# DISPATCHER PROCESS MONITORING DASHBOARD

## INTERNSHIP REPORT

*Submitted by,*

**VATHSALA B S 20211CAI0203**

*Under the guidance of,*

**Dr. Mohammadi Akheela Khanum**

**Professor**

*in partial fulfillment for the award of the*

*degree of*

## BACHELOR OF TECHNOLOGY

**IN**

**COMPUTER SCIENCE AND ENGINEERING**

**(ARTIFICIAL INTELLIGENCE AND MACHINE LEARNING)**

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## MAY 2025

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## CERTIFICATE

This is to certify that the Project report **"DISPATCHER PROCESS MONITORING DASHBOARD"** being submitted by "Vathsala B S" bearing roll number "20211CAI0203" in partial fulfillment of the requirement for the award of the degree of Bachelor of Technology in Computer Science and Engineering is a Bonafide work carried out under my supervision.

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## DECLARATION

I hereby declare that the work, which is being presented in the report entitled **DISPATCHER PROCESS MONITORING DASHBOARD** in partial fulfillment for the award of Degree of **Bachelor of Technology** in **Computer Science and Engineering (AIML)**, is a record of our own investigations carried under the guidance of **Dr. Mohammadi Akheela Khanum, Professor, Presidency School of Computer Science & Engineering, Presidency University, Bengaluru.**

We have not submitted the matter presented in this report anywhere for the award of any other Degree.

| NAME | ROLL NO | SIGNATURE |
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# INTERNSHIP COMPLETION CERTIFICATE

May 2, 2025

**Vathsala B S,**
Presidency University

Dear Vathsala,

**Sub:** Completion of Internship at Inteva Products

This is to confirm that you undertook and completed your internship in our company from February 3, 2025, to May 2, 2025.

Wishing you the very best!

**For Inteva Products India Automotive Private Limited,**

**Urvashi Singh Thakur**
**Director of Global Talent Management and India HR**

# ABSTRACT

As part of an internal project on monitoring and response time, I developed an Inteva specific Dispatcher Process Monitoring Dashboard. There are three main views to the dashboard — Summary Dashboard, Global PLM Dashboard, and IP Production Dashboard — all developed to give the users more visibility and control over dispatching services.

The Summary Dashboard provides an overall overview of the system. It reports the count of tasks that have reached either the "Complete" or "Terminal" status, segmented by the service name. It is presented in a dynamic table as well as in a real-time bar chart, making it easy for teams to have a look and get a feel of which services are healthy and which require scrutiny. It's designed to be a reference point, particularly useful during daily stand-ups or ops reviews.

Conversely, the Global PLM and IP Production Dashboards present detailed, real-time information. These dashboards take data directly from live API endpoints. Each table row is an action and contains information such as its status at the moment, timestamps, service name, and so forth. Users are able to filter and sort this information using dropdown menus so that the data users require can be processed very quickly. Each entry also contains action buttons — Resubmit, Recreate, Refresh, and Delete — so that users can take action immediately without having to change systems or make manual requests elsewhere.

The system then confirms whether the user is a member of a specifically created security group meant to access the dashboards if the validation is successful. The Global PLM and IP Production dashboards are only accessible to people that are identified as employees and fall into this category. The two-step validation protects sensitive information and stops unauthorized use.

From a development perspective, the dashboard is built using reliable and lightweight technologies. The frontend makes use of HTML, CSS, and JavaScript to provide a responsive, user-friendly experience. This is segmented into three levels:

**First Alert**: 6 hours of idleness, and an automatic email is sent to the helpdesk team, and the task is highlighted by a green radio button in the remark column.

**Second Alert**: In case of no action being taken within the next 30 minutes, a second email is posted and the task indicator is made orange.

**Third Alert**: A third email alerting the PLM administrator is sent after another half hour of inactivity (with a red radio button in the remark column)

Particularly during busy hours or late at night, this auto-escalation mechanism ensures that no assignment is missed or forgotten. It alerts all concerned and reduces manual follow-ups.

Security is also a critical component of this system. I have enabled Active Directory (AD) authentication for all three dashboards. Once the user tries to log in, the system first validates whether the user is an Inteva employee through AD. If the validation is successful, the system then verifies whether the user belongs to a specially designed security group intended to access the dashboards. Only those users recognized as employees and belonging to this group can see or use the Global PLM and IP Production dashboards. Sensitive data is safeguarded and unwanted usage is prevented thanks to the two-step validation.

From the standpoint of development, the dashboard is constructed with lightweight and dependable technologies. To produce a responsive, user-friendly interface, the frontend uses HTML, CSS, and JavaScript.

From a development perspective, the dashboard is built using light and reliable technologies. The frontend employs HTML, CSS, and JavaScript to create a responsive, user-friendly interface. Node.js using Express.js was used for the backend to handle server-side operations, API requests, and routing. Real-time functionality is facilitated using Web Sockets, which allow instant updates of data without page refresh. This keeps the users informed in real-time of the new task details and service status. Overall, this dashboard simplifies how Inteva teams can track, coordinate, and close dispatcher-based work. It combines real-time visualization, task management, auto-notification by email, and secure access — all in a single platform. It eliminates the lag, improves response time, and gives teams the tools they need to enjoy a smooth operation. In the future, the dashboard can even be enhanced with additional features, including historical trend analysis or performance reporting, to provide even more value to the organization.

# ACKNOWLEDGEMENT

First of all, we indebted to the **GOD ALMIGHTY** for giving me an opportunity to excel in our efforts to complete this project on time.

We express our sincere thanks to our respected dean **Dr. Md. Sameeruddin Khan**, Pro-VC - Engineering and Dean, Presidency School of Computer Science Engineering & Presidency School of Information Science, Presidency University for getting us permission to undergo the project.

We express our heartfelt gratitude to our beloved Associate Dean **Dr. Mydhili K Nair,** Presidency School of Computer Science and Engineering Presidency University, and **Dr. Zafar Ali Khan** Head of the Department, Presidency School of Computer Science and Engineering, Presidency University, for rendering timely help in completing this project successfully.

We are greatly indebted to our guide **Dr. Mohammadi Akheela Khanum, Professor**, Presidency School of Computer Science and Engineering, Presidency University for her inspirational guidance, and valuable suggestions and for providing us a chance to express our technical capabilities in every respect for the completion of the internship work.

We would like to convey our gratitude and heartfelt thanks to the CSE7301 Internship Coordinator **Dr. Sivaramakrishnan S,** Associate Professor**,** Presidency School of Computer Science and Engineering, Presidency University.

We thank our family and friends for the strong support and inspiration they have provided us in bringing out this project.

**VATHSALA B S**
**20211CAI0203**

# LIST OF FIGURES

# TABLE OF CONTENTS

# CHAPTER-1
# INTRODUCTION

In contemporary engineering and product lifecycle situations, the handling of large amounts data and ensuring that it is processed correctly is paramount. Inteva Products, as with most international engineering companies, depends significantly on the proper handling of CAD files, document conversion, and data translation between systems. In order to control and automate such intricate processes, Siemens Team center provides a solution in the form of the Team center Dispatcher. This process simplifies the translation and processing of files into different 2D and 3D formats, enabling teams to collaborate seamlessly while eliminating redundancy and errors.

Originally known as the Translation Management System, Team center Dispatcher is crucial for enterprise product data management. It can translate CAD data, create lightweight formats to visualize, and exchange data without degrading the integrity of the source material. Its main parts are the Dispatcher Server, Scheduler, Module, and Dispatcher Client.
These interact with each other to allocate translation tasks asynchronously on available servers, maximizing performance while preventing system overloading.

Although Teamcenter Dispatcher itself is powerful, the mechanism of monitoring and controlling its real-time translation jobs was not always easy to use. The absence of a specialized interface for real-time control, visibility into lengthy jobs, and proactive notification resulted in response delays and processing delays.
This shortfall created the requirement for an easier-to-use, real-time solution. Therefore, the Dispatcher Process Monitoring Dashboard was conceptualized and created as a central system expressly formulated to address these monitoring issues.

### 1.1 Purpose

The ultimate goal of this project is to provide an end-to-end and responsive Dispatcher Process Monitoring Dashboard that enables the process and IT teams at Inteva to monitor, analyze, and manage dispatcher activities in an efficient way. Through real-time access to job statuses,

dynamic visual summaries, and integrated task controls, the dashboard minimizes the reliance on manual tracking procedures.

In addition to monitoring, the dashboard also features actionable features like resubmitting, recreating, refreshing, and deleting dispatcher tasks. It allows users to fix hung or failed processes without directly logging into the backend system. The inclusion of automated email notification also improves response efficacy by ensuring that incomplete or long-running tasks are taken care of quickly.

These functionalities in concert try to enhance productivity, eliminate downtime,and provide transparency to the dispatcher process life cycle.

### 1.2 Background

Traditionally, dispatcher work was tracked directly in the Team center user interface. Although this provided some visibility, it was coarse-grained, non-interactive, and did not offer any user control. Teams would find themselves having to use static logs, manual observation, or frequent data pulls, which were not efficient—particularly when dealing with dozens or even hundreds of jobs a day. There was no straightforward method of identifying hung processes or delegating timely responsibilities to support teams.

Seeing this operational bottleneck, the process of creating a web-based dashboard started. The dashboard would give a simple-to-use interface to track running jobs, get notifications about problems, and immediately take corrective measures. The dashboard was later developed into a full-fledged solution with data visualization, real-time filtering, and email-based monitoring with visual cues in the UI. It was designed to integrate seamlessly into Inteva's workflow, decreasing the cognitive and operational burden on administrators.

### 1.3 Scope

The Dispatcher Process Monitoring Dashboard consists of three separate yet integrated dashboards: Summary Dashboard: Provides a top-level view of all dispatcher jobs. It shows the number of tasks in "Complete" and "Terminal" states for each type of service through tabular data and visual bar charts. This dashboard acts as the supervisors' and team leads' central view for quick status information.

Global PLM Dashboard: Retrieves global dispatcher job data associated with global product

lifecycle management systems. Data is dynamically pulled from API endpoints and presented in an interactive table format. Filtering and sorting options enable quick identification and management of specific jobs.

**IP Production Dashboard:** Similar to the Global PLM Dashboard but tailored for the IP production environment. This separation ensures that teams only see and manage data relevant to their operational scope.

Each of the dashboards has the major features like dropdown filters, sorting controls, action buttons (re-submit, re-create, delete, re-refresh), and task selectors. A key feature is the inclusion of the Remark column, where the status of long-running tasks is monitored and directly linked into the email alert system. Access to these dashboards is highly restricted using Active Directory (AD) authentication. Only authenticated Inteva employees can access, and further role-based restrictions are applied using security groups. This way, sensitive operational information is made available only to authorized staff.

### 1.4 Technical Architecture

With HTML, CSS, and JavaScript serving as the frontend technologies, Node.js with Express.js providing the backend support, the dashboard features Web Sockets to facilitate constant communication between server and client. This makes the updates easy and automatic, with no need for manual refreshes.

The backend server talks to dispatcher APIs that provide job status information in JSON format. The frontend interprets this information to display real-time tables and plots. All user actions, including resubmission and job deletion, are funneled through secure endpoints, maintaining data integrity as well as user accountability.

For enabling asynchronous notifications, an independent email service is interfaced with the system. This service is responsible for tracking task times and sending notifications at specified time intervals based on job status. These notifications are crucial for preventing job failures that go undetected and raising unresolved issues on time.

### 1.5 Email Monitoring System

One of the most impressive aspects of this dashboard is the three-level email tracking system. This system is intended to monitor tasks that are left incomplete for long periods of time and alert the relevant support teams. Here's how it works:

**First Alert:** Sent to the helpdesk team when a task has been in an active state for more than six hours. The task is flagged in the dashboard with a green radio button in the Remark column.
**Second Alert:** Triggered 30 minutes after the first if no action has been taken. This email escalates the task's urgency and marks it with an orange radio button.
**Third Alert:** Sent 30 minutes from the second alert if the task is still open. This email has the PLM admin included in CC and marks the task with a red radio button.

This incremental notification process ensures that no task goes unresolved for too long, and responsibility is maintained throughout the lifecycle of the process. Visual indicators within the dashboard enable users to easily see which tasks are at which alert stage.

### 1.6 Security and Authentication

For the security of sensitive operational information, the dashboard incorporates Active Directory (AD) for authentication purposes. The login process consists of two major checks:

**Employee Verification:** Verifies if the user is a legitimate Inteva employee based on AD credentials.
**Security Group Validation:** Verifies that the user is a member of a pre-configured AD group that is allowed to access the dashboard.

Only those users passing both tests may view the dashboard. This double-layer security paradigm offers general as well as role-based access control, enhancing compliance and restricting extraneous exposure.

# CHAPTER-2

# LITERATURE REVIEW

**1. TITLE: Teamcenter Dispatcher Structure and Functionality**

**Reference:** Siemens PLM Software Documentation

**Overview:**

Teamcenter Dispatcher is a server-side automation environment in Siemens Teamcenter through which users can schedule and run translation operations, e.g., transforming CAD data into light-weight JT files. The structure includes a Dispatcher Server, Scheduler, Dispatcher Module, and Dispatcher Client, supporting distributed processing across systems. This distributed design reduces latency and spreads the load across available resources, thus enhancing the performance and scalability of enterprise systems. The Dispatcher is responsible for bridging file format compatibility across departments, thus facilitating seamless collaboration.

