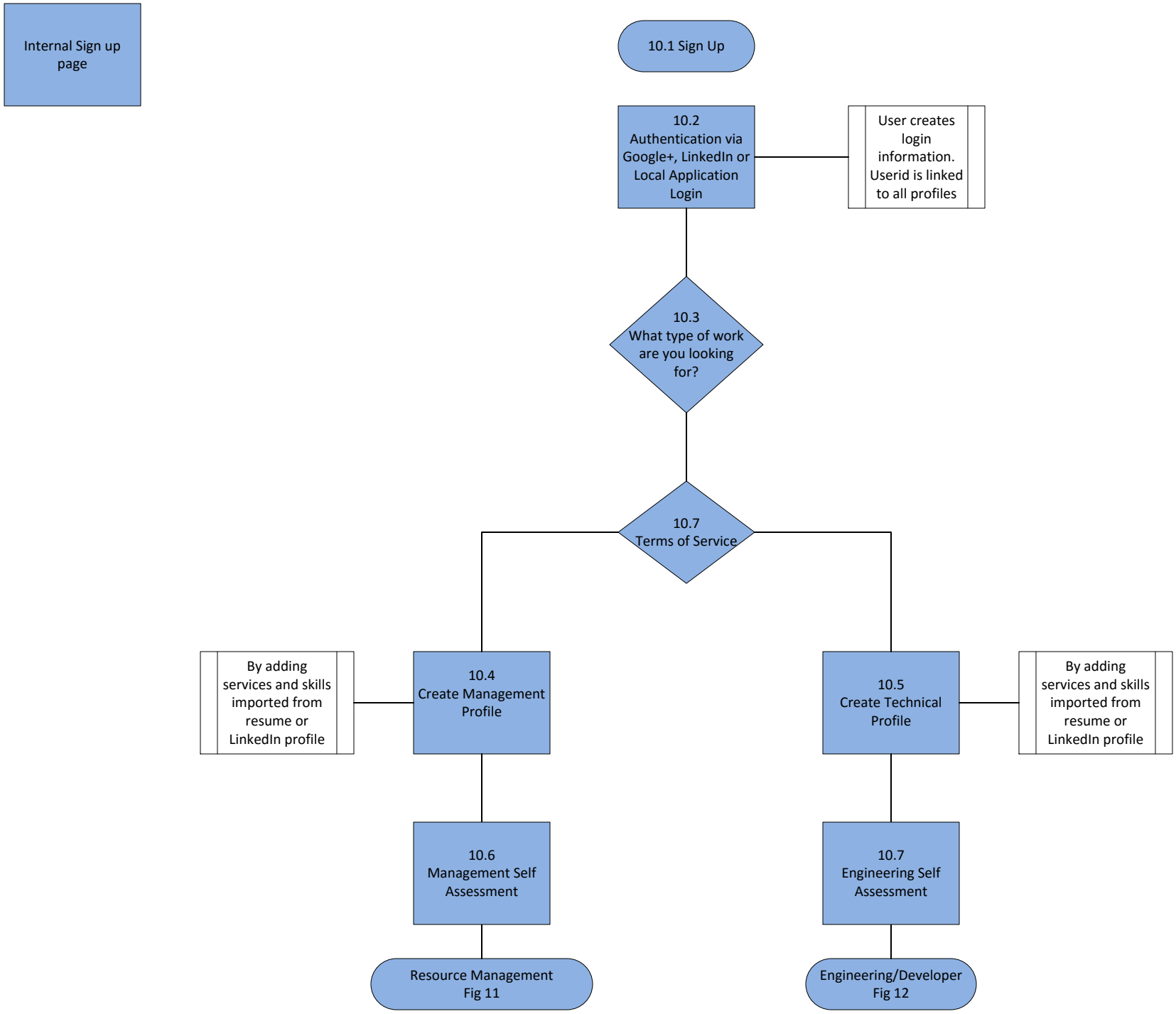

3.0 Platinum SLA
Platnum is a 3 hour SLA
3.1 Option to choose Incident Manager
No
3.2 Incident Manager will be chosen for you based on experience and customer satisfaction
3.3 Incdent Manager Selected
Yes
3.4 Incident Managers will be presented for selection
No
3.5 Incident Manager chosen
Yes
SLA consist of updates every 30 minutes from Incident Manager until incident resolution
3.6 Incident Manager will notify you when team is chosen for issue resolution
30 Incident Team created

