



The UD Student team will investigate CareSource's IT troubleshooting ticket process, which is currently being tracked and managed manually. We will assess the concerns that the IT department has through systems analysis and design, with the goal of improving the effectiveness of the service desk express. In order to expand upon efficiency, the UD team will build upon an existing dashboard, creating a tab that not only tracks the IT tickets that are submitted, but also tracks the mean time to resolution for the tickets compared to the service level agreements that are established for the company. In addition to this, the dashboard will generate automated reports that contain year-to-date metrics, as well as monthly metrics. With an automated procedure, we hope to provide CareSource with the resources needed to improve the efficiency of the process.

University of Dayton Senior Project Team

Elizabeth Calvey, Kaitlin Knife, Christine Lutz, Thomas Leslie

CareSource Representative(s)

Warren Culpepper, Rebecca Caudill



Oracle Instance State Update Mobile Application

Emerson Climate Technologies, located in Sidney, Ohio, focuses on assuring comfort, energy efficiency and safety for consumers and retailers with heating, air conditioning, and refrigeration solutions. The markets they serve include industrial, food retail, AC commercial, transport, food service, and AC residential. The Copeland Scroll compressor is unique to Emerson Climate and the best in the industry.

Emerson Climate IT held a mobile app contest to help increase employee efficiency. The winner of this app contest was promised that their app would be created. Emerson Climate Technologies is in the process of switching to Oracle. While making this change, various Oracle instances are created to modify the tool to fit their business needs. When making these changes it is critical to keep track of the updates that are made and communicate these updates to all Project Team Members involved with the project.

The purpose of this project is to allow IT Staff to receive communication about the current state of all Oracle instances as changes take place. The desired goals of the project are to have an iPhone, iPad and web application that allows users to see what instances are available, what changes have been made, and what alternations have been made to the production baseline form of the instance. Users will have access to this information whenever they need it.

University of Dayton Senior Project Team

Stephen Diciro, Wei Guo, Lisa Wendling, Elizabeth Wirrig

Emerson Controls Representative(s)

Krista Frimel, Jason Morris

Imagery Solutions, LLC



Geospatial Information System (GIS System)

Imagery Solutions is a start-up that provides image processing and storage services for clients. As one example, LLC takes aerial photographs of agriculture, and applies state-of-the-art image processing so that clients may draw inferences of how well the crops are doing. This provides a much more cost efficient and reliable means by which large amounts of acreage may be managed.

The proposed system will need to have a UI for users and separate login accounts for each user as well. Upon logging into the system, the user should see an interactive map that can be searchable by area. They also should be able to click on and off different layers of images, depending on what information is available in their image data. This should enable customers to look at trends within their farmland, and see what the course over the long term has been like.

University of Dayton Senior Project Team

Nick Jurgens, Dexter Bensman, Mitch Sanders

Imagery Solutions, LLC Representative

David Russell



Automated Employee Evaluation System

The team project for Paycor involves turning a manual employee evaluation system into an automated system utilizing salesforce.com's dashboards. The team project for Paycor is to create an automated employee evaluation system using salesforce.com for the Shared Services division of Paycor. Previous data will be taken from excel documents as well a project management tool called Cloud Coach and put into a salesforce.com dashboard. These dashboards will be used for management to evaluate their employees' performance and progress.

University of Dayton Senior Project Team

Jacob Rinehart, Allison Michel, Hans Jetter, Thomas Creagan

Paycor Representative(s)

Lynn Mangan, Jill Wheelwright



Information Resource Mapping System

Premier Healthcare would like to improve their customer support system. Currently, when users have issues with their servers they have to wait for a user to call in so they can dispatch a support team. Premier would like to be able to dispatch support teams before the user even sees an issue. They have tasked the University of Dayton Senior Project Student Team to map out their servers and business processes to figure out which processes and functions belong to each server. The UD Student Team will be using two mapping tools, ServiceNow and ServiceWatch to map out the servers and the business processes. The student team will also use these tools to build out a configuration management database.