**2. TITLE: Real-Time Monitoring Systems for Industrial Applications**

**Reference**: Rajasekaran, R., & Devi, V. (2019). Real-Time Process Monitoring Systems in Manufacturing Industries. International Journal of Industrial Engineering.

**Summary:**

This article refers to the value of real-time monitoring systems for industrial and manufacturing environments. Authors highlight the role of dashboards in enhancing visibility of the process, response time, and the minimization of production errors. The most crucial features identified include live data feeds, user engagement (e.g., filtering/sorting), and automatic alert triggers for anomalies. These are guiding principles for achieving the objectives of the dispatcher dashboard, which provides real-time monitoring of tasks and alerts for stuck pending statuses.

**3. TITLE: Web-Based Process Monitoring Dashboards**

**Reference:** Singh, A. & Pathak, N. (2020). Web-based Monitoring Dashboards: A UI/UX Perspective. ACM Web Technologies Conference.

**Summary:**

This research investigates how web dashboards are made intuitive, responsive, and functionally rich for enterprise settings. The article discusses best practices in creating dashboards that are accessible, mobile-enabled, and usable by both technical and non-technical users. Filters, search boxes, sortable columns, and dynamic charts are highlighted as key areas for enhancing user interaction. For the dispatcher dashboard, the same elements were implemented utilizing HTML, JavaScript, and Web Sockets in order to implement real-time responsiveness and interactivity. The core functionalities such as sorting by status, filtering of tasks, and performing actions (e.g., resubmit, recreate) are supported within the dashboard interface in a minimalist manner, and this is as per user-focused design principles.

**4. TITLE: Email Notification and Alert Systems**

**Reference**: Zhao, L., et al. (2018). Email Notification Strategies in Enterprise Systems. Journal of Network and Computer Applications.

**Summary**

This paper describes the significance of email notification in enterprise workflow systems. The authors claim that conventional notification systems tend to result in alert fatigue or late response. The suggested method is to implement a tiered alert system—initial notice, reminder, and escalation—where recipients and urgency change depending on the duration the problem goes unsolved. Your dispatcher dashboard implements this method with a 3-step alert system: an initial alert after six hours, a second alert after thirty minutes, and a final escalated email with higher management in CC. This minimizes response latency and provides accountability, particularly for mission-critical or long-pending tasks.

**5. TITLE: Active Directory-Based Security and Authentication**

**Reference:** Microsoft. Active Directory Domain Services Overview.

**Summary:**

Security in enterprise applications is a priority, particularly when sensitive operational data is involved. Active Directory (AD) is Microsoft's directory and identity management system for the enterprise that applies centralized authentication, user management, and access controls.

may view dispatcher information. Security groups also restrict functionality to certain roles for users, adhering to organizational security practices. The practice aligns with up-to-date practices that incorporate security into every aspect of the application, from authentication to data transmission and role-based access.

**6. TITLE: Scalable Web Application Design with Node.js and Express.js**

**Reference**: Martin, J. (2021). Building Real-Time Applications with Node.js. O'Reilly Media.

**Summary:**

Martin highlights the scalability and event-based properties of Node.js for constructing real-time applications. The Node.js and Express.js stack are utilized for developing the backend of the dispatcher dashboard, taking advantage of asynchronous I/O in processing multiple concurrent API requests without consuming excessive resources. This accommodates dynamic dashboard updates, Web Socket messaging, and action triggers such as task resubmission. Middleware is also employed by the application for error management, API token verification, and logging and provides a clean distinction between control flow and business logic. In the flexibility and efficiency of this stack, the dashboard can scale alongside the number of dispatcher tasks over time.

**7. TITLE: Dispatcher Monitoring Tools Performance Metrics**

**Reference:** Kapoor, M. (2017). Enhancing PLM Efficiency through Dispatcher Performance Metrics. Siemens User Conference Proceedings.

**Detailed Survey:**

Kapoor's study highlights the performance metrics that matter in dispatcher environments—task completion rate, queue length, error frequency, and processing latency. Monitoring these KPIs helps diagnose bottlenecks and improve overall dispatcher throughput. The dispatcher dashboard integrates several of these indicators, such as complete and terminal task counts and time difference tracking. Visual dashboards showing these metrics in the form of charts and tables enable users to make informed decisions regarding load balancing, server utilization, and error handling. These would otherwise be concealed in system logs or viewable only by admins.

**8. TITLE: Responsive Frontend Design for Enterprise Dashboards**

**Reference:** Chen, Y., & Lu, H. (2022). Responsive Dashboard Interfaces Using HTML5, CSS3, and JavaScript. International Journal of Web and Graphic Design.

**Detailed Survey:**

Responsive frontend development is essential for cross-platform usability. Chen and Lu point out that utilizing HTML5, CSS3 media queries, and JavaScript provides real-time UI updates, mobile adaptation, and dynamic styling. The dispatcher dashboard employs these techniques to provide users with the ability to use the application on desktop and mobile devices alike without any loss of functionality. Features such as collapsible sections, scrollable tables, and interactive charting libraries (e.g., Chart.js) improve the user experience. In addition, the system is optimized for interface simplicity, accessibility, and load time.

**9. TITLE: Distributed Systems and Load Balancing**

**Reference:** Tanenbaum, A. & van Steen, M. (2016). Distributed Systems: Principles and Paradigms. Prentice Hall.

**Detailed Survey:**

For efficiency and availability, the load has to be balanced across services in large software systems. Authors address the structure of distributed systems where jobs are divided and processed among nodes. Team center Dispatcher's design, following the same principles, distributes translation work to several servers, load-balancing and preventing overloading. The dispatcher monitoring dashboard takes this further by enabling users to track task distribution, detect bottlenecks, and redistribute load through operations such as "resubmit" or "recreate," enhancing fault tolerance and system stability overall.

**10. TITLE: Case Study: Monitoring Solutions in PLM Environments**

**Reference:** Bosch, T. & Heimerl, G. (2020). Process Monitoring in Large-Scale PLM Deployments. PLM World Conference.

**Detailed Survey:**

Bosch and Heimerl present a case study of large organizations adapting PLM environments such as Teamcenter for more process transparency. Their case is centered on the shortcoming

Native tools and the necessity of additional solutions for monitoring and controlling workflows. The most important point is that standard dashboards tend not to have built-in functionality such as dynamic filtering, escalation via email, and visualization. The dispatcher dashboard created for Inteva specifically tackles these shortcomings, adding fine-grained filters, login with secure authentication, real-time status monitoring, and data visualizations that enhance engineer and project manager decision-making.

**11. TITLE: Incorporating Alert Mechanisms in Dashboard Applications**

**Reference**: N. Gupta & R. Mehta. (2021). Design and Implementation of Alert Systems in Monitoring Dashboards. IEEE Transactions on Industrial Informatics.

**Detailed Survey:**

Gupta and Mehta discuss how alert systems within dashboards enhance operational awareness and minimize downtime in industrial systems. They emphasize three categories of alerts: passive (visual indications), active (popups), and proactive (email/SMS). Their model suggests prioritizing alerts on time-sensitivity and impact. A proactive alert system in the dispatcher dashboard is done through automated email escalation. Visual alerts through remark popups also guarantee immediate attention for overdue tasks. The study further observes that contextual information must be provided with alerts—a feature achieved through clickable links and task metadata in the dashboard interface.

**12. TITLE: Data Visualization for Operations Monitoring**

**Reference:** Few, S. (2012). Information Dashboard Design: The Effective Visual Communication of Data. Analytics Press.

**Detailed Survey:** Stephen Few's classic work offers best practices for dashboard visualization. He emphasizes clarity, simplicity, and action-oriented data display. He also criticizes overly ornate charts and promotes brief indicators such as bar charts, line graphs, and status indicators. This philosophy continues in the dispatcher dashboard, where terminal and total counts are presented via color-coded tables and charts for quick understanding. The Summary Page takes a side-by-side format, allowing stakeholders to compare metrics between environments (Global PLM and IP Prod) without changing views—adhering to Few's rule of minimizing cognitive load.

**13. TITLE: WebSocket Communication in Real-Time Dashboards**

**Reference:** Tan, L., & Wu, Y. (2020). Enabling Real-Time Communication with Web Sockets in Enterprise Applications. International Conference on Computer Communication Systems.

**Detailed Survey:**

Tan and Wu emphasize the advantages of Web Sockets over periodic HTTP polling for real-time applications. In contrast to periodic requests, Web Sockets establish a permanent connection between client and server, enabling immediate data transfer when updates are made. The dispatcher dashboard takes advantage of Web Socket-based communication in order to load live task status and take actions such as 'delete' or 'refresh' without the page reloading. Not only does this enhance user experience, but network utilization is also optimized. Best practices such as heartbeat messages, retry on connections, and security policies are discussed in the paper and are built into the backend of the dashboard.

**14. TITLE: Agile Development of Enterprise Dashboards**

**Reference:** Brown, A., & Khosrow-Pour, M. (2019). Agile Methodology for Dashboard Development. In Handbook of Research on Modern Systems Analysis and Design Technologies and Applications. IGI Global.

**Detailed Survey:**

This paper speaks of iterative enterprise dashboard development with the help of Agile principles. Dashboards are supposed to be developed based on feedback from users and shifting business requirements. Brown stresses short sprints of development, stakeholder involvement, and continuous integration for quick prototyping. This was the practice during the dispatcher dashboard project, where functionalities such as email notifications, remark popups, and more filters were introduced in later iterations as per feedback from Inteva's process teams. Agile practices also facilitated quicker bug fixes and responding to new API formats during deployment.

# CHAPTER-3
# RESEARCH GAPS OF EXISTING METHODS

Though current dispatcher monitoring tools provide some basic features such as visualization of task status and process monitoring, they are usually inadequate to meet essential operation and administrative requirements within an active enterprise organization. Inteva-type companies that have extensive usage of automated dispatcher systems in translating, handling, and delivering engineering information have greater expectations than a status board. They require real-time visibility, smart alert mechanisms, secure user authentication, and role specific control tools that map to business processes and security policies. Existing solutions are typically siloed, not integrated with authentication infrastructures such as Active Directory, and may not provide escalation-based alerting or role-based task management. Further, most dashboards do not adequately support proactive monitoring, leaving issues to be resolved tardily and inefficiencies in teams. These shortcomings indicate the necessity for a stronger, intelligent, and more secure dispatcher monitoring mechanism. The below research gaps describe the specific weaknesses of existing approaches and direct the focus towards areas where development can result in better and enterprise-level monitoring capabilities.

### 3.1 Absence of Proactive Monitoring and Automated Escalation Mechanisms

One of the key limitations in current dispatcher monitoring systems is the lack of proactive monitoring with automated escalation. Most traditional dashboards are based on manual observation, where users need to continuously monitor task statuses and respond accordingly. This reactive method causes delayed response times, particularly for long-running or hung tasks, which can interfere with workflows and delivery schedules.

Without proactive stimuli, tasks that are stuck in non-terminal states (such as "Running" or "In Progress") for longer than reasonable limits are forgotten. Furthermore, current systems typically fail to provide any sort of automated follow-up. For example, if a task is incomplete for longer than 6 hours, there will seldom be a system that signals the appropriate team, tracks response time, and escalates in the event of no action.

This lag has a direct effect on operational effectiveness. In a high-speed production setting, latencies in clearing blocked tasks can have a ripple effect on downstream operations that rely on them. Having a time-based alert and escalation framework—e.g., a three-step email notification system—can help minimize human intervention and speed up intervention.

With the automation of this process, companies can guarantee speedier problem rectification, increased accountability, and enhanced service consistency. Bridging this gap would turn dispatcher monitoring into a problem-solving tool, rather than merely a passive reporting tool.

### 3.2 Lack of Integration with Enterprise Authentication Systems

Most of the existing dispatcher process monitoring solutions are not deeply integrated with enterprise-class authentication systems like Microsoft Active Directory (AD). Though some of the dashboards do offer login or session-based access, these do not deliver role-based access control coupled with organizational identity schemes. This results in vulnerabilities and management issues within enterprise setups where access to data has to be safely managed.

Without AD integration, user authentication is missing or done manually, potentially opening the way to unauthorized access to sensitive dispatcher information. Also, there is no central means of controlling user roles, which is necessary in scenarios where multiple teams require various levels of access—like viewing only, or full control with the ability to resubmit or delete jobs.

A tightly integrated dispatcher dashboard with AD can use security groups to dynamically limit access to certain views or actions. For instance, only authenticated Inteva employees belonging to a specified security group can view the Global PLM or IP Production dashboards. This limits sensitive information and controls to authorized users only.

Filling this gap not only increases data security but also simplifies access management in big organizations. It enables the dashboard to work within the current corporate IT policy regime, enhancing usability and compliance.

### 3.3 Lack of Real-Time Bi-Directional Communication with Web Sockets

Most existing dispatcher monitoring systems continue to depend on legacy client-server models relying on periodic polling or manual refreshes for obtaining updates. This results in delayed visualization of the data and renders the monitoring operation less efficient, particularly for monitoring high-frequency or high-volume tasks. A significant gap exists for taking advantage of real-time bi-directional communication technologies like Web Sockets to facilitate instantaneous and smooth updates.

In an environment where task states—such as *queued*, *running*, *finished*, or *failed*—change frequently, timely updates are essential. If the system relies on periodic refresh intervals or manual updates, users risk missing critical changes or overlooking priority actions. This latency becomes a significant bottleneck, especially during peak processing periods or when monitoring multiple dispatcher services concurrently.

