

1. INTRODUCTION

1.1 About The Project

“**Value Bound Helpdesk System**” is a real time implementation of the interaction between the various departments for the support activities.

Human Resource and system administration are the two major departments which plays the key functional role in the account to the application boundary of this project. As a consideration of further enhancements and additional functional features we can summarize all the support service departments like Administration, Finance and accounting to make this system more functional.

The System Administration department basically provides support for technical part as well as the System Administration part. They provide update for software downloads and various software patches and the basic support activity register to help the user in making their interaction with the IT Service department. The major involvement of the automation solves the main purpose of reporting issues and tracking of fixing the issues. It involves the job allocation as well.

Helpdesk application for both the department deals with record keeping of all the requests served to the users. Basically user has to file a request to the entities using the application “create new request facility”. The request job allocation and the tracking are done by the support person who is having the privilege to update each request and send response to them. The entire request has to be formally closed with the closure status.

Functional requirements describe the interactions between the system and its environment in dependent of its implementation. The environment includes the user and any other external system with which the system interacts. Here it focuses on the possible interactions between the system administrator and the users. This system is applicable to the general employees, the users, the HR and to the people at the system administrator. Where all mentioned here are employees in the concern, they have different levels of authority.

Module Description:

The User Level:

- Home.
- Make a request.
- View request.
- View feedback.
- Change password.
- Log off.

View feedback, log off, change password are available to each employee. The employee can request system administrator if they face any problems by make a request option. The employee can view the status of the requests by view request option. Here the employee has the access to make a request and view the status of the requests.

The HR Access Level:

The menu options available to Human Resource are:

- Pipeline request.
- Modify/delete pipeline.
- Make a new request.
- Change Password.
- Delete login.
- View/update status.
- Logoff

HR is also an employee, who has all the rights, what the normal employee can do. In addition, HR will look out the login creation, deletion, converting the trainee to employee, making a new request regarding this, and updating/viewing the status of the request that he sends to system administrator. First he collects all the details of the user and arranges the request in pipeline by pipeline request option, he can make modifications or deletions to pipeline by modify/delete pipeline option. And he also maintains the details of the new joiners and he requests system Administrator to

create user access. Once the system administrator approved the request then it will be uploaded in to the repository, and status of approved change suggestions can also be viewed.

The System Administrator level:

The menu options available to system administrator are:

- Respond to request.
- View sent responses.
- Respond to login request.
- Change password.
- Log off.

System administrator is also an employee, and has all rights, what the employee has, in addition he can respond to the request that is received from Employee and HR for managing User access, Backup request, Archive request, and also provide the request status relating to requests and reports.

1.2 Organisation of the Project

The organization of the report refers to the skeleton of the chapters involved in the development activities of the project work. The whole report gives a brief explanation about various stages of the software development life cycle. This report has been framed chapter-wise, gives details regarding various phases of the software product, along with elaborate information of each of the department activities of the software product in an orderly fashion.

Chapter 1 - Problem Definition and Feasibility Analysis

This chapter discusses about the information regarding analysis done for the proposed system. Here the goal of the project is explained, and also the cost and performance factors which will affect the feasibility of the project is explained.

Chapter 2 - System Analysis

This chapter discusses about the problem definition, objectives and scope of the proposed system. The problem to be implemented is analyzed and the approach to solve the given problem is identified. It discusses about the study phase of the proposed system and feasibility study of the problem is also conducted

Chapter 3 - System Design

This chapter presents the architecture of the proposed system and the detailed design of the modules in the architecture. This chapter also discusses about the data flow of the system to be implemented. It also covers the design of the databases, the user interfaces and the physical design of the system to be developed.

Chapter 4 – Implementation and Testing

The various procedures and methods used with programming of the problem identified are described in this chapter. The main topics of this chapter include execution of the software package, data to be entered, processing of the modules and the reports. It also discusses the results of the various experiments conducted on the software product that was developed. It also presents the result of the various testing samples in a tabular form.

Chapter 5 - Conclusion and Foreseeable Enhancements

This chapter gives the conclusion of the report and also the possible enhancements that could be done in the future.

Chapter 6- Appendices

This chapter gives the front end, back end of the project and also show screen shots of the modules.

2. PROBLEM DEFINITION

2.1 Definition of the problem

The Goal of the problem definition is for the project manager and the client to agree on the scope of the system under construction. The project definition activity produces a problem definition document that outlines the domain and the functionality of a system.

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2.2 Existing System:

The "**Value Bound Helpdesk System**" is a real time implementation of the interaction between the various departments for the support activities. There are lots of problems identified while going through existing system.

- The project manager personally deals the user.
- Every employee request for system administrator with certain skills. Organizing the entire request is not possible manually.
- These activities involve different set of records and needs lot of employees in different sections registered manually.
- Administrator not response to the all employees in manually.

