Project Documentation – Online Service Management System

Introduction

The Online Service Management System (OSMS) is a web-based platform designed to streamline the process of service request handling. It provides a user-friendly interface for requesters to log issues or service needs, and allows administrators to track, assign, and resolve requests efficiently. The system aims to reduce paperwork, automate workflows, and improve service delivery.

Background of the Project

Problem Statement
In many organizations, service requests are handled manually through paperwork, phone calls, or emails. This process is inefficient, lacks transparency, and often leads to missed or delayed service. There is also a lack of proper tracking and accountability.

Motivation
The motivation behind this project is to create a digital service management platform that is simple, efficient, and accessible for both users and administrators. Automating this system ensures better record-keeping, faster response times, and improved overall productivity.

Objectives

- To provide a web portal for users to submit service requests
- To allow administrators to view, assign, and manage requests
- To maintain a digital record of all service activities
- To implement authentication and authorization for security
- To design a clean, responsive user interface

Scope

- Requester login and registration
- Request submission with date and description
- Admin dashboard to manage requests
- Technician assignment
- Request tracking and status update
- Database-backed architecture using MySQL

Literature Review / Related Work

Existing Systems:

- ServiceNow (Enterprise-level ITSM tool)
- Freshservice by Freshworks
- Custom CRM systems with support ticketing

References:

- Bootstrap 4 Documentation
- PHP.net (Official PHP documentation)
- MySQL Developer Guide

Methodology

Technologies Used:

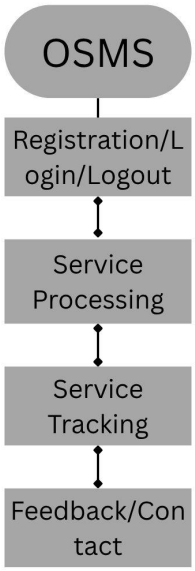
- Frontend: HTML5, CSS3, Bootstrap 4
- Backend: PHP (Core PHP)

- Database: MySQL
- Server: Apache (via XAMPP)

Development Phases:

1. Requirement Analysis
2. Database Design
3. Frontend Development
4. Backend Development
5. Testing and Debugging
6. Deployment

Design Models: Flowchart



Implementation / Development

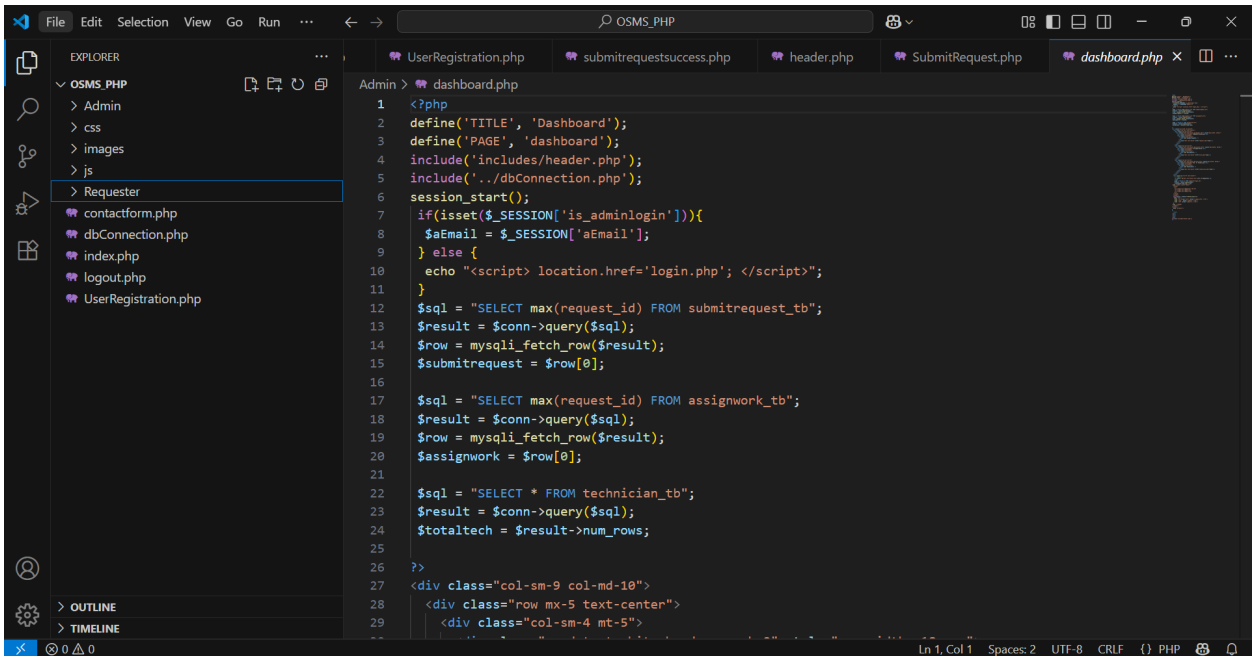
Project Setup:

- Project folder placed in XAMPP htdocs
- MySQL database created via phpMyAdmin
- Tables: submitrequest_tb, adminlogin_tb, requesterlogin_tb, etc.

Key Files:

- submitrequest.php – Form for submitting requests
- submitrequestsuccess.php – Confirmation and display
- dashboard.php – Admin control panel
- dbConnection.php – Database connector

Sample Code Snippet:



Results / Analysis

- Users can register and log in successfully
- Requests can be submitted and stored in the database
- Admins can view and assign requests
- Technicians and request status can be managed

Challenges Faced

Challenge	Solution
Session management errors	Used `session_start()` on every page
Blank success page issue	Enabled PHP error reporting for debugging
SQL injection concerns	Escaped input using `mysqli_real_escape_string()`
Page redirection problems	Move to the appropriate pages

Conclusion

The Online Service Management System simplifies the service request process by providing an end-to-end digital solution. From user login and submission to admin tracking and assignment, it covers the full lifecycle of a service issue. This system improves productivity, reduces delays, and adds accountability to task management.

Future Scope

- Role-based access for technicians
- Mobile-responsive design improvements
- File upload feature (images/screenshots)
- Email notifications on request submission
- Search and filtering on request dashboard
- REST API for external integration