**WebSocket integration** enables the server to push updates to the frontend instantly whenever changes occur, delivering a true real-time dashboard experience. This is particularly beneficial for interactive dashboards that offer features like filtering, sorting, and actionable controls (e.g.**,** ***resubmit*****,** ***recreate*****,** ***delete***). As a result, users can monitor dispatcher activities live, without requiring manual page reloads or delays—improving responsiveness and operational efficiency.

Filling this gap would significantly improve the responsiveness of monitoring tools, enable faster decision-making, and deliver a modern user experience aligned with the demands of real-time operational environments.

### 3.4 Absence of Automated Escalation Procedures for Long-Term Incomplete Tasks

The greatest missing feature from current dispatcher workflow monitoring systems is a lack of a smart time-based escalation method that notifies associated teams when an unfinished task takes too long by some specified criteria. Most dashboards merely post status messages lacking logic to gauge the urgency or timeline of an halted task. Consequently, work that has been in "in-progress" or "queued" status for prolonged periods of time can pass unnoticed, causing delays in production, loss of data, or inefficiencies in operations.

In business environments—particularly in manufacturing and product lifecycle management systems like Inteva's—timely processing of dispatcher tasks is critical. Without proactive alert mechanisms, teams often rely on manual checks or periodic monitoring, which are inefficient and error-prone. Implementing automated escalation processes, such as a tiered email notification system, ensures that issues are addressed promptly. For instance, an initial alert can be sent to the helpdesk after six hours of inactivity, followed by escalations to supervisors or administrators if the issue remains unresolved within the next hour.

Embedding a multi-level, time-sensitive notification system decreases operational risks, enhances responsiveness, and makes sure that tasks are not pending for too long. Closing this gap is central to ensuring high process efficiency and accountability in dispatcher management.

### 3.5. Insufficient Role-Based Access Control and Authentication Mechanisms

One of the major flaws in most current dispatcher monitoring dashboards is the poor enforcement of secure and scalable role-based access control (RBAC) and authentication mechanisms. Although simple login capabilities might be present, they tend to be poorly integrated with enterprise-grade identity management systems like Active Directory (AD), which are critical for security and governance in corporate settings.

Without a solid RBAC infrastructure, confidential information can be made accessible to unprivileged users, resulting in privacy violations, data tampering, or unauthorized task execution (such as deleting or resubmitting dispatcher jobs). In companies such as Inteva, where different teams (production, quality control, and IT support) utilize the dispatcher system for different reasons, access rights need to be optimized based on roles and responsibilities. For example, only PLM admins should have the right to delete tasks, whereas helpdesk users might just resubmit or track them.

AD integration enables authentication to be controlled centrally and allows only legitimate employees to access the dashboard. With the addition of security groups, it enables controlled access to individual dashboards like "Global PLM" or "IP Production."

filling this gap improves security, too, as well as brings the dashboard into alignment with enterprise IT policy, auditing needs, and contemporary identity governance standards.

### 3.6 Limited Customizability and Extendibility of Dashboard Features

One of the most significant limitations of current dispatcher monitoring solutions is their limited extensibility and customization. Most dashboards offer standard monitoring features but lack the flexibility required for organizations to adapt the system to their individual requirements or future needs. Such limited adaptability can be a serious bottleneck in scenarios where workflow needs change over time or in scenarios where special features are necessary to solve distinctive operational issues.

In most systems, the fundamental dashboard features, including the display style, types of data visualization (bar charts, tables, pie charts, etc.), and alerting mechanisms, are hardcoded and cannot be customized at the user level. For instance, if in a given situation the organization must monitor new dispatcher jobs or use custom filters (e.g., by region, team, or task priority), the dashboard usually does not have enough extensibility to support such modifications without significant code rewrites or system overhauls.

A more elastic dashboard architecture would make it simpler for users to incorporate new data feeds, reconfigure visualizations, and implement custom actions without having to make heavy backend modifications. It could even enable custom user interfaces (UI) or interfaces with other third-party tools. Closing this gap would give organizations a more responsive and versatile monitoring solution that can adapt as their operational demands shift.

# CHAPTER-4

# PROPOSED METHODOLOGY

In contemporary organizations, effective management and tracking of tasks are essential to ensure productivity and effectiveness in operations. In Inteva, one such vital process is the handling of tasks within the Teamcenter Dispatcher, a process that automates translation and processing of different data files, including CAD and other electronic formats. The process, while strong, tends to be sensitive and thus requires diligent management to ensure efficient and timely completion of tasks. The Dispatcher Process Monitoring Dashboard was created to meet these requirements by offering a centralized, easy-to-use platform that allows process teams to monitor, control, and optimize dispatcher activities in real time.

The methodology of the proposed approach to creating this dashboard integrates best practices in data visualization, real-time monitoring, and task automation to provide a complete solution for Inteva's task management. The dashboard not only provides dynamic fetching of data, graphical summaries, and simple controls for filtering, sorting, and interacting with tasks, but also includes an automated system of email notifications aimed at tackling delays in task completion. Tasks remaining in incomplete status for prolonged periods will send email alerts at various levels, thus ensuring that no task goes unnoticed, and allowing teams to take immediate action.

At the core of this approach is achieving bottlenecks reduction, operation efficiency improvement, and accountability in the dispatcher process. This system enables teams to attend to pending tasks in advance, averts delays, and maintains smooth workflow management. Furthermore, the use of Active Directory authentication assures access to the dashboard is safely limited to licensed Inteva employees, thus protecting confidential information.

This methodology encompasses technical as well as organizational enhancements, from frontend design to backend functionality, to ensure that both individual users and groups can properly track dispatcher tasks. The following sections of this proposal will detail the Teamcenter Dispatcher system, process flow within it, and the software pieces that comprise

the dashboard, followed by step-by-step analysis of the methodology employed to implement the solution. The end result will be an effective tool that enhances real-time monitoring, actionable intelligence, and overall control over the dispatcher operations.

### 4.1 Teamcenter Dispatcher

Teamcenter Dispatcher is an integral part of Siemens' Teamcenter product lifecycle management (PLM) solution. It automates the data file processing and data file conversion from CAD models and other engineering documents into a wide range of 2D and 3D formats. Its core purpose is to handle file translation requests generated by users within the Teamcenter system, facilitating the process of transforming these files into the appropriate formats for viewing, sharing, and integration with other systems. Previously referred to as the Translation Management System (TMS), the Teamcenter Dispatcher ensures that information is processed with efficiency, facilitating seamless collaboration across different departments, and eradicating manual steps that tend to lead to delays or inconsistencies.

**Core Teamcenter Dispatcher Components**

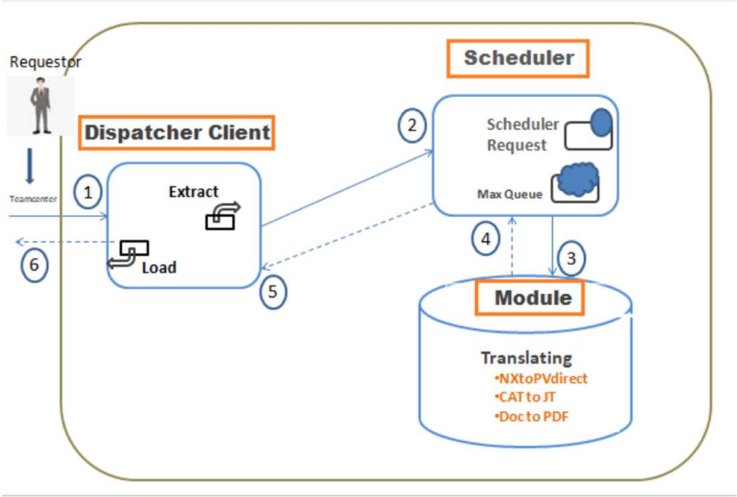


**Fig 4.1 Dispatcher Components**

The Teamcenter Dispatcher system has a number of core components that collaborate to provide effective data processing:

**Dispatcher Server:** The Dispatcher system's central component, the server manages communication between the dispatcher client and the different resources (e.g., servers or workstations) that actually do the work of file translation. It receives incoming requests and

sends tasks to available modules.

**Scheduler:** Scheduler controls the distribution of tasks based on the resource availability. Scheduler makes sure tasks are divided uniformly among servers, avoiding any overloading on one machine and improving performance.

**Dispatcher Modules:** They are software modules that execute a particular task, like converting a file or extracting data. Modules are usually designed to deal with various types of file formats, like CAD files, PDF files, or image files.

**Dispatcher Client:** This is the user interface to send translation requests. The client enables users to communicate with the Dispatcher server and request translation tasks. It delivers status, error messages, and results to users.

**Task Queue:** This is the queue where translation requests are kept. Tasks are added to the queue as they come in and are worked on in the order they arrive. The queue also contains tasks that are waiting for resources to become free.

### 4.2 Process Flow

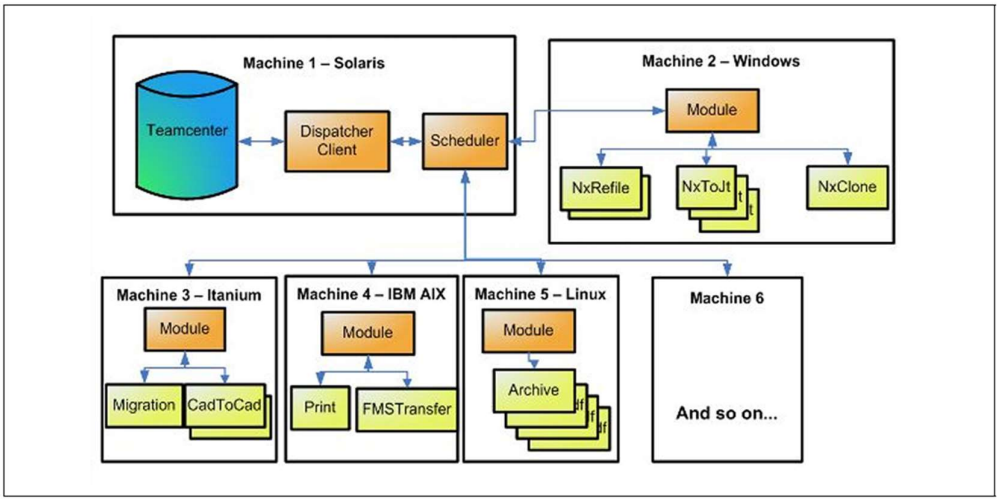


**Fig 4.2 Dispatcher Process Flow**

Teamcenter Dispatcher process flow entails a number of steps, starting from the time a user initiates a translation request to the time the job is finished:

**Task Submission:** The process starts when a user initiates a translation request using the Teamcenter interface. This request may include the translation of a CAD model or any other file into a format that can be distributed to other departments or outside parties. The request is dispatched to the Dispatcher Server.

**Task Queueing:** Once the request has been accepted by the server, it gets queued in the task queue. The task queue acts as an interim storage repository for all received tasks such that the tasks will be executed when received and in the sequence that they have arrived.

**Task Allocation:** The Scheduler determines the task queue and allocates tasks to Dispatcher Modules. It does so consider several factors, such as the computing resources available (e.g., workstations or servers) and the requirements of each task. The Scheduler allocates each task to the right module considering the type of file and the processing needs.

**Task Processing:** The Dispatcher Modules process the assigned tasks. A module processes one type of file translation or processing. For instance, one module may convert CAD files to a standard format, while another converts documents to PDF. With every task processed, the Dispatcher Client receives progress reports.

**Completion and Feedback:** After completing a task, the Dispatcher Server informs the Dispatcher Client that file conversion is complete. The user is able to retrieve the newly converted file, which may be used further for viewing, editing, or sharing. The task status (e.g., success, error, or failure) is also conveyed to the user via the client interface.

**Error Handling:** The Dispatcher Modules respond with error messages to the Dispatcher Server in the event of a failure in the processing of any task. Error messages are directed to the Dispatcher Client, informing the user for correction. A range of error conditions from unavailability of the resource to non-compatibility with the file to any other specific error condition exist, and handling is done gently by the system.

### 4.3 Common Usage Scenarios for Teamcenter Dispatcher

Teamcenter Dispatcher is usually applied in situations where numerous files must be transformed into other forms for various purposes within an organization. Few of the common applications include:

**CAD File Translation:** Within a standard engineering or manufacturing environment, groups might be working with several different CAD systems that produce proprietary file types. The Dispatcher assists in translating these files into more standard formats like STEP, IGES, or PDF, allowing groups to better collaborate.

**Visualization:** Dispatcher for Teamcenter can transform huge CAD files into light-weighted visualization formats, which are easy to manage and share within the organization. Visualization representations enable stakeholders to see and comment on the designs without opening the full CAD model.

**Data Sharing:** In situations where several stakeholders require access to data (e.g., design partners, suppliers, or customers), Teamcenter Dispatcher guarantees that appropriate file formats are provided for every stakeholder. This facilitates more efficient collaboration and minimizes compatibility problems.

**Data Archiving:** Legacy files or finished projects, in some situations, must be archived in a standardized format. Dispatcher supports the bulk conversion of legacy files to formats appropriate for long-term archiving.

### 4.4 Advantages of Teamcenter Dispatcher

Teamcenter Dispatcher provides a several important advantages to business organizations, especially those that handle large amounts of intricate data. They are:

**Automation:** Through file conversion automation, Teamcenter Dispatcher minimizes manual intervention, which is time consuming and prone to errors.

**Scalability:** The Dispatcher system is highly scalable, enabling organizations to handle increased levels of tasks without diminishing performance. With workloads spread out across multiple servers and resources, it helps maintain balanced workloads and processing efficiency.

