

AIM information system integrates modules for efficient survey and management of software installed on computers in the corporate network. It is designed for administrators to monitor the allocation and usage of software and software licenses, also to plan and record service operations. Moreover system provides other support functions.

The system consists of modules: Software audit (which contains a register of computers in network, database licenses and software base) HW audit (includes Evidence of projectors, back-up media and devices), Work dairy (includes computer prophylaxis, back-up records and evidence of maintenance) and Additional services module.

Modules provide functionalities for many administrative tasks, including in the module Software audit - system for registered workstations and servers performs scans, the results of which the administrator can view, compare and also he can trigger the new scans. In this way administrator controls software installed on individual computers in the network.

State	Installation date	Software Name	Company	Software type	License
+	05.09.2012 00:00:00	DWG TrueView 2013	Autodesk		
+		Face Recognition for HP ProtectTool	Hewlett-Packard Company		
+		HP ProtectTools Security Manager	Hewlett-Packard Company		
+	23.09.2014 00:00:00	Microsoft Azure Compute Emulator -	Microsoft Corporation		
+		Microsoft Help Viewer 1.1	Microsoft Corporation		
+		Microsoft SQL Server 2008 R2 (64-b	Microsoft Corporation		
+		Microsoft SQL Server 2012 (64-bit)	Microsoft Corporation		
+		Microsoft Team Foundation Server 2	Microsoft Corporation		
+		Microsoft Visual Studio 2010 Tools fr	Microsoft Corporation		
+		Microsoft Office 2013 Professional Pl	Microsoft Corporation		
+		Microsoft SharePoint Designer 2013	Microsoft Corporation		
+		Microsoft Visio Professional 2013	Microsoft Corporation		
+		Intel(R) Network Connections Driver	Intel		
+		Synaptics Pointing Device Driver	Synaptics Incorporated		
+	25.04.2014 00:00:00	Microsoft SQL Server 2008 R2 Setup	Microsoft Corporation		
+	26.08.2014 00:00:00	Microsoft SQL Server 2014 Transact	Microsoft Corporation		
+	20.07.2012 00:00:00	AMD Catalyst Install Manager	Advanced Micro Devices, Inc.		

Main information

Created by: [dropdown] Assigned to: [dropdown]

Created on: 03.09.2015 15:15 Scheduled date: 22.09.2015 15:15

Computer: Dusan

Realized by: [dropdown]

Duration: 58h 15m

Realized from: 03.09.2015 13:44:26

Realized to: 06.09.2015 00:00:00

Approved by: [dropdown]

Information about maintenance operation

State: Realized Type of operation: HW installation

Operation name: PC prophylaxis

Note: [text area]

In the License registry administrator receives an overview which contains total number of licenses of given type, number of assigned licenses and number of used licenses.

Software base provides a comprehensive overview of the detected software on a network with information on how its licensing.

HW audit module includes various types of hardware registry. Work dairy is focused on records of maintenance activities, prophylaxis and back-up.

HelpDesk – The system for creating tickets

The system includes module for reporting problems related to hardware and software and module for borrowings reservation. It is designed for those who want to report and also monitor the solutions of reported issues and make the borrowings reservation of hardware or other equipment.

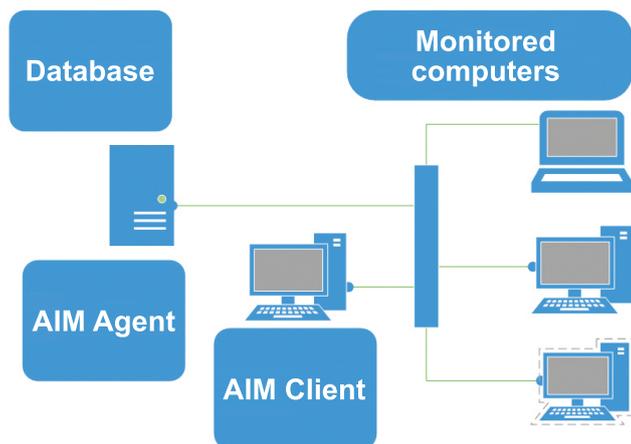
ID	Applicant	Department	Reported	Ticket name	Actual solver	Date of changed state	State of ticket
13	supp_pil	304	12.07.2016 11:12:04	Increased HD capacity		12.07.2016 11:12:04	Unallocated
12	supp_pil	304	12.07.2016 11:11:50	Network connection		12.07.2016 11:11:50	Unallocated
11	supp_pil	304	12.07.2016 11:11:36	Installation of the new graphics card		12.07.2016 11:11:36	Unallocated
10	supp_pil	304	12.07.2016 11:11:23	SW update		12.07.2016 11:11:23	Unallocated
9	supp_pil	304	12.07.2016 11:10:37	Ending toner		12.07.2016 11:10:37	Unallocated
8	supp_pil	304	12.07.2016 11:10:19	Access password		12.07.2016 11:10:19	Unallocated
7	supp_pil	304	12.07.2016 11:10:06	Broken mouse		12.07.2016 11:10:06	Unallocated
6	supp_pil	304	12.07.2016 11:09:45	Prophylaxis		12.07.2016 11:09:45	Unallocated
4	supp_pil	304	12.07.2016 11:09:16	Dysfunctional printer		12.07.2016 11:09:16	Unallocated
3	supp_pil	304	12.07.2016 11:08:58	Failure		12.07.2016 11:08:58	Unallocated
2	supp_pil	304	12.07.2016 11:08:49	Failure		12.07.2016 11:08:49	Unallocated
1	supp_pil	207	27.04.2016 11:19:43	Test		27.04.2016 11:19:43	Unallocated

Given ticket passes through the life cycle of different states. Ticket is entered by submitter, then it is handled by one or more solvers, it can be suspended, dismissed, forwarded to another solver, finished with the result, etc. The system also disposes of email notification for predefined actions and enables storage of communication history to the ticket. User access to tickets is handled by ACL based on their user rights.

Use of AIM

- Software and license registry
- Hardware registry
- Project registry and durability of bulb registry
- Back-up media and operations registry
- Borrowings reservation registry
- Registry of the administrative operations performed on a PC
- Registry of planning and repeated prophylactic activities performed on servers
- Automatic collection of information about the software
- Automatic collection of selected information about hardware
- Connection with Active Directory - automatic synchronization of computers and personal

AIM network concept



AIM Agent

- Is responsible for gathering information from the computers in the network and writing to the database
- Synchronize list of computers with AD
- Synchronize list of users with AD
- Read the installed software from the computer registry
- Read hardware information about computers using WMI
- Find the IP of devices from DNS based on their name from AD
- It must be placed in a location where it has access to a PC in the network or another option is to use multiple agents from different network segments for collection, but communication channel between the agent and DB must be ensured in this case
- The agent requires a special account with permission to collect information

- Product AIM consists of a client and agent
- They communicate with each other via a database
- The agent performs the collection of information from computers in the network and stores information
- Client serves for visual presentation of information collected by agent

AIM Client

- Presents information gathered by client
- Synoptic register categorization
- Quick search within the menu
- Elegant and modern UI
- Smart and storable filters over tables
- Simple and intuitive navigation
- Automated support recurring prophylactic activities on servers
- Permissions setting for individual register categories