Universiti Teknologi MARA

IT HELPDESK SYSTEM FOR WCT HOLDINGS

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ABSTRACT

IT Helpdesk System For WCT Holdings is developed for employees at headquarters or site office to report on IT issues that they are facing using online form. Currently, all IT issues were reported to the IT Department using manual form which is sent directly by hand or through email to IT department. Sometimes, it is difficult for employees to make any complaint because there is no scanner or no internet access to submit a report form. Therefore, IHS has been developed. This system allows employees to report IT issues using a web browser on a smartphone or a computer. After making the report, the system will generate a case report id for employee's references. The system was developed using open source software which include notepad++, laravel framework, Wamp Server and MYSQL. The methodology for the system development is waterfall model, it's simple and easy to implement. The system was successfully developed and as a result, it will make life easier for employees to report any issue related to IT matter without extra efforts.

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CHAPTER 1

INTRODUCTION

This chapter provides the background and rationale for the study. It also gives details of the significant this helpdesk system in the work environment, the issues and problems that lead to this research.

1.1 Background of study

Help Desk system allows an organization to detect problems that users are experiencing. Help Desk System role providing support to employees in an organization, in which the system can give solution to the problem is reported as soon as possible

Help Desk is now required and one of the parts that are important for giving a good service to help the organization effectively communicate, organized, track and reporting issues in IT matters.

Currently WCT Construction Sdn Bhd is still depending on traditional help desk. This system encourages users to fill in a form to report IT problem. Besides, the help desk system allows users to log report through phone call or by sending an e-mail to help desk centre. After the problem is identified, the head technician will distribute the task to dedicated technicians manually. When the problem solved, the technician will prepared a report and keep on a file for future references if the problem occur again. If the user did not make any complaint after the problem solved, help desk centre will assume the problem has been settled.