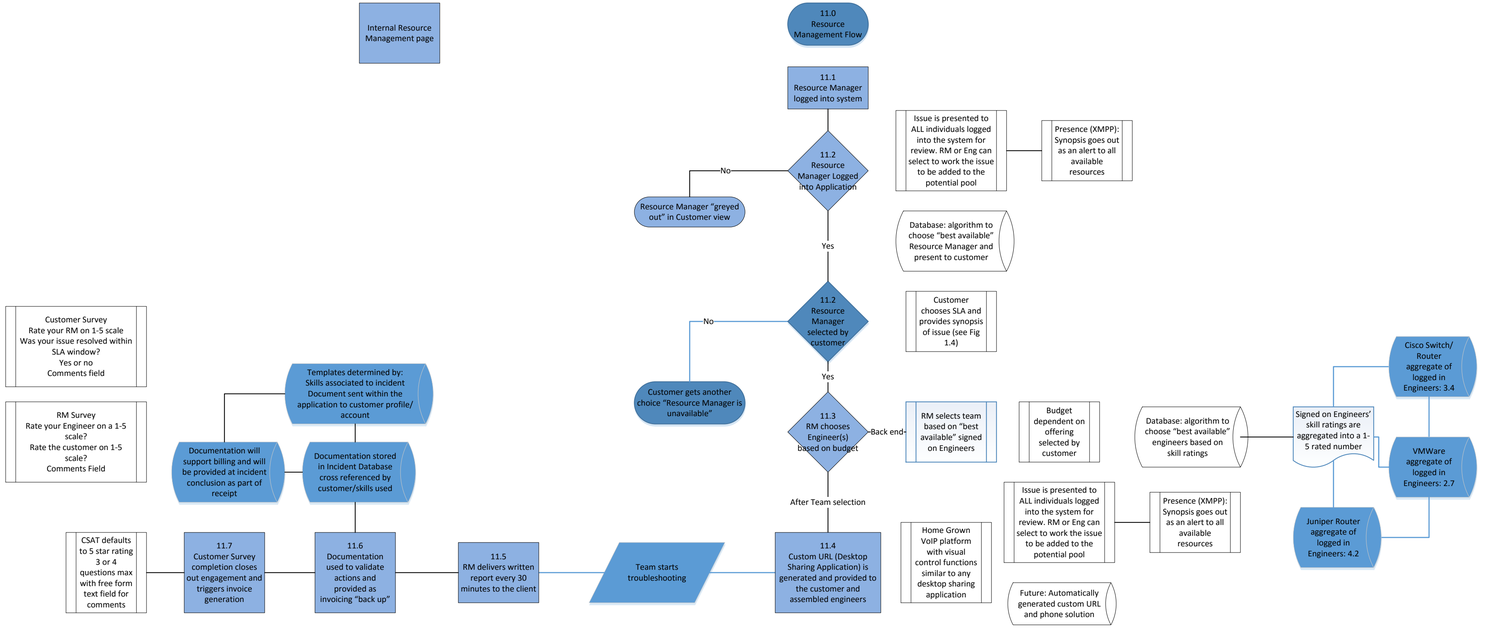

4.0 Gold SLA
Gold SLA NBD
4.1 Option to choose Incident Manager
No
4.2 Incident Manager will be chosen for you based on experience and customer satisfaction
4.3 Incdent Manager Selected
Yes
4.4 Incident Managers will be presented for selection
No
4.5 Incident Manager chosen
Yes
SLA consist of updates every 30 minutes from Incident Manager until incident resolution
4.6 Incident Manager will notify you when team is chosen for issue resolution
30 Incident Team created