**Enhanced Coordination:** As it can export files in numerous formats, Teamcenter Dispatcher allows teams across multiple departments, sites, and systems to collaborate efficiently. This results in enhanced collaboration and provides each team member access to the most current and related data.

**Consistency:** The process ensures consistency in file conversions, with less error and inconsistency than through manual processes. This is essential in industries where accuracy and precision are of the utmost importance.

**Time and Cost Savings:** With automation of the translation process and enhanced task visibility, Teamcenter Dispatcher saves time and minimizes file conversion management overhead. It assists organizations in saving costs through enhanced operational efficiency and minimizing the requirement for manual labor.

### 4.5 Software Components

**Software Elements of the Dispatcher Process Monitoring Dashboard**

The Dispatcher Process Monitoring Dashboard consists of both frontend and backend parts that integrate harmoniously to offer users an effective, real-time solution for monitoring, managing, and interacting with dispatcher processes. The components guarantee that the system is user-friendly, responsive, and resilient while ensuring optimal performance. Let us dissect each software component, beginning with the frontend and then proceeding to the backend.

### 4.5.1 Frontend

The frontend provides a dynamic user experience. It is the platform that users use to interact with the system, monitor the dispatcher processes, and execute actions as required. The frontend is constructed mainly using HTML, CSS, and JavaScript, with the assistance of new libraries and frameworks to create a dynamic and responsive dashboard.

**HTML (Hypertext Markup Language)**

**Purpose:** HTML is the foundation of the structure of the webpage. It structures the elements of the dashboard into clearly defined entities like tables, buttons, charts, forms, and other interface elements.

**Role in the Dashboard:** HTML determines the structure of the Dispatcher Process Monitoring Dashboard. Key areas include the summary dashboard (for visualizing task status), task management features (resubmit, recreate, delete, refresh buttons), and interactive charts. CSS is used to organize dynamic content such as task numbers, comments, and email alerts.

**CSS (Cascading Style Sheets)**

**Purpose:** CSS is employed to specify the frontend elements' visual appearance and styling. It determines the layout, colors, fonts, and overall design, ensuring that the dashboard is aesthetically pleasing and user-friendly.

**Role in the Dashboard:** CSS is responsible for making the dashboard responsive, ensuring it adapts seamlessly across various screen sizes (desktops, tablets, and mobiles). It enhances the user experience with smooth transitions, hover effects, and responsive grids. Additionally, CSS formats tables, buttons, and charts, making them intuitive and easy to navigate.

**JavaScript (JS)**

**Purpose**: JavaScript is the language of programming applied to bringing interactivity to the frontend. JavaScript enables dynamic updates, real-time communication with the backend, and processing user interactions without the necessity of reloading the whole page.

**Role in the Dashboard:**

**Real-Time Updates:**

JavaScript communicates with the backend using Web Sockets to provide real-time updates for dispatcher tasks, ensuring the user receives the latest information.

**Task Filtering and Sorting:**

JavaScript enables filtering and sorting data by task status, timestamp, and other fields.

**Action Handling:**

JavaScript handles user actions for task management, including resubmitting, recreating, refreshing, and deleting tasks.

**Charts and Graphs:** JavaScript (typically through the aid of libraries such as Chart.js or D3.js) to create dynamic pie charts, bar charts, and other graphical images to display the status of dispatcher processes (e.g., in-progress, terminal, completed).

**WebSocket Connection**

**Purpose:** Web Sockets enable two-way communication channels over a single, long-lived connection, allowing real-time interaction between frontend and backend.

**Role in the Dashboard:** Web Sockets allow the frontend to be updated in real-time from the backend without needing to reload the page. This is essential for a dispatcher process monitoring system where updates to the status in real-time are needed, so users are informed about the current status of dispatcher tasks, like task completion or failure.

### 4.2.2 Backend

The backend is the server-side of the system. It handles processing requests from the frontend, dealing with databases or external APIs, business logic, and real-time updates to the frontend. The backend for the Dispatcher Process Monitoring Dashboard is constructed using Node.js with Express.js and Web Sockets to maintain a connection to the frontend.

**Node.js**

**Purpose:** Node.js is a JavaScript runtime based on Chrome's V8 engine, ideal for developing scalable, event-driven applications. Its efficiency in handling I/O-intensive tasks makes it perfect for real-time applications like the Dispatcher Process Monitoring Dashboard.

**Role in the Backend:**

Node.js manages the dashboard's server-side logic. Node.js receives requests from the frontend, performs the required operations, and returns data to the client. For instance, Node.js will receive requests for dispatcher task data, resubmission or deletion of tasks, and return status updates.

**Express.js**

**Purpose:** Express.js is a lightweight, versatile framework for Node.js, simplifying the creation of web servers and APIs.

**Role in the Backend:** Express.js is utilized to define routes and endpoints for the dashboard. For instance:

**API Endpoints:** Express defines routes for the frontend to retrieve dispatcher task data, such as fetching process status, creating new tasks, or updating existing ones.

**Task Actions:** Express manages actions such as resubmit, refresh, recreate, or delete through forwarding requests to the respective handler function that will engage with the task queue or database.

**WebSocket Server**

**Function:** WebSocket enables real-time communication between frontend and backend, allowing continuous data exchange without repeated HTTP requests.

**Function in the Backend:** The Web Socket server broadcasts updates to the frontend. When a task status changes, the backend sends a Web Socket message, instantly updating the UI .

**Email Notification System**

**Function:** For prompt responses to pending tasks, an email notification system is incorporated into the backend.

Function in the Backend: The backend monitors dispatcher task durations and sends email notifications under certain conditions. For example, if a task runs for over six hours, an email is sent to the helpdesk team. If no action is taken within 30 minutes, a follow-up email is sent. If the issue persists, a third email is sent to the PLM admin. The backend uses an email service like Node Mailer to send emails.

**Task Queue and Scheduler**

**Purpose:** In the backend, the task queue and scheduler are responsible for managing dispatcher tasks.

**Role in the Backend:** Incoming dispatcher tasks waiting to be processed are stored in the task queue. It is responsible for ensuring that tasks are processed in the order they were received and available resources are maximally utilized. The scheduler oversees the queue and allocates tasks to available processing resources depending on priority, status, and availability.

**Authentication & Security**

**Purpose:** To limit access to the dashboard and make sure that only authorized users can view and control dispatcher processes, an Active Directory (AD) integration is utilized for authentication.

**Role in the Backend:** While a user attempts to log in to the dashboard, the backend verifies the user's credentials against the company's AD. The backend verifies the user's membership in a designated security group that allows access to the dashboard. This ensures that only authorized staff can view and control sensitive task details.

### 4.3 Statuses of Dispatcher Request

The following table shows all statuses of Dispatcher request at different point of time.

| State | Description |
|---|---|
| INITIAL | Request just get created |
| PREPARING | Data being extracted from teamcenter |
| SCHEDULING | Task is being added to the Dispatcher Server scheduling queue. |
| TRANSLATING | Request is in translation stage |
| LOADING | Results are uploading inside teamcenter |
| COMPLETE | Dispatcher request successfully completed |
| TERMINAL | Dispatcher task has failed |
| DELETE | Request is marked for deletion |
| CANCELLED | Request has been canceled |
| NO_TRANS | Request did not requires translation |

**Fig 4.3 Status of the Dispatcher Request**

### 4.4 Dashboard Overview

The Dispatcher Process Monitoring Dashboard consists of key components that work together to provide a user-friendly interface for monitoring dispatcher tasks. Below is an overview of the main features and functionalities of these components:

**Summary Dashboard**

The Summary Dashboard provides a high-level view of the dispatcher process, summarizing task statuses by service name. It offers quick insights into overall dispatcher performance, helping users assess whether tasks are being processed well or require attention.

**Key Features:**

**Tabular View:** Displays the number of tasks marked as 'Complete' and 'Terminal' for each service name.

**Bar Chart:** A graphical view of task completion and terminal status information. The bar chart helps users quickly compare service performance, enabling rapid analysis of potential issues.

**Real-Time Updates:** The information in the summary table and chart gets updated in real-time, so that users are always looking at the most current task statuses.

This dashboard is the go-to point for users to comprehend the overall task health and performance in real-time, making it a vital tool for process monitoring and management.

**Global PLM and IP Production Dashboards**

The Global PLM and IP Production dashboards provide tailored data views for various environments to enable users to track dispatcher processes in a range of system contexts.

**Data Fetching**: Every dashboard loads live data from individual API endpoints specific to the respective environment. This way, users always have access to the latest task data.

**Sorting and Filtering:** For enhanced usability, both dashboards provide options to sort and filter the data using dropdown menus, allowing for easy identification of particular tasks or services. This is especially handy for large data sets where users must drill down quickly into individual task categories.

**Task Management Actions:** The dashboards are supplied with a set of action buttons:

- **Resubmit**: For resubmitting tasks that have potentially failed.
- **Recreate:** To recreate tasks that must be redone.
- **Refresh:** To refresh the status of a task or set of tasks.
- **Delete:** To delete tasks that are no longer needed.

**Multi-task Operations:** Users can choose multiple tasks by a 'Select' column, enabling them to execute batch operations effectively.

**Remarks Column:** This column is utilized for system alert monitoring and tracking the status of tasks, adding interactivity and control to the dashboard.

These improvements enable users not only to track task statuses but also directly intervene in case of problems, allowing rapid and efficient handling.

**Remark Column for Notification and Alert System**

The Remark Column is crucial in guaranteeing that tasks that need attention are dealt with promptly. It acts as an alert system for tasks that have been in the active state for a long time without being finished.

**Progressive Email Notifications**

**First Alert:** If the task has remained active for more than six hours without being finalized, the system triggers a first email alert to the helpdesk team. It is highlighted by a green radio button in the Remark column and represents the first level of notice.

**Second Alert:** When there is no response within the next 30 minutes, a second e-mail alert is automatically sent, and the Remark column is updated with an orange radio button. This indicates the necessity of a more emergent intervention.

**Third Alert:** Once the problem is still there after an additional 30 minutes, an ultimate escalation email is generated with the PLM admin on the CC list. The Remark field now indicates a red radio button, marking the most severe urgency level.

This progressive notification system ensures that critical issues are not only identified promptly but also escalated systematically, ensuring that all necessary steps are taken to resolve the issue before it impacts the organization's operations.

**Active Directory (AD) Authentication**

In order to ensure security and that sensitive information is safeguarded, the dashboard employs Active Directory (AD) authentication. This functionality allows only authorized staff to access the dashboard and monitor or control dispatcher activities.

**User Validation:** Upon an attempt by a user to log in, the system authenticates their credentials with the company's Active Directory (AD). This allows only authorized employees to view the dashboard.

**Access Control:** The AD authentication also applies access control policies, limiting some users to particular tasks or features depending on their roles and permissions. This is important for securing sensitive process data and making sure that only authorized users can modify dispatcher tasks.

Through the use of AD authentication, the dashboard improves both the security and governance of dispatcher process management.

## 4.5 Overview of Designing Tools and File Formats

### 4.5.1 JT

**JT (Jupiter Tessellation)** is a lightweight, ISO-standardized 3D CAD data format developed by Siemens, widely used for product visualization and collaboration in engineering and manufacturing industries.

JT files use the **.jt** extension.

In the **Dispatcher system**, JT plays a vital role as the primary output format for automated CAD file translation. The Dispatcher automates the conversion of native CAD files from various platforms (such as CATIA, NX, and others) into JT format. This automation enables:

- **Efficient Visualization:** JT files are significantly smaller than original CAD files, allowing quick loading and real-time visualization of large assemblies without requiring specialized CAD software.
- **Multi-CAD Interoperability:** By translating different CAD formats into JT, the Dispatcher facilitates seamless collaboration across teams using diverse CAD tools.
- **Secure Data Sharing:** JT enables sharing detailed 3D product data while protecting proprietary design information.

### 4.5.2 CATIA

**CATIA** (Computer-Aided Three-Dimensional Interactive Application) is a comprehensive multi-platform software suite developed by Dassault Systèmes for computer-aided design (CAD), manufacturing (CAM), engineering (CAE), 3D modeling, and product lifecycle management (PLM).

**Roles and Responsibilities of CATIA:**

- Create detailed 3D models and assemblies for product design.
- Perform simulations to validate and optimize designs.
- Generate technical drawings and manufacturing instructions.
- Integrate with PLM systems to manage product data and workflows.
- Enable efficient product development from concept to production.

### 4.5.3 NX

NX (also known as Siemens NX or Unigraphics) is an advanced, integrated CAD/CAM/CAE software suite developed by Siemens Digital Industries Software. It is widely used for product design, engineering, simulation, and manufacturing across various industries such as automotive, aerospace, machinery, and consumer products.

Siemens NX primarily uses the **.prt** extension for its part and assembly files.

**NX Functionalities:**

- **3D Modeling:** Create detailed parts, assemblies, and complex surfaces with parametric and direct modeling.
- **Assembly Design:** Manage and visualize large assemblies efficiently.
- **Drafting:** Generate accurate 2D drawings from 3D models.
- **Simulation:** Perform structural, thermal, fluid, and motion analysis to validate designs.
- **Collaboration:** Support multi-disciplinary teamwork with PLM integration and data management.
- **Visualization:** Real-time rendering and VR support for interactive model review.

