



**MASENO UNIVERSITY**

**SCHOOL OF COMPUTING AND INFOMATICS**

**DEPATMENT OF COMPUTER SCIENCE**

**CCS 403: COMPUTER SCIENCE PROJECT**

**PROJECT TITLE: ICT SUPPORT DESK**

<b>NAME</b>	<b>ADMISSION NUMBER</b>
<b>CHEPKOECH DELPHINE</b>	<b>CI/00058/015</b>

**PROPOSED LECTURER: MR MICHAEL ADONGO**

**A project proposal submitted in partial fulfillment of the requirement for the Bachelor of Science Degree (BSc.) in Computer Science**

## **ICT SUPPORT DESK**

The ICT (Information and Communication Technology) department is an important part of an organization or an institution since it ensures that all the Information Technology (IT) equipment and services are provided to all the members of an organization and ensure that all the problems related to this department are taken care of. The ICT department ensures that all the services are available and efficient for the users. Sometimes it is difficult for the IT staff to show proof of all that they do in a day to day basis. The proof is very necessary to support all that they do and should be easy to retrieve it. Use of forms to show the work that they have done is tedious and inefficient.

The IT department may use documents to indicate what it is that they have done at a particular time which is a lot of work. Sometimes the staff members in other departments who have had an ICT related problem are helped and their problems solved and they may experience another problems or similar problems in the future and blame it on the IT members and it becomes hard to prove that the problem was solved since nothing shows that they solved it and who in particular solved it hence really affecting the staff members of an ICT department. The problems solved should be noted and when solved there should be evidence of it being solved, by whom and at what time and date. ICT support desk is a system that helps solve these problems.

With this system, all the work done by the ICT members will be recorded especially the support work, that is, the problems that are solved in other departments, will be recorded to avoid inconveniences and to ensure that they have proof that the problem was solved. With this system, the IT department will be able to know some of the problems that were left pending and hence helping the clients on time.

The objectives of this study are quite a number. The first objective is to enable the recording of all activities or work done by each and every IT department member. This is to ensure that there is proof of work done and at what time and date and also easy retrieval of the work done using unique and autogenerated numbers, that is, the ticket numbers. This is mainly for the evidence of the work done.

Another objective is to reduce the paper work. Using of the paper forms to fill out the work done is very tedious and hence the system will reduce this. This is made possible since one will be able to access the system on any computer in the organization and open a ticket, containing the ticket

number, the staff member who had the problem with all his or her details, what the problem was, what was done to solve the problem and who helped the client hence easy follow up.

The system will autogenerate ticket numbers for every work recorded. The ticket number will be unique hence it will be easy for the ICT officer retrieve the record when there is a problem or if needed. This is an added advantage since it is better than the form filled where one has to go page by page on a file.

There will be an open ticket column to show the ICT problems that were reported and have not yet been solved. There will be column for the closed tickets to show the problems that were reported and were solved hence easy follow up of all the activities that takes place.

The main significance of the study is to ensure that there is an easy working environment for all the members of the ICT department. It is to enable the ICT members have proof of all the work that they do. It will also help them do this anywhere and easily follow up on the work not done.

It is also to create an open environment between the ICT department and other departments since they also have a say when their IT problems or complications are not taken care of.

This system will enable the ICT director and senior officers of the ICT department gauge the performance of all the ICT staff members according to the tickets not closed and the tickets under every member hence the lesser the ticket number the lower the work effort

I strongly believe that this system will be of great help to the ICT department and the fact that this is an IT department everything should be digitalized and use of paper or forms should be avoided unless it is very necessary to use them.

## PROJECT PLAN

### First semester project plan

	<div style="display: flex; align-items: center; justify-content: center;"> <div style="transform: rotate(-45deg); white-space: nowrap;">WEEK/DATE</div> <div style="margin-left: 10px;">Activities</div> </div>	1 <sup>st</sup> October 2018 to 2 <sup>nd</sup> November 2018					5 <sup>th</sup> November 2018 to 30 <sup>th</sup> November 2018					3 <sup>rd</sup> Dec 2018 to 21 <sup>st</sup> Dec 2018		
		1	2	3	4	5	6	7	8	9	10	11	12	13
1	Planning													
2	Requirement Gathering													
3	Feasibility Study													
4	System Analysis													
5	System Design													

### Second semester project plan

	<div style="display: flex; align-items: center; justify-content: center;"> <div style="transform: rotate(-45deg); white-space: nowrap;">WEEK/DATE</div> <div style="margin-left: 10px;">Activities</div> </div>	7 <sup>th</sup> January 2019 to 1 <sup>st</sup> February 2019				4 <sup>th</sup> February 2019 to 1 <sup>st</sup> March 2019				4 <sup>th</sup> March 2019 to 29 <sup>th</sup> March 2019				1 <sup>st</sup> April 2019 to 10 <sup>th</sup> April 2019			
		14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29
6	Coding																
7	Testing																
8	Integration																
9	Implementation/Prese ntation																