

Supported Specialty WebEOC Boards

EOC IT Support Manager Board (Version 1.0) *Incident Independent*

Description: This board to track the items that required IT support.

Views: There is one list view for this board. It is from this list view that updates and new entries are created.

List View – This view lists the equipment, issue and its status.

Record #	Date / Time	Equipment Name	Issue	Status	Details	Edit
2	12/03/2013 16:15:52	Toshiba laptop S/N BBZK90908111963	Hard drive failure, noisy fan	In Progress	View	Edit
1	12/03/2013 15:14:27	Dell 724D Server	Power supply failure	Ticket Submitted	View	Edit

Default Features

- *New Record* button to create a new entry.
- *View* button to view details for the corresponding IT request entry.
- *Edit* button to modify the corresponding IT request information.
- Color coded statuses to easily identify issues.
- Search button to locate a record based on the Equipment Name and Issue.
- Filter button to view Active Records, Completed Records or All the records.

Variations: None

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Input View – This view enables the user to record the IT equipment and issue.

Computer/Equipment Name:	<input type="text" value="Toshiba laptop S/N BBZK90908111963"/>
Problem Description:	<input type="text" value="Hard drive failure, noisy fan"/>
Recommendation:	<input type="text"/>
Status:	<input type="text" value="In Progress"/>
OEM Rep:	<input type="text" value="Walter English"/>
IT Staff Assigned To:	<input type="text"/>
Support Ticket URL:	<input type="text"/>
Notes Archive:	none Entered by: Ciprian Sufitchi at 12/3/2013 15:15:36
Update:	<input type="text"/>
File Attachment 1:	<input type="text"/> <input type="button" value="Browse..."/>
File Attachment 2:	<input type="text"/> <input type="button" value="Browse..."/>
Delete Record:	<input type="checkbox"/>

Default Features

- *Spell Check* button to ensure correct spelling
- Drop down lists to maintain data consistency
- Ability to browse to a file for attaching to the record.
- *Delete Record* checkbox to hide the record from view.

Variations: None

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Details View - This view shows the IT Support Record details with no edit capability.

Training - 2014		EOC IT Support Record Details		Print to PDF
Back				
Record #: 2				
Entry Date / Time:	06/11/2014 10:38:49	Status:	In Progress	
Computer / Equipment Name:	Toshiba laptop S/N BBZK90908111963	IT Staff Assigned To:		
OEM Rep:	Walter English			
Support Ticket URL:				
File #1:		File #2:		
Problem Description:				
Hard drive failure, noisy fan				
Recommendation:				
Notes Archive:				
none				
Entered by: Ciprian Sufitchi at 12/3/2013 15:15:36				

Default Features:

- *Back* button to go back to the Hospital/health care facility list view.
- *Print to PDF* button to print the information.

Variations: None