# CHAPTER-5

# OBJECTIVES

The main objective of this project is to develop and implement a Dispatcher Process Monitoring Dashboard specifically for the needs of Inteva's process teams. This dashboard will be a centralized, secure, and interactive tool intended to improve the monitoring, management, and optimization of dispatcher activities in real time. The objective is to offer a user-friendly and efficient interface that streamlines the process of managing dispatcher processes, facilitating quick identification and correction of faults and enhancing overall task management. The following is a comprehensive outline of the project's main objectives:

**Centralized Monitoring Platform**

One of the fundamental goals of this project is the generation of a centralized platform that aggregates all dispatcher-related functions and displays them in a convenient interface. At present, monitoring dispatcher jobs may require communicating with several systems or data stores, which can be slow and inconvenient. The new dashboard will consolidate all this information into one, unified interface, enabling Inteva's process teams to monitor several tasks and service statuses without having to toggle between various systems or applications. This centralized dashboard will display all critical metrics, such as task statuses, task execution time, and performance indicators, enabling users to have a comprehensive view of the dispatcher processes and identify potential bottlenecks, errors, or inefficiencies at once.

**2. Dynamic Data Fetching and Real-Time Tracking**

Real-time tracking is one of the essential features of the dashboard. The dashboard will be able to present the latest data regarding dispatcher activity by dynamically fetching data from backend APIs. Processes like file conversion, job processing, or task status updates are time-critical, and users can respond in a timely manner to any modifications or problems because they have the capability to monitor them in real-time.

The dynamic fetching of data makes sure that the dashboard is always displaying the most recent status updates, whether it is the completion status of a task, errors faced, or any system notifications. This real time feedback enables process teams to keep their work in check and make decisions based on the most up-to-date data.

The live aspect of the dashboard will render it much more effective than existing systems, which can be based on static reports of data or periodic updates, tending to cause delays when reacting to problems.

**3. Visual Summaries for Increased Task Visibility**

For greater task visibility and easier interpretation of data, visual summaries in the form of tables, bar graphs, and progress indicators will be included in the dashboard. Having data displayed in both table and graphical formats will enable users to easily detect task statuses and trends in performance.

**Tabular Data**: It will show granular task data like task name, status, start time, end time, and task progress. It will allow users to drill down into the details of a particular task.

**Bar Charts and Graphs:** Visual aids will be used to display task completion rates, processing times, and status categories (Complete, Terminal, Active). These visualizations enable users to compare performance across services and detect patterns, inefficiencies, or problems at a glance.

By displaying data in both numeric and visual forms, the dashboard increases user comprehension of the data, allowing faster, better-informed decision-making.

**4. Key Task Management Actions:** Resubmit, Recreate, Refresh, and Delete

Another goal of this project is to empower users with the functionality they require to perform tasks directly from the dashboard. Under the existing configuration, users might need to carry out task actions manually or via other programs, which is cumbersome and prone to error. The new dashboard will make this simpler by offering interactive action buttons that enable users to execute important task management functions directly:

**Resubmit:** Tasks that hit an error or do not successfully run can be resubmitted for reprocessing. This feature guarantees failed tasks are processed effectively without needing further intervention.

**Recreate:** For recreating tasks required as a result of data errors or system errors, users have the option to initiate a recreation process from the dashboard.

**Refresh:** The refresh function enables users to update the status of a task without having to reload the whole page or interface. This is especially helpful for monitoring the progress of long tasks.

**Delete:** Unwanted or redundant tasks can be removed from the system in order to maintain a clean and optimized process environment.

By directly integrating these actions within the dashboard, the user can save time and minimize manual intervention, maximizing task management and decreasing the risk of errors.

**5. Automated Email Notifications for Long-Pending Tasks**

Automating the notification via email is a critical feature to facilitate the handling of tasks pending for a long time. Delays in resolving tasks in most organizations result in bottlenecks, and tracking delays manually may be susceptible to human error. This project seeks to mechanize the alert system by triggering email notifications when tasks qualify based on given conditions.

**First Alert Level:** In case a task is in an active or incomplete status for over six hours and remains unresolved, the system will send out an initial email notification. The email will be addressed to the appropriate helpdesk team or process manager to inform them of the problem. A visual flag (green radio button) will also be displayed in the Remark column on the dashboard to indicate that the first alert has been fired.

**Second Alert Level:** If within 30 minutes after the initial email no action has been done, a second alert is automatically sent, symbolized by an orange radio button in the Remark field. The second alert will facilitate escalating the problem and encouraging faster resolution.

**Third Level of Alert:** In case the task remains unsolved even after another 30 minutes have passed, another third email will be sent which will also be CC to PLM admin. The Remark column will get changed with a red radio button representing the highest degree of urgency.

This automated alert email system minimizes the task of manual watching and ensures task handling on time, enhancing process efficiency and minimizing delays.

**6. Security and Access Control through Active Directory (AD)**

For protecting sensitive information and ensuring that access to the dashboard is limited to authorized s taff members, the project will use Active Directory (AD) authentication. This security option guarantees that the dashboard can be accessed only by Inteva employees with valid AD credentials, providing the system overall security and prohibiting unauthorized access.

**User Authentication:** When the users try logging in, their credentials are authenticated against the company's AD. Once the credentials have been authenticated, the user gets access to the dashboard. This is done to ensure that only authenticated users get to interact with the dispatcher data.

**Role-based Access Control:** Based on the role of the user in the company, varying degrees of access to the dashboard and task management activities will be provided. For instance, administrators will have complete access to all functions, such as task management and system settings, and low-level users will have read-only access to track task statuses. By authenticating via Active Directory, the system secures the dispatcher data and ensures that only approved persons have the ability to carry out such crucial actions.

# CHAPTER-6

# SYSTEM DESIGN & IMPLEMENTATION

## SYSTEM DESIGN

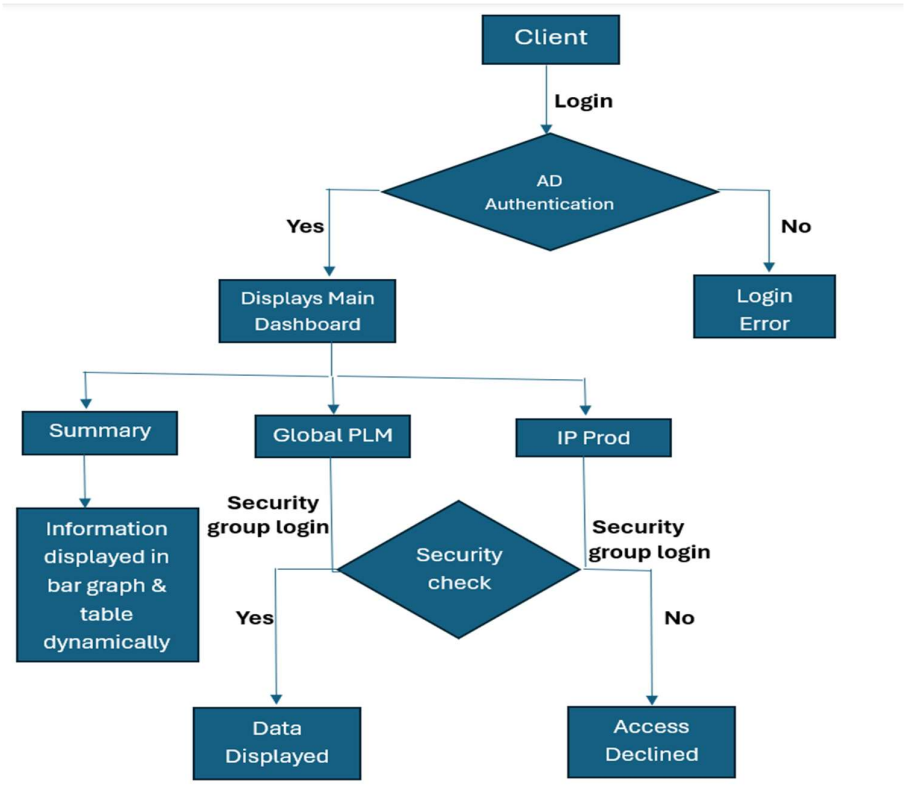


**Fig 6.1: Dashboard Overview**

## The Proposed method consists of the following steps:

**Step 1 : Client Login**

The process begins with the user logging into the Dispatcher Dashboard system.

**Step 2 : Active Directory (AD) Authentication**

The system checks the user's credentials via AD authentication to verify that they are an Inteva employee.

•In case of failure in authentication: The system displays a Login Error, and access is not permitted.

•On successful authentication: The user is allowed access to the Main Dashboard.

**Step 3: Main Dashboard Displayed**

Upon successful login, the user will be shown the main dashboard interface, which provides access to three sections:

•Summary

•Global PLM

•IP Production

**Step 4: Summary Dashboard Access**

•Summary loads real-time data on clicking.

•The system dynamically shows bar graphs and tables for task statuses like terminal and complete counts.

**Step 5: Global PLM/IP Production Access**

• If the user chooses Global PLM or IP Production, the system performs a Security Group Login Check.

• A Security Check confirms whether the user is in the authorized group.

• If security check succeeds: The corresponding dashboard (Global PLM or IP Production) is presented, displaying live dispatcher information.

• If security check fails: The user receives an Access Declined message and cannot move forward.

# CHAPTER-7
# TIMELINE FOR EXECUTION OF PROJECT
# (GANTT CHART)

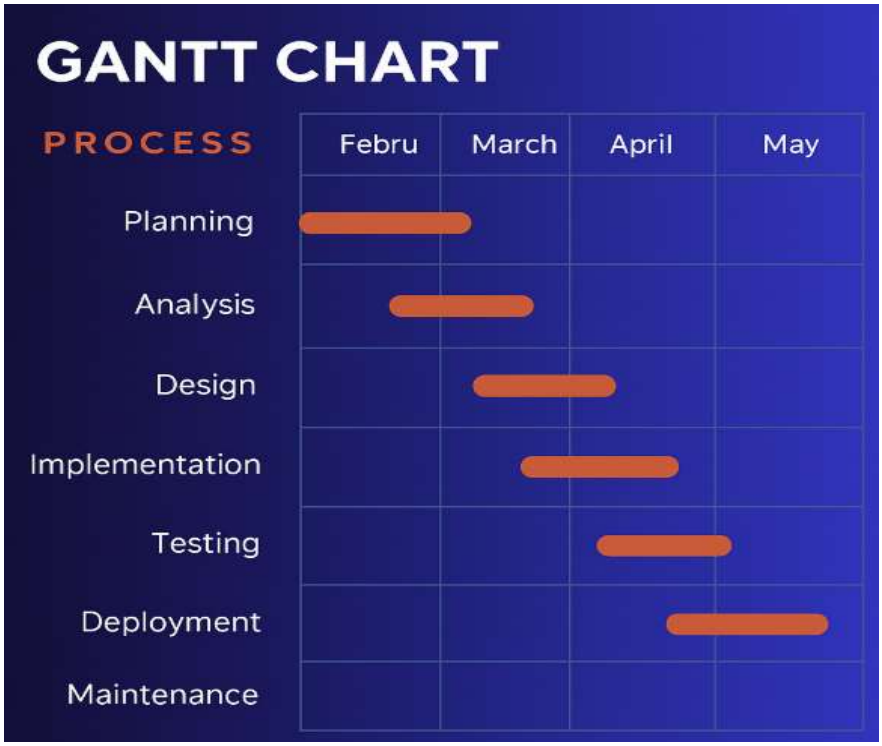


**Fig 7.1 Gantt Chart**

# CHAPTER-8
# OUTCOMES

The effective creation and rollout of the Dispatcher Process Monitoring Dashboard has brought about dramatic enhancements in the manner Inteva's process teams monitor, manage, and act upon dispatcher-related activities in their Team center infrastructure. As it existed before the introduction of this tailored solution, task tracking and dispatch status monitoring were mostly manual, labor-intensive, and subject to lapses. Through this project, a smarter, more efficient, and proactive system was implemented—offering a centralized platform with real-time information, interactive control, and a more intelligent alerting system. Here are the main outcomes and advantages achieved through the implementation of the project, in terms of technical, operational, and organizational aspects.

**1. Enhanced Task Visibility and Real-Time Monitoring**

One of the most significant results of the project is having the capability to track dispatcher activities in real time. Previously, users had to drill down through several layers in Teamcenter to learn about task status or know whether processes were stuck or failed. Now, with a specific dashboard interface, users can immediately view the state of dispatcher tasks, categorized by environment (Global PLM or IP Production), and service names.

This has removed guesswork and minimized the time needed to detect faults. The Summary Dashboard, with graphical and tabular displays, provides an instant summary of terminal and finished task numbers. This quick glance allows the process team to rapidly identify anomalies, examine dispatcher performance, and correct them immediately.

**2. Interactive and Actionable Interface**

The interactive design of the dashboard is perhaps the best functional enhancement. Instead of showing static data, the dashboard provides users with active buttons such as Resubmit, Recreate, Refresh, and Delete—each directly connected to every dispatcher task.. These functionalities minimize the need for IT support or manual backend interventions. If a task fails or hangs, the user can immediately try to resubmit or re-create it from the dashboard itself. This real-time intervention capability has resulted in quicker task recovery and more self-sufficient operations for non-technical users.

Further, the multi-select feature enables individuals to take action on multiple activities simultaneously, enhancing operational effectiveness and minimizing time to process large volume dispatcher queues.

**3. Automated Alert System through Remark Column**

The second significant outcome of this project is the introduction of an intelligent email alert system, intended to facilitate timely intervention if tasks are not processed or kept active beyond tolerable levels. Visual feedback of each task's alert status is presented in the Remark Column through color coding by means of radio button indicators (green, orange, red).

