

IT Journal Pro

- Inventory
- Ticketing
- FileMaker Based
- Open Solution

The screenshot displays the 'IT Journal 2' application window. The top navigation bar includes tabs for Users, Workstations, Peripherals, Displays, Software, and Tickets. The 'Users' tab is active, showing the details for user 'Barb Abney' (Sales: Bldg- 5th Floor Rm. 200). The user details form includes fields for User ID (004), First/Last (Barb Abney), Position (Director), Department (Sales), Location/Rm (5th Floor / 200), Office Phone (513-621-0012), Home Phone (513-555-6987), Alt Phone, Email (babs@work.net), Alt Email (dj@home.com), and Notes (feel free to ask for requests or anything within reason. Please do not forward chain letters). The 'Admin' checkbox is unchecked. Below the user details, a table lists workstations. The table has columns for WorkStation, DNS Name, IP Address, Model, Speed, Memory, and Operating System. Two workstations are listed: 103 (P4 Notebook, 1.6 GHz, 768 MB, Windows XP Pro) and 105 (PowerMac G4, 800 MHz, 512 MB, Mac OS 10.3.8). The interface also includes a 'New User Ticket' button and a 'Workstations' section with an 'Assign Workstation' button.

WorkStation	DNS Name	IP Address	Model	Speed	Memory	Operating System
103		192.168.1.100	P4 Notebook	1.6 GHz	768 MB	Windows XP Pro
105	scan1.creative.work.net	127.0.0.1	PowerMac G4	800 MHz	512 MB	Mac OS 10.3.8

Workstations

Keep track of all the important details about each computer you support.

- Inventory Details
- Purchasing
- Related Tickets

The screenshot shows the 'IT Journal 2' application window. The top navigation bar includes tabs for Users, Workstations, Peripherals, Displays, Software, and Tickets. The 'Workstations' tab is active, showing a list of records. The selected record is 'IBMP4 Notebook' (Record 3 of 5 total). The details are organized into several sections:

- Workstation Details:** Includes fields for Workstation (103), Inventory ID (633452), Serial No. (98-WBRX2), Service Tag, Computer Name (Sales14), Manufacturer (IBM), Machine Model (P4 Notebook), Speed (1.6 GHz), Memory (768 MB), System Version (Windows XP Pro), Internal Drives (40 GB), Total Space (40 GB), Optical Drive (CD-RW), and Removable Storage.
- Connectivity:** Includes checkboxes for USB (1.0, 2.0, None), Firewire (400, 800, None), and Bluetooth (Yes, No).
- Network:** Includes IP Address (192.168.1.100), DNS Name, Ethernet Mac, and WIFI Mac.
- Notes:** A text area containing the note: 'First RAM slot will only except 256MB. Out of warranty not going to get it repaired.'
- User Information:** A section for user details, including User ID (004), First/Last Name (Barb Abney), Position (Director), Department (Sales), Location/Rm (5th Floor / 200), Office Phone (513-621-0012), Home Phone (513-555-6987), and Alt Phone.
- Email:** Includes Email (babs@work.net) and Alt Email (dj@home.com).
- Admin:** A checkbox for 'Admin' (Yes/No).

The bottom of the window shows a status bar with '100%' zoom and a 'Browse' button.

This is a blurred screenshot of the IT Journal 2 application, showing a list of workstations. The list includes columns for Workstation, Inventory ID, Serial No., Service Tag, Computer Name, Manufacturer, Machine Model, Speed, Memory, System Version, Internal Drives, Total Space, Optical Drive, and Removable Storage. The list is sorted by Workstation name.

Peripherals

Inventory and keep purchasing information on a wide variety of devices.

