

Web Database Applications Assignment 1

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Existing ITS Helpdesk Portal

Impressions

The ITS helpdesk portal gives the impression of simplicity, the exception to this would be the 'request a service' page. The website is mostly uncluttered and clean. Despite the minimalistic design, the site gives off a somewhat unprofessional feeling due to a few issues, such as the footer not always being fixed to the bottom of the website, or the navbar constantly moving.

Another impression of the helpdesk portal is that it lacks RMIT branding present on other RMIT websites. Even with the RMIT logo at the top of the page the website gives no impression that it is related to RMIT by its design. It shares no common design elements making it feel as if this website is a wholly separate entity from the RMIT online environment.

Design and usability

There are several design issues throughout the website, the navbar tends to jump around after the page loads which seems to be a consistent issue throughout the entire website. On every page the content will reshuffle itself for a second or two after the page has loaded. This makes using the website very annoying since as soon as you find the section of the webpage you want the content moves forcing you to refocus your attention.

When requesting a service the user is forced to choose from a subset of options. These options are inconsistent between categories, and causes the page to move again. To add to the confusion often these categories are empty of request items.





On the report an issue page, the issue details are separated into collapsible tabs. This is unnecessary and may cause the user to accidentally miss a field.

While the sites design is clean and uncluttered, the content displayed to the user is not. On the Request Service page in some categories the information is incredibly dense while and seems to be scattered about randomly across the page while in other categories there is no information shown.



In the Track Progress and Closed Enquires pages there seems to be duplicate information shown to the user with the same ticket being displayed in multiple categories.

TRACK PROGRESS

MY REQUESTED ITEMS

	Number(number)	Short description	Stage	Opened	Updated	Closed
	 RITM0147621	Microsoft Imagine Account on MyDesktop for Software Engineering Project with Industry Partner		14-08-2017 14:46:32	14-08-2017 14:46:33	(empty)
						

MY ENQUIRIES

	Number(number)	Short description	Status	Opened	Updated	Closed
						
No records to display						

Proposed ITS Helpdesk Portal

Improvements

Design improvements, fixing the various design issues detailed above would be a good start to improving the site. We also believe that we can improve the functionality of RMIT help desk through various ways. Firstly all submitted issues should be public and searchable, this would allow users to potentially find similar issues to their own before submitting duplicate requests. This would reduce the workload for the ITS staff and allow users to solve their problems faster without waiting on a response from ITS.

As a subsection to making the tickets public, we would add a ticket comments section where users can communicate directly with the ITS staff about the issue allowing other users to see the steps taken in solving the issue. Of course we would also allow a private method of communication with the ITS staff if private information needs to be exchanged with the user.

Our solution removes the category selection from requesting a service, letting the user detail their solution, ultimately streamlining the process for the user.

We would also simplify the track progress page by removing the duplicate information displayed to the user and instead only separating the tickets into open and closed categories.