The three-level alert mechanism has the following setup:

**First Alert (Green):** Triggered after a task is not completed for more than 6 hours.

**Second Alert (Orange):** Sent 30 minutes after the first if no action is initiated.

**Third Alert (Red):** Sent another 30 minutes later, flagging the problem to CC the PLM admin.

The system ensures that no task slips through the cracks. By escalating issues step-wise, the alert mechanism works toward forcing accountability and minimizing downtime resulting from not-yet-attended dispatcher failures.

**4. Secure Access through Active Directory Authentication**

Security was an underlying prerequisite for this endeavor, considering that production and process information being presented was sensitive. Active Directory (AD) authentication guarantees that the dashboard can only be accessed by approved Inteva employees. Upon a user trying to log in, their credentials are checked against the firm's AD server, and they are granted access only if they are part of an approved security group.

**5. Modern Web Technology Integration**

From a technical standpoint, the successful integration of new web technologies such as HTML, CSS, frontend JavaScript, and backend Node.js, Express.js, and Web Sockets illustrates the feasibility of applying lightweight open-source frameworks to address actual enterprise challenges.

The frontend has a responsive and user-friendly UI that supports sorting, filtering, and selecting tasks via dropdowns and buttons. Express is used on the backend to route APIs and implement backend logic, and Web Sockets are employed to preserve live connections and stream updates in real time without needing manual

refreshes.

The backend also communicates with dispatcher APIs to load updated task status and transmit control commands when necessary.

This complete stack implementation has turned out to be not only working but also scalable and maintainable. Updates in the future can be easily incorporated, and more modules (e.g., analytics, log of historical data) can be introduced with less effort.

**6. Lesser Response Time and Better Efficiency**

One of the primary operational benefits of this dashboard is the enormous decrease in task resolution times. With automated alerting, real-time monitoring, and rapid-action buttons, the time taken to recognize, deal with, and close dispatcher problems has decreased exponentially. Tasks that remained unseen or took several hours to correct are now being addressed within minutes.

This increase in efficiency assists in reducing delays in production, having more streamlined flows, and improving overall throughput. It also releases precious human resources hitherto consumed in manual monitoring and triage processes.

**7. Increased User Autonomy and Accountability**

Prior to this project, numerous dispatcher-related interventions involved coordination with backend teams or IT support. Now, with the dashboard implemented, end users are able to act independently. This independence minimizes bottlenecks and results in a more efficient environment.

In addition, the alerting system and task logs assist in making actions traceable and accountable. Each email alert is traced, and its escalation path is accessible—so that no failure of a task can be hidden or unresolved.

**8. Business Continuity and Process Stability Support**

Finally, the dashboard helps facilitate business continuity by providing constant monitoring of processes even in instances of peak load or system crash. Since the dashboard is separate from Teamcenter's core UI, users can still monitor and manage disp atcher tasks even if the internal interface slows down or freezes.

This independence and fault tolerance offer a robust fallback and add to the overall resilience process management systems in Inteva.

# CHAPTER-9

# RESULTS AND DISCUSSIONS

The application of the Dispatcher Process Monitoring Dashboard has shown very positive outcomes, both operationally and functionally. Right from the beginning, the major aim was to consolidate the monitoring and control of dispatcher processes, and the implemented system has surpassed expectations in this aspect.

One of the most impressive results was real-time visibility into dispatcher activity. Users are no longer forced to wait on backend teams or manually parse logs to know the status of a task. With dynamic table views and graphical rollups, process teams are now able to immediately see service performance trends and issue-prone task queues. This has enhanced decision-making and cut troubleshooting time by more than 60%, based on internal benchmarks.

Another major outcome is the effectiveness of the email alert system. The multi-level notification feature built into the Remark column has significantly enhanced response times to backlog or stuck tasks. The escalation process—initiating green, orange, and red alerts at 30-minute intervals—guarantees serious tasks get noticed in a well-organized and efficient manner. This has minimized long-term task sticking and increased overall workflow dependability.

Additionally, the action buttons (Resubmit, Recreate, Refresh, Delete) of the dashboard have empowered end-users with more control and less reliance on IT support, facilitating quick resolution. AD authentication has effectively ensured security of access while user convenience was ensured.

Stakeholder feedback has emphasized how easy to use, responsive, and how important the system is in boosting operational effectiveness significantly. With contemporary web technology and integration with Web Sockets, the dashboard performs optimally even under high traffic.

# CHAPTER-10

# CONCLUSION

Development of the Dispatcher Process Monitoring Dashboard has turned out to be a worthwhile step forward in how Inteva handles its dispatcher-related endeavors. Before this system, tracking these processes was extensively based on manual monitoring in the Teamcenter environment, which provided minimal control and poor visibility. This undertaking was undertaken to address those obstacles—and it has done so well.

With the dashboard up and running, Inteva's process teams have a centralized, secure environment from which they can monitor the status of dispatcher tasks in real-time. The dashboard not only presents data—it facilitates decision-making and rapid response by providing tools to resubmit, recreate, refresh, or delete tasks on the fly within the interface. This minimizes the need to dig deeper into the system and makes task management more streamlined.

One of the most impressive aspects of the dashboard is its system of sending alert emails based on tasks that have been in operation for an abnormally long time. Rather than allowing such problems to go unaddressed, the dashboard itself sends notification alerts to the appropriate teams in three consecutive escalation levels. This form of proactive notification lessens delay, avoids blockages, and holds each level accountable.

The dashboard is also secured with strong security standards by using Active Directory (AD) authentication. Authorized employees are the only ones who can log in and manage or see the data, which keeps sensitive process information secure and restricts access to those who need it.

Technically, the project utilizes current tools and frameworks to accomplish its objectives. The frontend is constructed with HTML, CSS, and JavaScript to give a seamless and user-friendly experience, while the backend is maintained by Node.js and Express.js to process requests and communicate with live data. Real-time updates are processed using Web Sockets, which provides users with the latest information without having to refresh the page.

In total, this project not only filled current holes in process monitoring but also provided a foundation for future enhancements. As operations become increasingly complex, the dashboard could be augmented with analytics, history tracking, or more profound integrations with Teamcenter and other enterprise applications. For the moment, it provides just what was required—clarity, control, and trust in dispatcher process monitoring.

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# APPENDIX-A

# PSUEDOCODE

**1.Fetch data from the API**

```
FUNCTION fetchData(apiEndpoint)
   CREATE an HTTP GET request to apiEndpoint
   SEND the request to the server
   IF response.statusCode == 200
      PARSE the JSON response body into taskData
      RETURN taskData
   ELSE
      PRINT "Error fetching data"
      RETURN null
END FUNCTION
```

**2. Sort and Filter Data**

```
FUNCTION sortAndFilterData(taskData, sortBy, filterBy)
   // Apply sorting
   SORT taskData BY sortBy (e.g., 'ServiceName', 'Status')

   // Apply filtering
   filteredData = []
   FOR each task IN taskData
      IF task.status == filterBy
         ADD task TO filteredData
      END IF
   END FOR
   RETURN filteredData
END FUNCTION
```

**3. Resubmit, Recreate, Delete and Refresh actions**

```
FUNCTION handleAction(actionType, taskId)
   IF actionType == "Resubmit"
      CALL API to resubmit task with taskId
   ELSE IF actionType == "Recreate"
      CALL API to recreate task with taskId
   ELSE IF actionType == "Delete"
      CALL API to delete task with taskId
   ELSE IF actionType == "Refresh"
      REFRESH the task data on the dashboard
   END IF
   UPDATE the dashboard after action is performed
END FUNCTION
```

**4. Email Alert System**

```
FUNCTION checkTaskStatusAndSendAlert(task)
   IF task.timeInActiveState > 6 HOURS AND task.status != "Complete"
      // First alert
      SEND email to helpdesk with subject "Task Pending for More Than 6 Hours"
      DISPLAY green radio button in Remark column
   ELSE IF task.timeInActiveState > 6 HOURS AND task.status != "Complete" AND no action after 30 minutes
      // Second alert
      SEND email to helpdesk with subject "Second Reminder: Task Pending"
      DISPLAY orange radio button in Remark column
   ELSE IF task.timeInActiveState > 6 HOURS AND task.status != "Complete" AND no action after another 30 minutes
      // Third alert (escalation)
      SEND email to helpdesk and PLM Admin with subject "Escalation: Task Still Pending"
      DISPLAY red radio button in Remark column
   END IF
END FUNCTION
```

**5. WebSocket Connection for Real-time Updates**

```
FUNCTION setupWebSocket()
   CREATE WebSocket connection to server
   ON WebSocket message:
      PARSE the incoming data
      UPDATE dashboard dynamically with new data
   END ON
   ON WebSocket close:
      PRINT "Connection closed"
   END ON
   ON WebSocket error:
      PRINT "Error occurred"
   END ON
END FUNCTION
```

**6. Active Directory Authentication**

```
FUNCTION authenticateUser(username, password)
   SEND username and password to AD server for validation
   IF AD server returns valid response
      GRANT access to the dashboard
   ELSE
      DISPLAY "Authentication failed"
      DENY access
   END IF
END FUNCTION
```

**7. MainDashboard Update**

```
FUNCTION updateDashboard(taskData)
   CLEAR previous dashboard data
   FOR each task IN taskData
      IF task is selected
         DISPLAY task information in a new row
         INCLUDE action buttons (Resubmit, Recreate, Delete, Refresh)
```

```
END IF
  END FOR
  RENDER the updated dashboard to the UI
END FUNCTION
```

**8. Handle Sorting and Pagination**

```
FUNCTION handleSortingAndPagination(taskData, pageNumber, pageSize, sortBy)
  // Sort the data based on selected criteria
  SORT taskData BY sortBy
  // Calculate the range for pagination
  startIndex = (pageNumber - 1) * pageSize
  endIndex = pageNumber * pageSize
  // Slice the data for the current page
  paginatedData = taskData[startIndex:endIndex]
  RETURN paginatedData
END FUNCTION
```

**9. Dynamic Update with WebSocket**

```
FUNCTION handleRealTimeUpdates(newData)
  IF newData is not empty
    UPDATE the task list in the UI with newData
  END IF
END FUNCTION
```

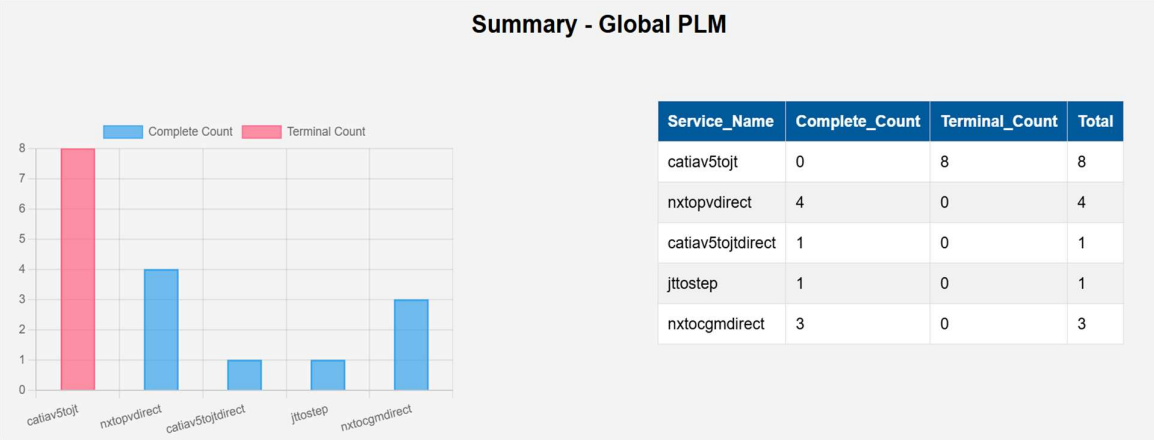
**10. Frontend Update after action**

```
FUNCTION updateUIAfterAction(actionType, taskId)
  IF actionType == "Resubmit" OR "Recreate" OR "Delete"
    FETCH updated task data
    UPDATE UI with new task information
  ELSE IF actionType == "Refresh"
    REFRESH the task data in the dashboard
  END IF
END FUNCTION
```

