

ServicePoint Technical Description

System Requirements

There are two different sets of requirements needed to implement the ServicePoint system. The first set is for the client application and describes what is needed on a user's computer to properly access and run ServicePoint via a browser. The other set is for the server and describes what is needed on a server for ServicePoint to run.

Client (User) Side Requirements

This list shows what is required to run ServicePoint on a client's workstation.

Browsers

- Microsoft Internet Explorer 4.0 (or higher)
- Netscape Communicator 4.5 (or higher)

Operating Systems

- Windows 95
- Windows 98
- Windows NT 4.0
- Windows 2000

Server (Host) Side Requirements

This list shows hardware/software/tools that we currently use to host the ServicePoint server.

<i>Component</i>	<i>What We Use</i>
Operating System	Windows 98
Web Server	Internet Information Server 5.0 (IIS)
Database Software	Microsoft SQL Server 2000
Web language	HTML, ASP
Web Scripting	VB Script, JavaScript

An additional requirement is that the machine hosting the ServicePoint server must also be able to deliver mail. This allows the Job Orders notifications email to the National Service Centre to be automatically sent.

System Specification

The ServicePoint service delivery platform consists of three major components:

- User Interface
- Infrastructure
- Database

Each of these components is subject to a high level overview below.

User Interface Component

Log-in Tool

This tool is an Internet Information Server component that grants access to a user who supplies a username and a password. The system will allow users to gain access to view E Documents, submit, view and search job orders.

Submit Jobs Tool

This tool allows users to input requirements and place job orders and send a notification email to the National Service Centre at the same time.

Query Tool

This tool allows users to input query parameters to construct a list of measurements and corresponding data.

Tracking

A Job Order that has been submitted will have tracking capability. Every submitted job order will contain a Job ID allowing that job order to be traceable throughout its stages – logged, allocated, completed, etc.

Infrastructure Component

Domain Object Model
Manager Object Model
GUI Object Model
DB Object Model
Support Object Model

Database Component

The *ServicePoint* Database is located on the IndeServe Web Server. Users interact with the database through the User interface, i.e. submission of job orders, viewing jobs and querying jobs.