IT Database

The Problem

These days, managing an office, even a small one, means keeping track of multiple pieces of hardware and software. Computers, laptops, servers, printers, fax machines, photocopiers, telephones–each comes with its own serial number, vendor contact, and configuration.

High-tech systems that automatically "retrieve" this information from machines are often complicated and require full-time staff to operate them.

Most IT departments need a fast, efficient way to help maintain uniform work stations and keep them running smoothly.

Schumaker & Company
Information Technology Database

Figure 1–You can assign each client or area an individual database and move among them easily from the main menu.

IT providers servicing multiple clients face the additional challenge of keeping track of hardware and software information at a remote client.

The Solution

Schumaker & Company developed the IT Database.

The IT Database provides an easy, efficient method for managing technology resources with no need for outside experts. From day one, any office can benefit from the IT Database's many features:

♦ **Easy navigation**–The main menu, shown in *Figure 1*, allows users to move easily between databases without having to exit out to a switchboard. Each client or department has its own database.

♦ **All information in one place**–How many hours have you spent hunting down paperwork to find your computer's serial number? Moving from workstation to workstation to find the machine with the program you need? Digging up instructions to reload your machine? Tipping the machine to read the serial number on the back?

The IT Database ends time-wasting searches by collect-

Figure 2–One form displays all the software loaded on each machine, as well as the hardware attributes. From this form, you can easily update the machine's information when programs are added or removed.

ing all important information in a single place. The form in *Figure 2* shows, at the top, the machine type, model, serial number and loading profile. Below are lists of currently loaded software and other software available.

Because machines vary by age and model, each has particular loading instructions. When a computer needs to be re-loaded, the form shown in *Figure 3* lets users know which programs are re-quired and the order in which to load them. Properly loaded machines results in fewer crashes.

Figure 3 – When a machine needs to be reloaded, this form shows the software to load and the order in which to load it, so that reloading is carried out properly, reducing the risk of computer crashes.

With all IT information in a single system, everyone knows where to look for the information that helps maintenance and upgrade operations run smoothly.
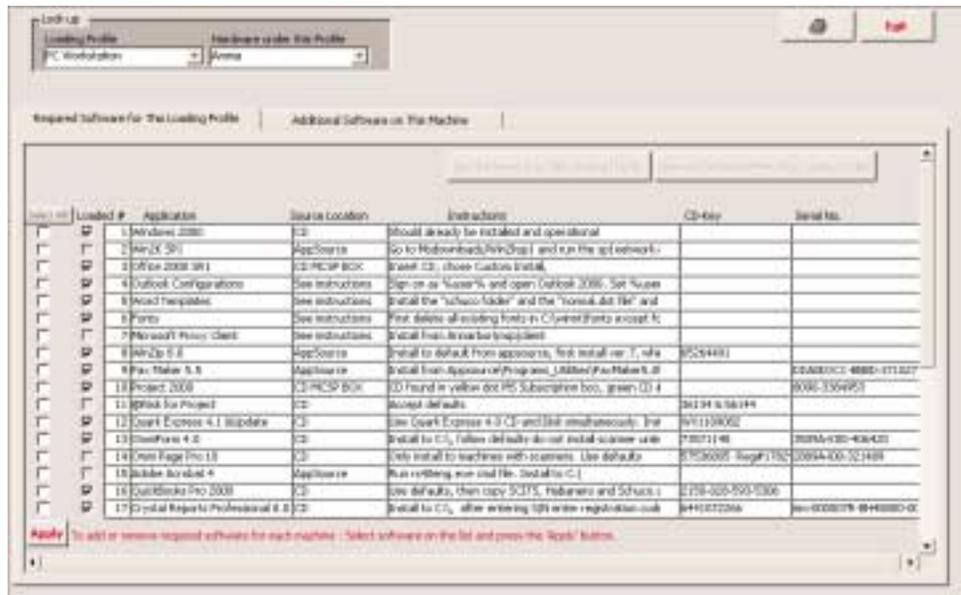

Figure 4 – A variety of reporting options puts information into the most useful forms.

♦ **Fast data entry** – Drop-down menus on all forms make data entry fast, easy and accurate. As shown in *Figure 2*, adding and removing software from a machine's profile requires no more than clicking on the "Insert" or "Remove" key. Changes in one part of the database – for example, removing an old program that the company no longer uses – automatically spreads throughout the database, so users don't mistakenly select outdated information.

♦ **Robust reporting –** The database offers a wide choice of options, shown in *Figure 4*, to distill information into useful, easy-to-read reports.

A detailed list of all servers, a summary of loading instructions for all machines, a directory to hardware and software vendors – those are just a few of the reports the IT Database generates auto-

matically.

The IT Database was written in Access 2000 and contains 30 tables, 40 queries, 20 forms, 3 reports and 20,000 lines of VBA code.

The Result

The IT Database provides an information clearinghouse that's good for business in every way.

You spend grappling with computer errors and more time putting your machines to productive use. IT providers improve customer satisfaction with fast, efficient service.

By spending less time hunting for information, you have more time to

Want to learn more?
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