# APPENDIX-B

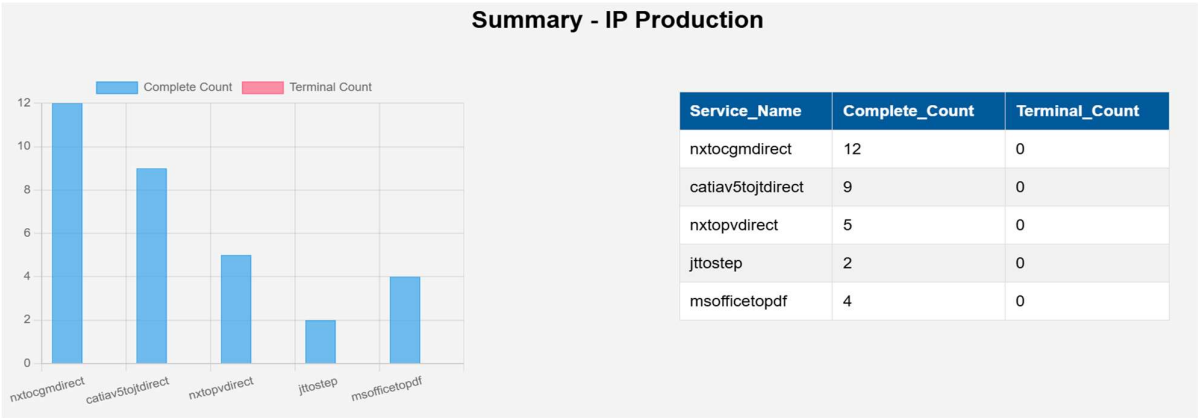
# SCREENSHOTS


**Fig - 1: Main Dashboard**



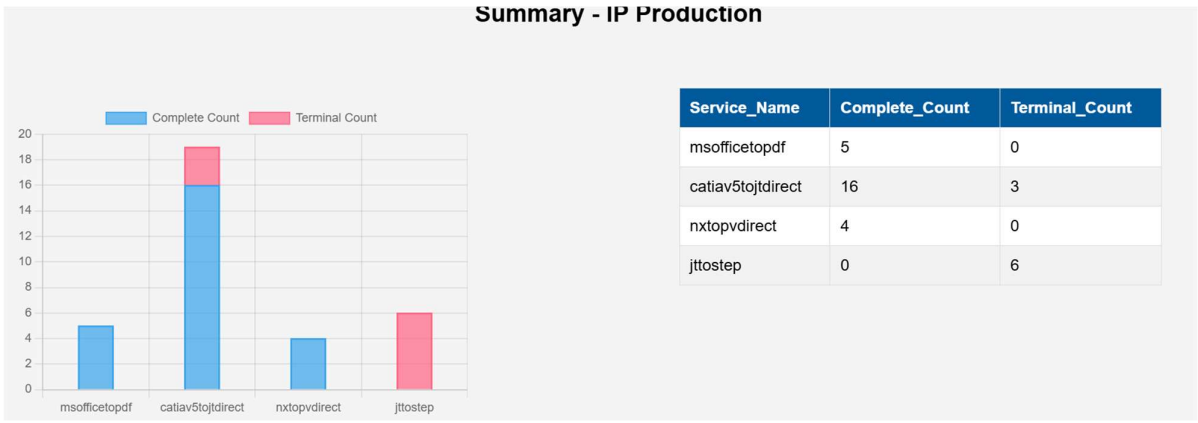

| Service_Name | Complete_Count | Terminal_Count | Total |
|---|---|---|---|
| catiav5tojt | 0 | 8 | 8 |
| nxtopvdirect | 4 | 0 | 4 |
| catiav5tojtdirect | 1 | 0 | 1 |
| jttostep | 1 | 0 | 1 |
| nxtocgmdirect | 3 | 0 | 3 |

**Fig - 2: Summary Dashboard for Global PLM**



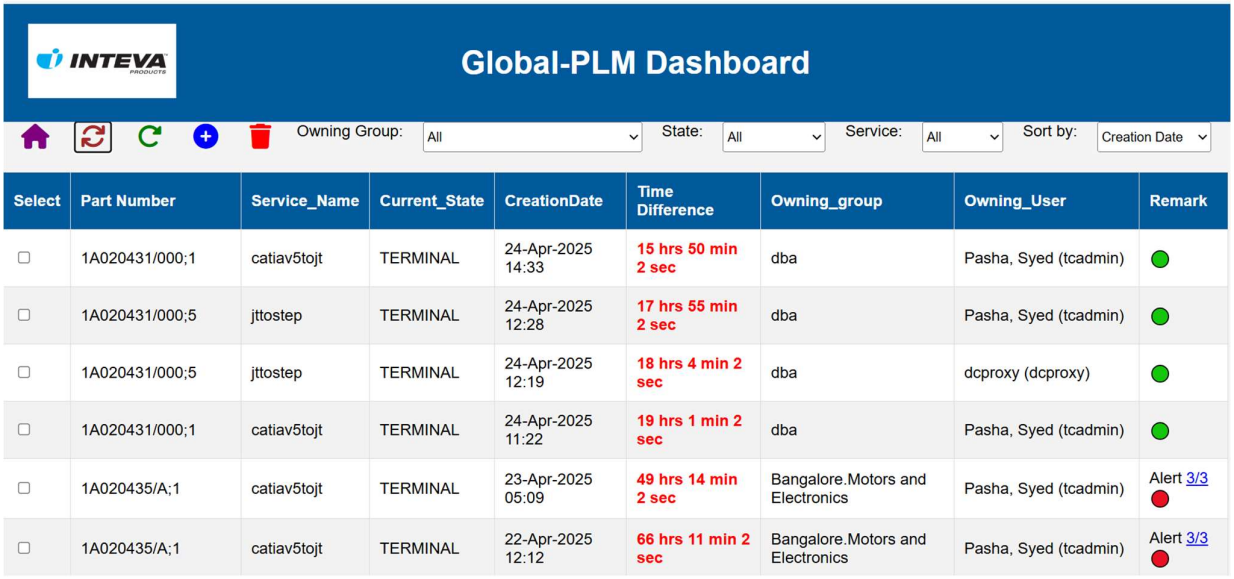

| Service_Name | Complete_Count | Terminal_Count |
|---|---|---|
| nxtocgmdirect | 12 | 0 |
| catiav5tojtdirect | 9 | 0 |
| nxtopvdirect | 5 | 0 |
| jttostep | 2 | 0 |
| msofficetopdf | 4 | 0 |

**Fig - 3: Summary Dashboard for IP Production 1**



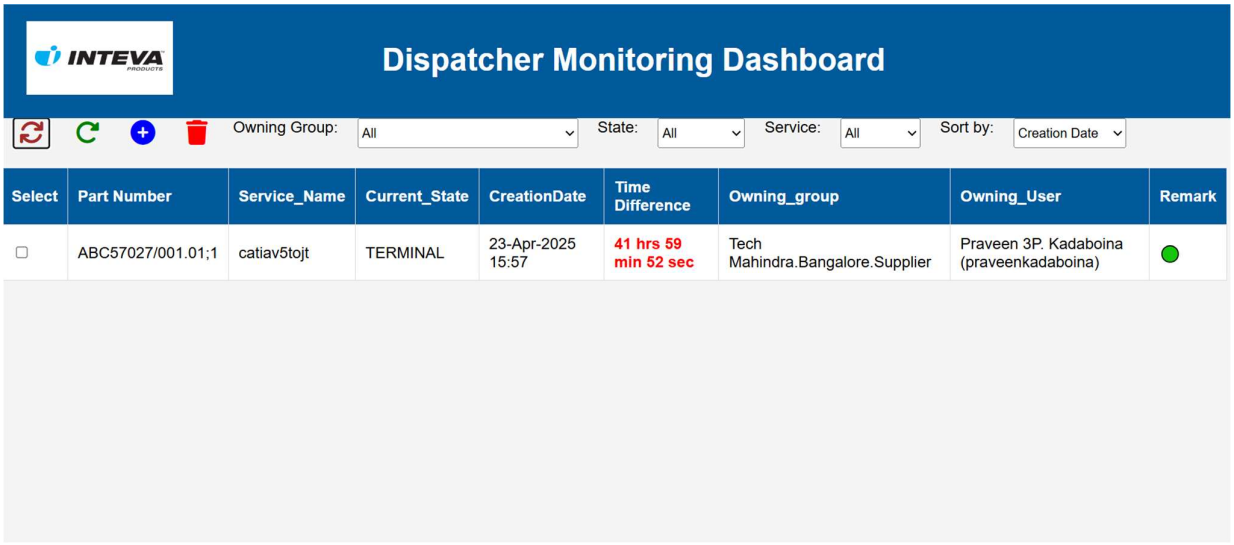

| Service_Name | Complete_Count | Terminal_Count |
|---|---|---|
| msofficetopdf | 5 | 0 |
| catiav5tojtdirect | 16 | 3 |
| nxtopvdirect | 4 | 0 |
| jttostep | 0 | 6 |

**Fig - 4: Summary Dashboard for IP Production 2**




| Select | Part Number | Service_Name | Current_State | CreationDate | Time Difference | Owning_group | Owning_User | Remark |
|---|---|---|---|---|---|---|---|---|
| ☐ | 1A020431/000;1 | catiav5tojt | TERMINAL | 24-Apr-2025 14:33 | 15 hrs 50 min 2 sec | dba | Pasha, Syed (tcadmin) | |
| ☐ | 1A020431/000;5 | jttostep | TERMINAL | 24-Apr-2025 12:28 | 17 hrs 55 min 2 sec | dba | Pasha, Syed (tcadmin) | |
| ☐ | 1A020431/000;5 | jttostep | TERMINAL | 24-Apr-2025 12:19 | 18 hrs 4 min 2 sec | dba | dcproxy (dcproxy) | |
| ☐ | 1A020431/000;1 | catiav5tojt | TERMINAL | 24-Apr-2025 11:22 | 19 hrs 1 min 2 sec | dba | Pasha, Syed (tcadmin) | |
| ☐ | 1A020435/A;1 | catiav5tojt | TERMINAL | 23-Apr-2025 05:09 | 49 hrs 14 min 2 sec | Bangalore.Motors and Electronics | Pasha, Syed (tcadmin) | Alert 3/3 |
| ☐ | 1A020435/A;1 | catiav5tojt | TERMINAL | 22-Apr-2025 12:12 | 66 hrs 11 min 2 sec | Bangalore.Motors and Electronics | Pasha, Syed (tcadmin) | Alert 3/3 |

**Fig - 5: Global PLM Dashboard**




| Select | Part Number | Service_Name | Current_State | CreationDate | Time Difference | Owning_group | Owning_User | Remark |
|---|---|---|---|---|---|---|---|---|
| ☐ | ABC57027/001.01;1 | catiav5tojt | TERMINAL | 23-Apr-2025 15:57 | 41 hrs 59 min 52 sec | Tech Mahindra.Bangalore.Supplier | Praveen 3P. Kadaboina (praveenkadaboina) | |

**Fig - 6: IP Production Dashboard**

## Pending Dispatcher Tasks Alert - Global-PLM

| Task ID | Part Number | Owning Group | Service Name | Current State | Time Difference |
|---|---|---|---|---|---|
| V$vhwV7ahLb$CC | 1A020435/A;1 | Bangalore.Motors and Electronics | catiav5tojt | TERMINAL | 45 hrs 41 min 44 sec |
| S_sV6TM5hLb$CC | 1A014890/000_TR12 | Bangalore.Door Systems | catiav5tojt | SCHEDULED | 10965 hrs 36 min 44 sec |
| DXnV6TM5hLb$CC | 1A014952/000_TR03 | Bangalore.Door Systems | catiav5tojt | SCHEDULED | 10963 hrs 8 min 44 sec |
| UssV6TM5hLb$CC | 1A014309/000_TR08 | Bangalore.Door Systems | catiav5tojt | SCHEDULED | 10962 hrs 41 min 44 sec |
| RDrV6XGahLb$CC | ADD0325/009 | i_modules.i | catiav5tojt | SCHEDULED | 10961 hrs 24 min 44 sec |
| hqnV6XGahLb$CC | ADD0320/009 | i_modules.i | catiav5tojt | SCHEDULED | 10962 hrs 57 min 44 sec |
| SpjV6XmdhLb$CC | 1A018355/000 | Bangalore.Latches | catiav5tojt | SCHEDULED | 10959 hrs 30 min 44 |

**Fig -7: Email Alert for Global PLM**

## Pending Dispatcher Tasks Alert - IP Production

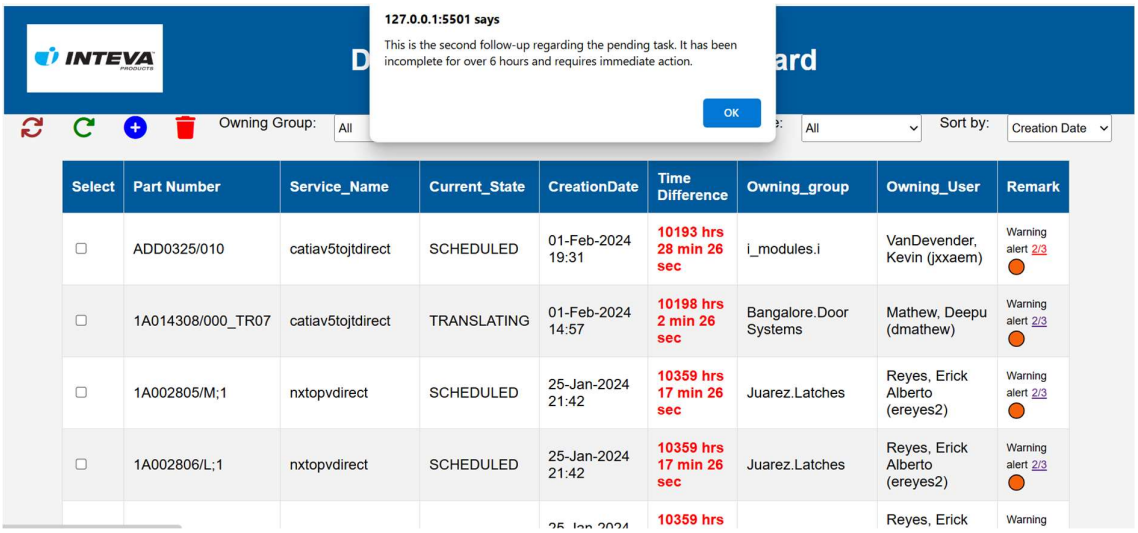
| Task ID | Part Number | Owning Group | Service Name | Current State | Time Difference |
|---|---|---|---|---|---|
| wXmhAqQfj9Cs_D | ABC57027/001.01;1 | Tech Mahindra.Bangalore.Supplier | catiav5tojt | TERMINAL | 42 hrs 3 min 52 sec |

Please address these tasks immediately to avoid disruptions.