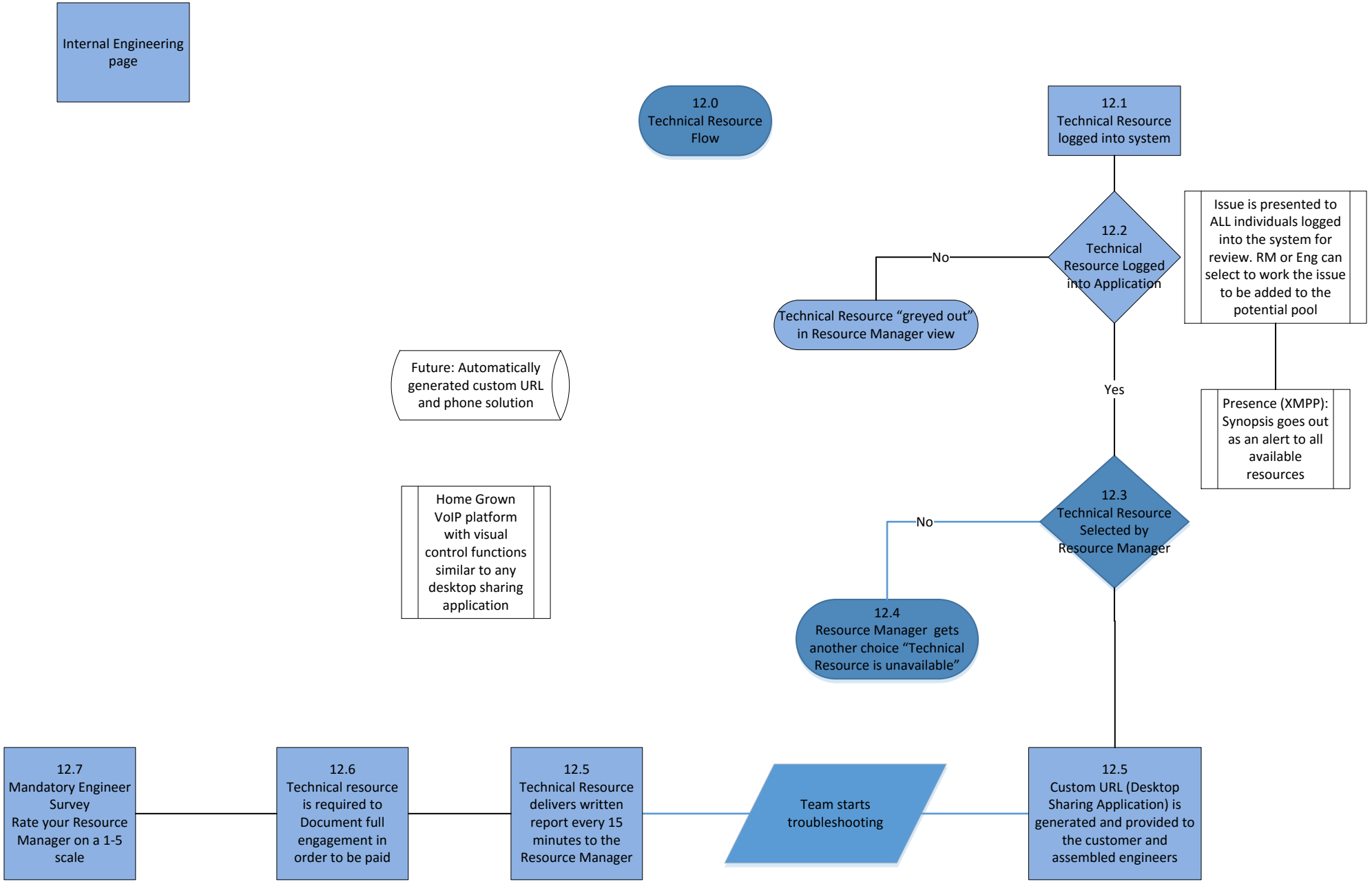

5.0 Bronze SLA
Bronze SLA Best Effort
5.1 Option to choose Incident Manager
No
5.2 Incident Manager will be chosen for you based on experience and customer satisfaction
5.3 Incdent Manager Selected
Yes
5.4 Incident Managers will be presented for selection
No
5.5 Incident Manager chosen
Yes
SLA consist of updates every 60 minutes during billable hours from Incident Manager until incident resolution
5.6 Incident Manager will notify you when team is chosen for issue resolution
Yes
30 Incident Team created


6.0 Technology Director on demand/Ad Hoc Support
Time managed by hiring manager
6.1 Option to choose Technology Director
No
6.2 Technology Director will be chosen for you based on experience and customer satisfaction
6.3 Tecnology Director Selected
Yes
6.4 Technology Director will be presented for selection
No
6.5Technology Director chosen
Yes
SLA consist of updates every 60 minutes during billable hours from Technology Director until incident resolution
6.6 Technology Director will notify you when team is chosen for issue resolution
Yes
30 Technology Team created


