BSc (Hons) Information Systems with Business Management

Final Project Report

HELP DESK MANAGEMENT SYSTEM

By

MS. MITHILA SENANAYAKE

2013162

mithila.2013162@iit.ac.lk

Supervised by

MR ALROY MASCRENGHE

This report is submitted in partial fulfilment of the requirements for the BSc
(Hons) Business Information Systems degree
at the University of Westminster

Abstract

This project has been established to fulfil the need of a new help desk management system for one of a leading IT Companies in Sri Lanka, which is mainly focused on selling Desktop Computers, Laptop Computers and Printers and provides after sale services. Currently they have a standalone system to manage their work processes but it is lack of some facilities. Mainly, Customer cannot directly interact with the system and Engineers cannot access the system when they are out of the office. So to overcome these problems the company has decided to go for a web based Job and Service Management System. By the new system the company expects to offer a better grade of service to its customers and make the company internal work process more efficient.

The aim of this research was to develop and evaluate a web based help desk management system to increase efficiency of the service satisfaction of the company and also to ensure that their customer receive appropriate help in a timely manner. In order to achieve the aim, a combination of both primary and secondary data gathering techniques were used to gather system and user requirements. A detailed literature survey was conducted to analyze the problem domain in the industrial expert's viewpoint. In addition, web based questionnaires and structured interviews were used to gather data from stakeholders of the system.

Based on the industrial survey key findings of this research was that the need of an intelligent system to allocate resources to get maximum use of it when allocating a reported job for an engineer. Therefore, based on the findings of the research it was considered to develop a web application for help desk management system which allows to allocate job based on the location of the engineers. The web based prototype was developed using Bootsrap Framework, PHP and HTML and intergraded with MYSQL. In order to conduct this research, object oriented methodology was used as a general approach and rational unified process as the system development approach.

Subject Description: Customer Relationship Management

Keywords: Customer Relationships, Customer Satisfaction, Service Quality, Tracking Location