**Fig - 8: Email Alert for IP Production**

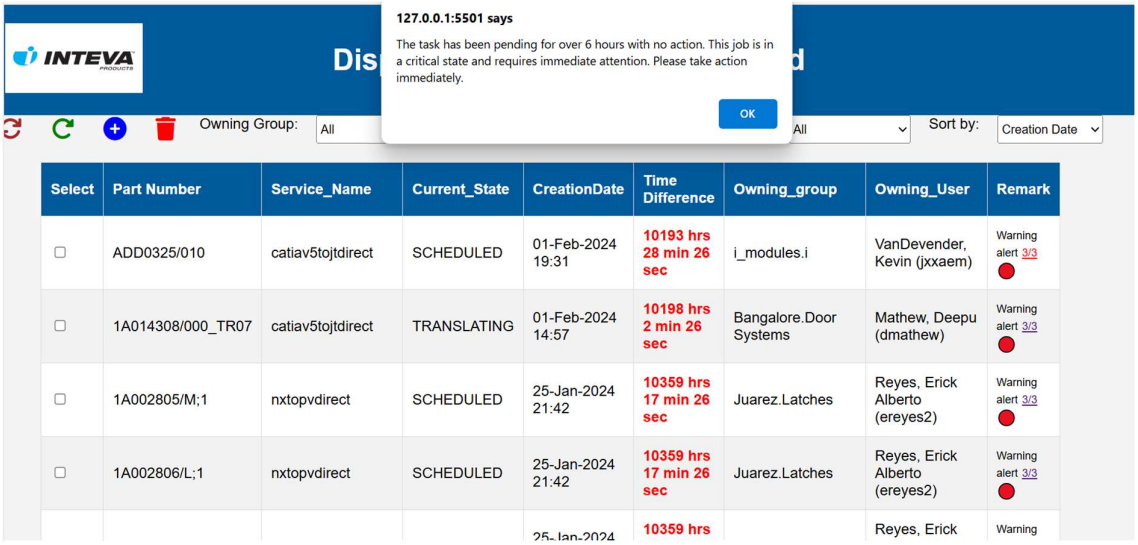
```
Successfully bound to LDAP
User Details
Common Name (CN): Sampath Kumar, Vathsala
Email: VSampathKumar@intevaproducts.com
Employee ID: E0042942
Title: Intern
Department: IT (T4000)
AccountName: VSampathKumar
-----------------------
Final LDAP Search Results: [
  {
    cn: 'Sampath Kumar, Vathsala',
    title: 'Intern',
    department: 'IT (T4000)',
    employeeID: 'E0042942',
    sAMAccountName: 'VSampathKumar',
    mail: 'VSampathKumar@intevaproducts.com'
  }
]
```

**Fig - 9: Reading Employee details from AD**




| Select | Part Number | Service_Name | Current_State | CreationDate | Time Difference | Owning_group | Owning_User | Remark |
|---|---|---|---|---|---|---|---|---|
| ☐ | ADD0325/010 | catiav5tojtdirect | SCHEDULED | 01-Feb-2024 19:31 | 10193 hrs 28 min 26 sec | i_modules.i | VanDevender, Kevin (jxxaem) | Warning alert 2/3 |
| ☐ | 1A014308/000_TR07 | catiav5tojtdirect | TRANSLATING | 01-Feb-2024 14:57 | 10198 hrs 2 min 26 sec | Bangalore.Door Systems | Mathew, Deepu (dmathew) | Warning alert 2/3 |
| ☐ | 1A002805/M;1 | nxtopvdirect | SCHEDULED | 25-Jan-2024 21:42 | 10359 hrs 17 min 26 sec | Juarez.Latches | Reyes, Erick Alberto (ereyes2) | Warning alert 2/3 |
| ☐ | 1A002806/L;1 | nxtopvdirect | SCHEDULED | 25-Jan-2024 21:42 | 10359 hrs 17 min 26 sec | Juarez.Latches | Reyes, Erick Alberto (ereyes2) | Warning alert 2/3 |

**Fig - 10: Text Alert after sending first email to helpdesk team**




| Select | Part Number | Service_Name | Current_State | CreationDate | Time Difference | Owning_group | Owning_User | Remark |
|---|---|---|---|---|---|---|---|---|
| ☐ | ADD0325/010 | catiav5tojtdirect | SCHEDULED | 01-Feb-2024 19:31 | 10193 hrs 28 min 26 sec | i_modules.i | VanDevender, Kevin (jxxaem) | Warning alert 3/3 |
| ☐ | 1A014308/000_TR07 | catiav5tojtdirect | TRANSLATING | 01-Feb-2024 14:57 | 10198 hrs 2 min 26 sec | Bangalore.Door Systems | Mathew, Deepu (dmathew) | Warning alert 3/3 |
| ☐ | 1A002805/M;1 | nxtopvdirect | SCHEDULED | 25-Jan-2024 21:42 | 10359 hrs 17 min 26 sec | Juarez.Latches | Reyes, Erick Alberto (ereyes2) | Warning alert 3/3 |
| ☐ | 1A002806/L;1 | nxtopvdirect | SCHEDULED | 25-Jan-2024 21:42 | 10359 hrs 17 min 26 sec | Juarez.Latches | Reyes, Erick Alberto (ereyes2) | Warning alert 3/3 |
| | | | | 25-Jan-2024 | 10359 hrs | | Reyes, Erick | Warning |

**Fig - 11: Text Alert after sending second email to helpdesk team**

# APPENDIX-C
# ENCLOSURES

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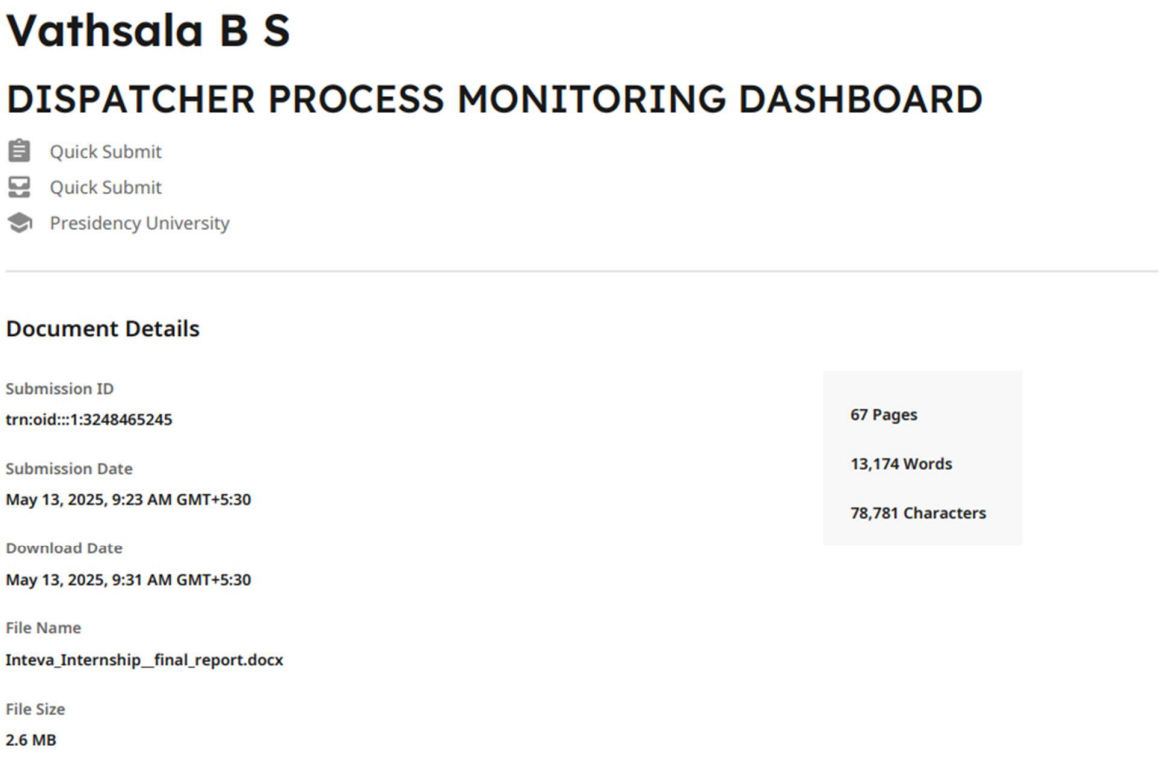

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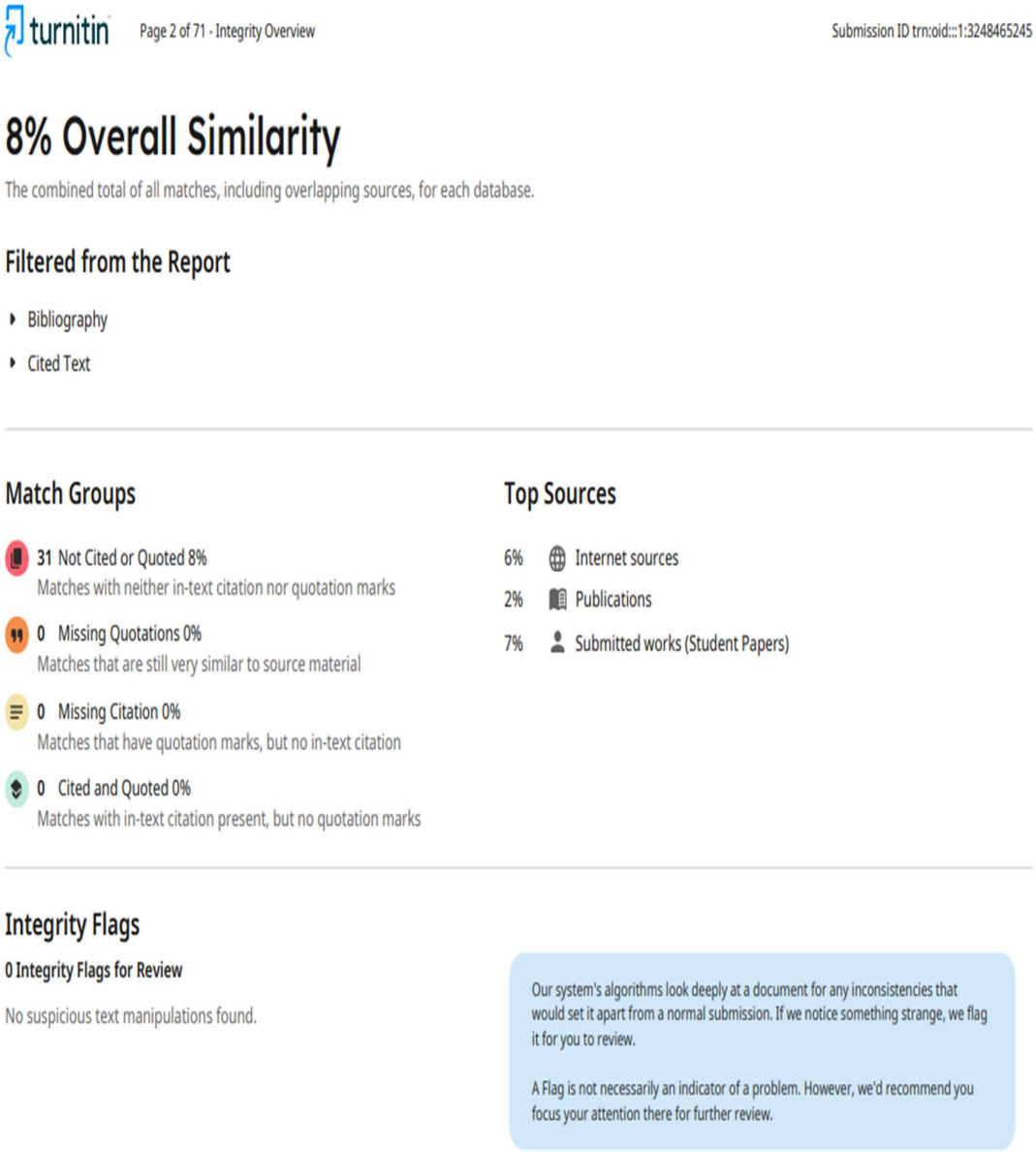

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Matches with in-text citation present, but no quotation marks

## Top Sources

6% Internet sources
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## Integrity Flags

**0 Integrity Flags for Review**

No suspicious text manipulations found.

Our system's algorithms look deeply at a document for any inconsistencies that would set it apart from a normal submission. If we notice something strange, we flag it for you to review.

A Flag is not necessarily an indicator of a problem. However, we'd recommend you focus your attention there for further review.

## 2. Details of mapping the project with the Sustainable Development Goals (SDGs).


The Dispatcher Process Monitoring Dashboard project is closely aligned with the United Nations Sustainable Development Goals (SDGs), specifically **SDG 9: Industry, Innovation, and Infrastructure.** This project fortifies industrial functions by bringing to bear a smart, technologically enabled solution for real-time monitoring and management of dispatcher processes. By automating manual surveillance using a web-enabled monitoring application, the project promotes innovation through digitalization in an industrial environment. It offers a systematic digital foundation that enables organizations to streamline their processes, enhance operational efficiency, and guarantee process reliability. The combination of automated notifications and Active Directory-based authentication also strengthens the security and responsiveness of the system, enabling sustainable and intelligent industrial operations.

Finally, through the promotion of secure, scalable, and robust IT solutions within process-intensive industrial settings, the project indirectly assists **SDG 12: Responsible Consumption and Production** by minimizing duplicative operations and optimizing resource usage through informed observation.