University of Dayton Senior Project Team

Joseph Fierstein, Patrick Crane, Benjamin Durst, Fallon Edelmann-Egan

Premier Health Representative(s)

Bill Watercutter, Greg Jones



Commit DBA Dashboarding and Reporting System

The Ross Group Inc. is a software product and IT services company that requires various services to clients across the United States. One of their services is CommitDBA, a remote database management company that has 24 hour maintenance for a client's database. The DBA's at CommitDBA use Dell Foglight system to monitor the databases of their clients, which is a top of the line software that has numerous metrics that track the database's activity.

CommitDBA submits reports to its clients every month about database activity. These reports take about 2 days to complete and have numerous metrics that not all clients need. UD MIS Senior Project is assigned to create an automated dashboard that a client can look at and see relevant metrics. This can eliminate the amount of labor that is assigned to generate these reports every month, and it will present relevant information that their client needs to help run day to day operations.

University of Dayton Senior Project Team

Eddy Grahovec, Kristina Hoying, Andrew Lavoie

Ross Group Representative(s)

Gary Codeluppi, Bailey Glenn, Gary Codeluppi, Steve Woody



Triad Technologies Display Panel Project

Triad Technologies, LLC was formed in August of 2002 with the merger of three Ohio-based industrial distributors: Triad Fluid Power, Inc., Air-Draulics, Inc., and the fluid connector business of Midwest Fluid Power Company. These three firms were combined to better serve Triad's customers. Triad's corporate headquarters are currently located in Vandalia, Ohio.

Triad has requested that the University of Dayton Management Information Systems Senior Project Team help to display information on active display panels in various areas of the company. The intent of these displays is to present marketing materials to customers, provide real-time information to operations, and items of interest to employees. The overall goal of this project is to help improve communication in the business in a way that is beneficial to both customers and employees.

University of Dayton Senior Project Team

Kyle Duffy, Patrick Barnes, Kevin Pleli

Triad Technologies Representative(s)

Terry Naughton



IT Resource and Performance Dashboard

The UD Student Team will scope, design, and implement a unified metric dashboard tool to track IT resource and performance information for the IT leadership groups of UC health.

UC health has disparate departments within IT and each uses data from similar sources. The project goal is to create a dashboard that can be accessed by leadership to quickly and easily view performance and monitoring information. The project includes determining requirements for each department, analyzing possible tools, and implementing a metric dashboard on UC Health's servers.

University of Dayton Senior Project Team

Patrick Brady, Ken Hansen, Kyle Hill, Andrew Shoop

UC Health Representatives

Jay Brown, Brian Remke



University of Dayton Information Technologies (UDit)

Asset Tracking Workflow System

UDit is responsible for the appropriate arrival and disposal of campus IT equipment at the University of Dayton. It needs IT Asset Tracking to minimize the risk of exposing confidential data and to ensure the equipment is disposed of in an environmentally appropriate manner. Process workflows need to be designed to trace the movement of equipment between organizations as well as audit controls and metrics devised and implemented for each step in the process.

To accomplish this, the UDit team will gather information from stakeholders, develop process workflows for equipment tracking, establish recommendations for IT asset equipment tracking best practices, and present its findings to stakeholders.

University of Dayton Senior Project Team

Sarah Dickson, Stephanie Greve, Tao He, and Patrick McGuire

UDit Representatives

Karen Bull, Lynn Frericks



University of Dayton Student Development

Student Program Performance Evaluation System

The University of Dayton's office of Student Development is responsible for student's well-being and addresses the needs of students as a whole. Through on-campus experiences, clubs and organizations student development hopes to create a Marianist learning environment. Student Development is having trouble monitoring experiences that students are having and what programs are most effective with students. A system needs to be set up for Student Development to make decisions analytically about program effectiveness and student involvement as a whole.

Our project will aim to simplify student data by combining it into one format. Create an intelligence function which will then allow our client to make informed decisions and cut down on time spent generating information.

University of Dayton Senior Project Team

Kathryn Estey, Jenna Gehring, Alexis Hoying, Chase Paxson

UDit Representatives

Justin Keen, Craig McComb, Brian Turner