



## Global Support Center

JGA's *Global Support Center* (GSC) is a completely secure and customizable Internet-based application that streamlines technical support. GSC is distinct from most commercial help desk applications in that it complies with all Department of Defense (DoD) standards and restrictions for code and architecture, and supports a wide variety of DoD hardware and software. The *Global Support Center* is a simple but powerful application that makes it easy and significantly more efficient to track and resolve reported problems. GSC users can effectively search a database for a resolution to their problem, or submit the problem for evaluation and resolution by a subject matter expert. GSC instantly alerts all necessary support contacts regardless of their location. Some of the features and benefits of the Global Support Center include:

- **Multi-Server Distributed Help Desk** – track and synchronize data from multiple servers at multiple locations, automatically.
- **Fully Customizable and Configurable Application and Database**
- **100% Web-Based** – no client-side software (other than a browser) required on an end user's workstation.
- **Configurable Electronic User Notification** for resolved issues, general bulletins, or software patches via email, text capable pager, or mobile phone.
- **Sophisticated Incident and Problem Reporting**, including emergency incident/problem notification & resolution via pager or mobile phone.
- **Fully Searchable Comprehensive Problem Resolution/Knowledge Base Database**, saving users time by finding the resolution to their problems quickly and efficiently; and saving administrators time by eliminating duplicate or unnecessary research for problems that have already been addressed.
- **Priority-Based Escalation of Incident Reports**
- **Document/File Management and Sharing Capability.**
- **Optional Capability to Link Help Desk Application** directly to or from associated technical document(s).
- **Vast Array of Reporting Options** by Incident, Originator, Status, or Problem Type, Priority, Date and other attributes (with export capability to Microsoft Excel format).
- **Online Access to System Technical Publications & Support Documents** (e.g. installation manuals, diagrams, charts, etc.). Future versions of this system will have the ability to search within the publication's body of text (text-enabled files such as XML, Word, etc.), returning all relevant problem resolution reports and the specific section of the technical publication that refers to the users' problem.
- **Online Ordering and Electronic Software Distribution Capability** with version control and COTS license tracking, allowing authorized users to order or download software, and even print automatically generated media labels.
- **Web-Based Database Administration and Web Site Maintenance**, accessible to administrators only.
- **User Collaboration Forum with Online Meeting Capability** - a virtual meeting place for users and *Help Desk* personnel to resolve issues.
- **Completely Secure** – accessible only to registered users. Password options, including character combination requirements, expiration/renewal time spans, and encryption, are customizable. User IP address/Domain verification may be built-in for additional security.
- **DA Form 2028** (Change Request Form) Web interface.
- **Configurable Audit History.**

On site presentations and written testimonials are available.

## ***Enhancements and Optional System Add-Ons***

Our organization is dedicated to delivering the very best product to our customers year in and year out. We are constantly addressing customer suggestions to produce our frequent enhancements to the *Global Support Center*. We strongly encourage your organization to participate in this program; you will be entitled to these enhancements at no additional cost. Recent enhancements include:

- **File Transfer System** - allowing your organization to swap large files with ease. Unlike standard email, this system has no file size limitation, is completely secure, and has built-in virus detection.
- **Document Management System** - allowing your organization to swap, post, edit, and update existing documents of any file type. The system includes administrative features such as user registration, transaction tracking audit trail, and automatic virus scan of all uploaded files
- **Triple DES Encryption Utility** - endorsed and currently in use by NSA (National Security Agency). It allows users to encrypt and decrypt files of any size or type, rendering the files useless to anyone who does not have access to the encryption utility and the key code.
- **Electronic Distribution & Ordering System** - currently in use by Tinker Air Force Base (OK) - handles all of your organization's software ordering, distribution, tracking and reporting needs. Features Include:
  - Create and edit online orders for publications, software, and manuals, etc.
  - View order history for users, groups, and divisions
  - Secure Software Download
  - License tracking database
  - Customizable reporting
  - Inventory Control, Asset Management, Software Version Control

## ***Customized Enhancements currently under development***

JGA is at the forefront in addressing the DoD's/Government's requirements, restrictions, and needs. We are constantly leveraging and positioning ourselves to implement new technologies as they become available. Some customized enhancements that are currently being developed include:

- **Palm Pilot and Pocket PC Interface.** This will allow subject matter experts to respond via voice or text to Field Incident Reports without being tied to a personal computer. It will allow field users to search the problem resolution database while on the move.
- **Remote Control PC Access.** Subject matter experts and *Help Desk* administrators will have the ability to remotely operate the user's PC. This will enable them to diagnose, analyze, and repair system problems.
- **Searchable Technical Publications.** This will provide users the ability to search within the publication's body of text (text enabled files such as XML, Word, etc.), thus returning all relevant problem resolution reports and the specific section of the technical publication that refers to the user's problem.

Once implemented, these systems will allow your organization's support groups to run smoothly and efficiently. Our systems are currently implemented in several DoD organizations around the world. These systems, combined with our support team, will take your organization's hardware/software support staff to new levels.

*Some organizations using the Global Support Center or other JGA Web development solutions include:*

- **C4IEWS\***
- **CIPO\***
- **FIREFINDER\***
- **PM TELEMANTENANCE\***
- **TINKER AIR FORCE BASE (Software control center)\***
- **JTIDS\***
- **JCALS (Develop, support, maintain, and host the JCALS website)**
- **AKMS\***
- **SINGARS\***
- **AFATDS (License Tracking and Software Distribution)\***
- **USMA West Point\***
- **CECOM Fort Monmouth\***
- **SIGINT**

\*Indicates that customer has an implemented version of the Global Support Center

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