7.0 Professional services
Project objective managed by IT/IS Director progress monitored by customer
7.1 Option to choose Project Manager
No
7.2 Project Manager will be chosen for you based on experience and customer satisfaction
Yes
7.3 Project Managers will be presented for selection
7.5 Project Manager Selected
SLA consist of updates every 60 minutes during billable hours from Project Manager until incident resolution
7.6 Project Manager will notify you when team is chosen for issue resolution
30 Project Team created


Internal Sign up page
10.1 Sign Up
10.2 Authentication via Google+, LinkedIn or Local Application Login
User creates login information. Userid is linked to all profiles
10.3 What type of work are you looking for?
10.7 Terms of Service
By adding services and skills imported from resume or LinkedIn profile
10.4 Create Management Profile
10.5 Create Technical Profile
By adding services and skills imported from resume or LinkedIn profile
10.6 Management Self Assessment
10.7 Engineering Self Assessment
Resource Management Fig 11
Engineering/Developer Fig 12


Internal Resource Management page
11.0 Resource Management Flow
11.1 Resource Manager logged into system
11.2 Resource Manager Logged into Application
No
Resource Manager "greyed out" in Customer view
Issue is presented to ALL individuals logged into the system for review. RM or Eng can select to work the issue to be added to the potential pool
Presence (XMPP): Synopsis goes out as an alert to all available resources
Yes
Database: algorithm to choose "best available" Resource Manager and present to customer
11.2 Resource Manager selected by customer
No
Customer gets another choice "Resource Manager is unavailable"
Customer chooses SLA and provides synopsis of issue (see Fig 1.4)
Yes
11.3 RM chooses Engineer(s) based on budget
Back end
RM selects team based on "best available" signed on Engineers
Budget dependent on offering selected by customer
Database: algorithm to choose "best available" engineers based on skill ratings
Signed on Engineers' skill ratings are aggregated into a 1-5 rated number
Cisco Switch/ Router aggregate of logged in Engineers: 3.4
VMWare aggregate of logged in Engineers: 2.7
Juniper Router aggregate of logged in Engineers: 4.2
After Team selection
11.4 Custom URL (Desktop Sharing Application) is generated and provided to the customer and assembled engineers
Home Grown VoIP platform with visual control functions similar to any desktop sharing application
Issue is presented to ALL individuals logged into the system for review. RM or Eng can select to work the issue to be added to the potential pool
Presence (XMPP): Synopsis goes out as an alert to all available resources
Future: Automatically generated custom URL and phone solution
Team starts troubleshooting
11.5 RM delivers written report every 30 minutes to the client
11.6 Documentation used to validate actions and provided as invoicing "back up"
11.7 Customer Survey completion closes out engagement and triggers invoice generation
CSAT defaults to 5 star rating 3 or 4 questions max with free form text field for comments
Documentation stored in Incident Database cross referenced by customer/skills used
Documentation will support billing and will be provided at incident conclusion as part of receipt
Templates determined by: Skills associated to incident Document sent within the application to customer profile/ account
RM Survey
Rate your Engineer on a 1-5 scale?
Rate the customer on 1-5 scale?
Comments Field
Customer Survey
Rate your RM on 1-5 scale
Was your issue resolved within SLA window?
Yes or no
Comments field


Internal Engineering page
12.0 Technical Resource Flow
12.1 Technical Resource logged into system
12.2 Technical Resource Logged into Application
No
Technical Resource "greyed out" in Resource Manager view
Issue is presented to ALL individuals logged into the system for review. RM or Eng can select to work the issue to be added to the potential pool
Presence (XMPP): Synopsis goes out as an alert to all available resources
Yes
Future: Automatically generated custom URL and phone solution
Home Grown VoIP platform with visual control functions similar to any desktop sharing application
12.3 Technical Resource Selected by Resource Manager
No
12.4 Resource Manager gets another choice "Technical Resource is unavailable"
12.7 Mandatory Engineer Survey Rate your Resource Manager on a 1-5 scale
12.6 Technical resource is required to Document full engagement in order to be paid
12.5 Technical Resource delivers written report every 15 minutes to the Resource Manager
Team starts troubleshooting
12.5 Custom URL (Desktop Sharing Application) is generated and provided to the customer and assembled engineers