

**AccessIT Information Technology Systems**  
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**AccessIT Support Requests**

- Web-based support ticketing system
- Quickbase (<http://www.quickbase.com>)
  - Intuit's Software as a Service (SaaS) database
  - Flexible and customizable
  - Scalable, secure, redundant
  - Rapid, easy development environment
  - Application Programming Interface (API)
  - Powerful report writer
  - Pre-built application templates

**AccessIT Support Requests**

- Associates call with agency contact
- Tracks time, responsibility, history
  - Employee performance
  - Workload tracking
- Email and website integration
- Analysis
  - Many calls same contact > training or outreach opportunity
  - Many calls same issue > FAQ/Wiki entry

**AccessIT Wiki**

- Web-based Content Management System (CMS)
- MediaWiki
  - Wikipedia
  - Open-source
- Competitors
  - Drupal
  - Wordpress
  - Joomla

**AccessIT Wiki**

- Content
  - Search
  - Categorization
  - Multimedia
  - Internal and external linking
- User Permissions
  - Editor
  - Viewer
- Revision Tracking

## AccessIT Website Portal

- Single-page website
- Agencies will link to portal
- Content derived real-time from AccessIT Support Requests or links to AccessIT Wiki
- Web-based support request form
  - Request, Email, Category
  - Email determines new or existing contact
  - Creates call in AccessIT Support Request
- Website Portal
  - <http://accessit.gatech.edu>
- Wiki
  - <http://accessit.gatech.edu>
  - Viewer is anonymous
  - Editor requires login
- Support Requests
  - <https://georgiainstituteoftechnology.quickbase.com/>
  - Login required