Project Subject Proposal – IT Support Guide

Project Title: IT Support Guide – Troubleshooting

Overview:
This website will serve as an IT Support Guide, providing troubleshooting steps, solutions, and FAQs for common IT issues. The goal is to help users diagnose and resolve technical problems efficiently, focusing on hardware, software, and network related issues.

Key Features:
- **Troubleshooting Flowchart:** A dynamic, interactive JavaScript based tool where users select an issue, and the site provides possible solutions
- **FAQs Section:** A collection of frequently asked IT support questions with detailed answers
- **Step-by-Step Guides:** Instructions on solving common technical problems.
- **Search Functionality:** Allow users to search for specific issues
- **Responsive Design:** Optimized for desktop and mobile devices using CSS Grid and Flexbox
- **LocalStorage Implementation:** Save user preferences or recently viewed troubleshooting topics

Technology Stack:
- **HTML** – Structure the content
- **CSS (base.css & larger.css)** – Style the website for responsiveness
- **JavaScript** – Implement interactive elements like the troubleshooting flowchart, search functionality, and DOM manipulation

Target Audience:
- IT support personnel looking for a quick reference
- Employees or general users troubleshooting their own devices
- Students learning about IT support and troubleshooting methodologies

Reason:
IT support is a high demand field with so many technologies nowadays. This site would provide valuable troubleshooting resources for both everyday users as well as new users.