Limitation of the Existing System:

- Lack of security measures
- More storage area consuming in existing system
- The other problem in the existing system is the communication between project manager and employees.
- Lot of paper work required
- Manual calculation can't be accurate at all times.
- Inconsistent data being maintained

So it requires such a system, which will take for all the money operations so that the time for completion of the transactions will be reduced. Since all the details are saved only on paper immediate decision is not taken on time. Due to time consummation there many are process going out of bounce. Data are input directly at the back-end and all the validations are manually checked.

2.3 Proposed System:

The human Resource is one of the major issues in all-upcoming organization. It is a managerial interface between all departments with one and other. Hence more and more organizations are emphasizing more attention toward this vital element. Today's world of networking has made the world a smaller place. Surviving the competition in such a small world needs a complete automation of all processing mechanisms and also keeping the latest technology. Make it possible to reach every corner of the globe and beyond.

This package contains following broad sections Employee, project manager, human resource which provides the details regarding user requisition services.

Human resources which converting the trainee to making a new request regarding this, and viewing the status of the request that he sends to system administrator.

Need for Computerization:

- Avoid wastage of time and energy.
- Reduce of paper work.
- Clear and usable management reports and information.

Advantages of the Proposed System:

- To reduce paper work.
- User friendly for the staffs and vendors with help functions and critical samples.
- Alert functions for critical slippages.
- Clear and usable management reports and information.

An organization's successful growth mainly depends on exhibiting its scope, ability, area of interest and infrastructure facilities. This enables the end users with similar interest to interact and obtain the information needed. Exchange of information can be made by several means, but it should be fast, reliable and cost effective.

The newly designed system has been developed with added benefits as listed below:

- Able to access through the Local Intranet.
- It provides user friendly Interface
- Time saving
- Reduce errors and gives correct results
- Provides security
- Effective management is possible
- Reports for various skill combinations are generated

3. FEASIBILITY ANALYSIS

3.1 Feasibility study

It is wise to think about feasibility of any problem we take on. Feasibility is the study of impact, what happens in the organization by the development of a system. The impact can be either positive or negative. When the positive dominates the negative, then the mobile is considered feasible. Here the feasibility study can be performed in three ways such as technical feasibility, economic feasibility and operational feasibility.

The feasibility study is required to analysis the capability of a project. the main objective of the feasibility study is to measure the following.

- Operational Feasibility
- Technical Feasibility
- Economic Feasibility

3.1.1 Operational Feasibility

In this test, the operation scope of the system is checked. The system under consideration should have enough operational reach. It is observed that the proposed system is very user friendly and since the system is built with enough help, even persons with little knowledge of windows can find the system very easy.

3.1.2 Technical Feasibility

This is the study where we will check the technical requirements of the proposed system and check if the newly developer project can work with the existing technical requirements of the system. Information regarding the upgrades in the technical aspects is gathered and is estimated with the technical features of the existing system. If the technical features that are available in the existing system are suited to accommodate the proposed system that has been developed is said to be technically feasible. If the proposed system needs some additional technical features, which are not available in the existing system, then the proposed system is not considered to be technically feasible.

We can strongly say that it is technical feasible, since there will not be much difficulty in getting required resources for the development and maintenance of the

system as well. All resources needed for the development of the software as well as the maintenance of the same is available.

3.1.3 Economical Feasibility

This is the study of the comparison between the existing economic status of a company and the economic status of a company after the completion of a project. If the benefit or profit is going to be high and the implementation of the new system does not need any drastic changes, which are cost effective, then the project is said to be economically feasible. And they can work with the existing hardware and software environments. Therefore Development of this application is highly economically feasible

We need not spend much money for the accomplishment of the project since the resources needed for the development is already available. The only thing to be done is making an environment for the development with an effective supervision. If we are doing so, we can attain the maximum usability of the corresponding resources.

4. SYSTEM ANALYSIS

4.1 Hardware Requirements

The Selection of hardware Configuration is a very important task related to the software development. The important of system hardware configuration comes into scene when the project development is in its peak utilization of the system's physical resources. Insufficient Random Access Memory may affect adversely on the speed and efficiency of the entire system.

The process should be powerful to handle the entire operations. The hard disk should have sufficient capacity to store the file and applications.

Client side Configuration

Processor	:	Pentium IV
Processor Speed	:	1.7 GHz
Memory (RAM)	:	256 MB
Hard Disk	:	40 GB

Server Side Configuration

Processor	:	Pentium IV
Processor Speed	:	1.7 GHz
Memory (RAM)	:	256 MB

4.2 Software Requirements

Operating system	:	Win 2000/XP
Language	:	Java
Technology	:	Servlet ,JSP
Database	:	My SQL Server
Server	:	Apache Tomcat Server

