



WHITE PAPER

ASSISTED INTERACTIVE GRAPHICS (AIG)

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INTRODUCTION

CONCEPT: ASSISTED INTERACTIVE GRAPHICS (AIG)

As enterprise applications developed in Remedy proliferate and under-lying relational data becomes more complex, there becomes a significant need to harness the power of the database to the processes that ultimately drive data itself. Perhaps understated yet, without question an abstraction to enterprise stakeholders that “buy” into data management solutions, whether that solution be CRM, Service Desk, Asset Management, Change and etc.. In a nutshell, Remedy applications available in today’s marketplace have become more difficult for administrative and end-users to set-up and visualize.

For example, a multi-step approval process, where the process steps vary depending on data values, such as Impact level or costs involved, may be difficult to understand merely by looking at the data for each step. However, if it can be presented graphically in a flow-chart diagram, it becomes immediately easier to understand.

Visual Graphic Tools like Visio™ allow data modeling but are difficult to set up and maintain, certainly from a Remedy integration perspective.

What is needed is an **Assisted Interactive Graphical (AIG)** interface between the application and the data that drives processes. More to the point, what is needed is the ability to look at a process in a hierarchal graphical view, with the data it represents, and provide a defined methodology to change the data while viewing it in the AIG interface !

OVERVIEW



The **ESS@WORK Xtreme Graphical Interface** provides an integrated hierarchal graphical tool that offers direct connectivity to Remedy data and relational processes built-in to the Enterprise Service Suite @ Work application. It can query the database in real-time and display the data relationships graphically.

Once the process and data is displayed in the appropriate graphic type, **ESS@WORK Xtreme** then offers the User the enhanced ability to make “structural” changes to the underlying data by simply adding new elements by dragging and dropping selected data elements on to the display.

Once the changes have been made, the user then has the ability to save changes and update the underlying Remedy database with the new data.

The screenshot shows the 'Asset Search' dialog box with the following search criteria:

- Workgroup: [Dropdown]
- Hostname: [Text Box]
- Asset ID: Asset
- Description: [Text Box]
- Make: [Text Box]

Buttons: Search, Clear, Result Count: 35

Asset ID	Hostname	WorkGroup	Description	Make	Model
ASSET10001	ALPHA	West Coast	Compaq Proliant Server	Compaq	Proliant
ASSET10002	BETA	South West	Compaq Proliant Server	Compaq	Proliant
ASSET10003	GAMMA	Ersatz	Compaq Proliant Server	Compaq	Proliant
ASSET10004	DELTA	External	Compaq Proliant Server	Compaq	Proliant
ASSET10005	EPSILON	External	Compaq Proliant Server	Compaq	Proliant
ASSET10006		North East	Dell Latitude 880 Laptop	Dell	Latitude 880
ASSET10007		Westover	Dell Latitude 880 Laptop	Dell	Latitude 880

Asset Search Dialog

SOLUTION



offers drag and drop flexibility that allows a Remedy User the ability to select a graphical display format (multiple type selectable), choose the process to view and then review the resulting graphical display, whether that be in a Tree (with drill-down), a Flow-chart or etc. Once the process and data is displayed in the selected graphic type, **ESS@Work** Xtreme offers User the enhanced ability to make “structural” changes to the underlying data by simply adding new elements by dragging and dropping existing data elements on to the graphic display.

Once comfortable with the changes, it then allows the User to save and actually update the underlying database with the new changes !

APPLICATION FUNCTIONALITY AND RELATIONAL PROCESS INTEGRATION TOOLS

- ASSET RELATIONSHIPS**
REVIEW, PRINT, MODIFY AND CREATE NEW ASSET RELATIONSHIPS VIA XTREME GRAPHICAL INTERACTION
- TICKETING - PROCESS RELATIONSHIP**
REVIEW, PRINT, MODIFY AND CREATE NEW APPLICATION TICKETING RELATIONSHIPS AND PROCESS TEMPLATES INCLUDING CHILD TASKS AND APPROVALS VIA XTREME GRAPHICAL INTERACTION
- APPROVAL - PROCESS RELATIONSHIP**
REVIEW, PRINT, MODIFY AND CREATE NEW APPROVAL PROCESSES VIA XTREME GRAPHICAL INTERACTION
- CATEGORIZATION - PROCESS RELATIONSHIP**
REVIEW, PRINT, MODIFY AND CREATE NEW TICKET CATEGORIZATIONS VIA XTREME GRAPHICAL INTERACTION

Properties	
ASSET10003	
Identity	
Description	Compaq Proliant Server
Document	Asset Diagram 1
Item	
Make	Compaq
Model	Proliant
Name	ASSET10003
Status	In Use
TicketReqID	CAD0000000000067
Type	Server
Version	
Location	
Department	Thomas Tower Bldg
Floor	5
Region	Ersatz Company Inc.
Site	Amador
Description	
The Description of the Asset	

Selected Asset Properties

Conclusion

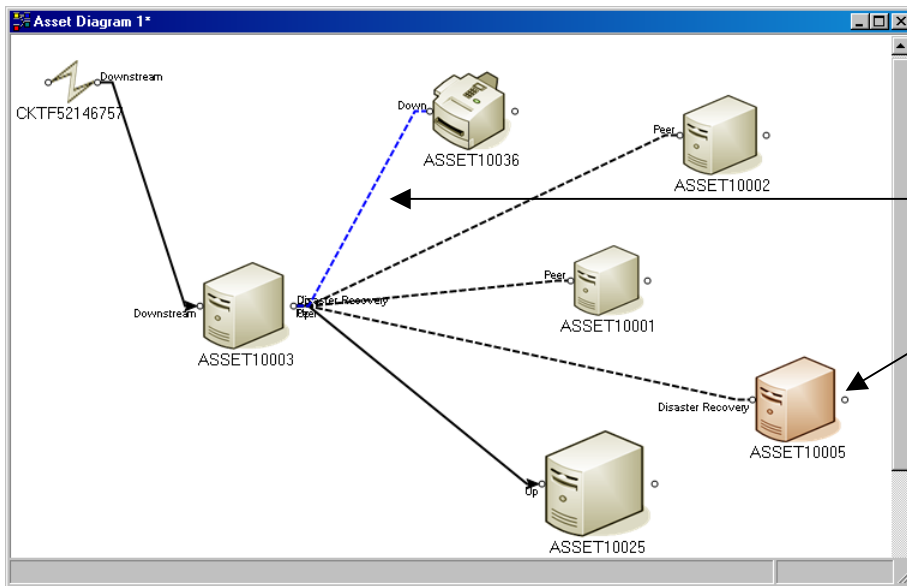


offers previously unavailable capabilities to graphically display both Remedy-created process information and the associated data relevant to the process itself.

Add to this, an enhanced capability of dragging and dropping additional data onto a graphical display as needed “on-the-fly”.

Creating, Opening, Modifying, Saving and Printing graphical displays is built into the integration toolset.

Process and Data are now married in an easy to use and review graphical diagram eliminating abstraction and providing visual clarity on relational process functionality.



Asset Diagram

Relational Diagram

A **Blue dotted line** indicates a new relationship (that has **not** been saved to the database) added to the diagram.

Asset's displayed and **tinted red** are currently listed as “**Down**” for repair in the Remedy asset database.

Key assets have designated Icons such as the **Lightening** bolt for **Circuits**, Printer Icon for Printers and etc.

Note: Saving the graphical diagram also updates the data relationships in the Remedy database as added or changed.