- Scanner
- Printer
- External Drive
- Network Devices

IT Journal 2

Users Workstations Peripherals Displays Software Tickets Admin

Hewlett-Packard LaserJet 2600n

Creative 5th Floor 200

New Delete Find | Record 4 of 4 (4 total) List Table

Peripheral Details

Tickets

New Ticket

Reports

Peripheral: 103	Purchasing Dept: Creative
Inventory ID: 002368	Method: Purchasing Card
Serial Number: exapr2006	Vendor: CDW
Model Number: CW-m100-587	PO Number:
Device Type: Printer	Cost: 299.00
Manufacturer: Hewlett-Packard	Date Purchased: 3/24/2006
Model: LaserJet 2600n	Warranty: 5 Year
Device Name: creativeprinter1	Expiration Date: 3/24/2011
Connection: USB	Notes:
IP Address:	
DNS Name:	
Ethernet Mac:	
WIFI Mac:	

Created on: 6/20/2006 by tbiga Modified on: 6/20/2006 by tbiga

User Information

User ID: 004	Email: babs@work.net
First / Last: Barb Abney	Alt Email: dj@home.com
Position: Director	Notes: feel free to ask for requests or anything within reason. Please do not forward chain letters.
Department: Sales	Admin: <input type="radio"/> Yes <input checked="" type="radio"/> No
Location / Rm: 5th Floor 200	
Office Phone: 513-621-0012	
Home Phone: 513-555-6987	
Alt Phone:	

Software

Cost of software going up year after year and license agreements becoming more complicated, accurate and detailed purchasing records can help save you money.

IT Journal 2

Users Workstations Peripherals Displays Software Tickets Admin

Macromedia Dreamweaver MX 2009

New Delete Find | Record 1 of 5 (5 total) List Table

Software Details

Users Software
New Ticket
Reports

Publisher:	Macromedia	Notes: Disk image on the server for installation.
Application/Version:	Dreamweaver MX 2009	
Serial Number:	DX999-4590877-9872345-98745-5897-001	
Installation Code:	DX999-4590877-9872345-98745-5897-001	
Upgraded Serial No.:		
Contract No.:	WR8697643B	
License Type:	<input checked="" type="radio"/> New <input type="radio"/> Upgrade	
Platform:	Mac OS X	
Licenses/Used:	1 1	
CopyRight:	Compliance	
Key Served:	<input type="radio"/> Yes <input checked="" type="radio"/> No	
Hardware Dongle:	<input type="radio"/> Yes <input checked="" type="radio"/> No	
Purchase Date:	2/21/2005	
Purchasing Dept:	Creative	
Method:	Purchasing Card	
P.O. Number:		
Vendor:	CDW	
Maintenance:	2 Years	
Expiration:	2/21/2007	

Created on: 2/21/2006 by tbigs Modified on: 6/20/2006 by tbigs

User Information

Switch Users

User ID:	004	Email:	babs@work.net
First / Last:	Barb Abney	Alt Email:	dj@home.com
Position:	Director	Notes:	feel free to ask for requests or anything within reason. Please do not forward chain letters.
Department:	Sales	Admin:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Location / Rm:	5th Floor 200		
Office Phone:	513-621-0012		
Home Phone:	513-555-6987		
Alt Phone:			

Tickets

Log the progress of a request made of your help desk staff. Ideally all calls coming into the help desk should be tracked. Each ticket should be assigned to a user.

- User Related
- Hardware Related
- Users Info Store with Record

The screenshot displays the 'IT Journal 2' application window. At the top, there's a navigation bar with tabs for 'Users', 'Workstations', 'Peripherals', 'Displays', 'Software', and 'Tickets'. The 'Tickets' tab is active, showing a 'Complete Ticket: 0027' with the description 'making funny noise'. Below this, a sidebar on the left contains a 'Detail' section with links like 'Device Details', 'Open User Tickets', 'Device Issues', 'Print Reports', 'Technician Hours', and 'Open Tickets'. The main area shows ticket details: Ticket ID 0027, Task 'making funny noise', Status 'Complete', Priority 'Medium', Date Assigned '6/20/2006', Date Due '6/20/2006', and Date Complete '6/20/2006'. It also lists the Technician as 'Data' with .25 hours. There are buttons for 'Import', 'Export', and 'Delete' for the associated file. Below the details, there's a 'Description' field and a 'Resolution' field. At the bottom, a 'User Information' section shows details for user '004 Barb Abney', including their position as 'Director', department as 'Sales', location as '5th Floor', and various phone numbers. There's also a 'Notes' field with a message about asking for requests and a 'Chain Letters' warning. The interface is clean and professional, typical of a help desk management system.

More Info

Educational discounts available send and email for more details.

- web: www.bigabytes.net/ITJournalPro/
- email: tbiga@bigabytes.net