

University Institute of Information
Technology

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Project Proposal
For
(IT Support Suit Web App)

The appropriate category of your project:

Web Application/ Web Application based IT Support System

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1.Introduction

IT Support Suite Web Application, often referred to as an IT Support Suite Web App, is a powerful online tool designed to streamline and enhance the management of IT services, technical support, and helpdesk operations within an organization. This web-based application serves as a centralized hub for IT support teams to efficiently address and resolve technical issues, manage service requests, and ensure the smooth functioning of an organization's IT infrastructure.

2. Problem Statement

Identifies the challenges and issues within existing IT support systems that necessitate the development of the IT Support Suite Web Application.

3. Problem Solution

Outlines how the IT Support Suite Web Application addresses the identified challenges and provides solutions to enhance IT support processes.

4. Scope

Ticketing System: Users can submit support requests and issues through a user-friendly web interface, and IT support teams can manage and prioritize these requests effectively.

Knowledge Base: A repository of articles, FAQs, and solutions is available to assist both IT support staff and end-users in finding answers to common technical problems.

Remote Desktop Support: IT personnel can access and control remote computers through the web app to diagnose and resolve issues, reducing the need for physical presence.

Asset Management: This feature helps organizations keep track of their IT assets, including hardware and software, aiding in inventory management and maintenance.

Service Level Agreements (SLAs): The web app allows organizations to establish and monitor SLAs to ensure that support requests are resolved within specific timeframes.

Reporting and Analytics: Robust reporting tools provide insights into the performance of IT support operations, helping organizations make data-driven decisions.

Security and Compliance: The web app includes security features, access controls, and audit trails to ensure data security and regulatory compliance.

Mobile Support: With responsive web interfaces or mobile apps, IT support staff can aid from virtually anywhere, enhancing flexibility.

5.Limitations

Identifies potential constraints, drawbacks, or limitations associated with the IT Support Suite Web Application, acknowledging areas where improvements or alternative solutions may be needed.

6. Significance

Highlights the importance and relevance of the IT Support Suite Web Application in addressing the needs of organizations and improving IT support efficiency and user satisfaction.

7. Literature Review:

General Considerations:

The literature review encompasses an in-depth analysis of existing IT support systems, emphasizing user-centric design, efficiency in issue resolution, and the integration of web-based technologies. It delves into the significance of responsive communication channels, comprehensive knowledge repositories, and

the impact of streamlined ticket management on user satisfaction. Moreover, it explores best practices in interface design and the role of data security in modern IT support solutions.

Further Research:

Identifying potential areas for further research, the focus lies on exploring emerging trends such as AI-driven automation in support processes, the utilization of machine learning for predictive issue resolution, and the evolving landscape of remote assistance tools. Additionally, the review aims to investigate the integration of IoT devices in support systems, emphasizing the potential for proactive issue detection and resolution through connected technologies.

8. Objectives:

The objective of the IT support suite web app is to provide a comprehensive, user-friendly platform that optimizes IT support processes. It aims to streamline ticket management, facilitate efficient communication between users and support teams, offer a robust knowledge base, and enable seamless integration with existing IT infrastructure. By prioritizing efficiency, accessibility, and user satisfaction, the app seeks to revolutionize and elevate the standards of IT support within organizations.

9. Advantages/ Benefits proposed system.

Accessibility: Users and IT staff can access the support suite from any location with an internet connection, making it flexible and convenient.

Scalability: Web apps can often be scaled easily to accommodate the growing needs of an organization.

Reduced IT Infrastructure Requirements: With a web app, there is no need for extensive on-premises infrastructure, reducing costs and maintenance efforts.

Collaboration: Team members can collaborate and access the system simultaneously, enhancing communication and problem-solving.

Efficiency: Web apps provide real-time access to information and tools, helping IT support teams respond to issues more quickly.

User-Friendly: Many web apps are designed with user-friendly interfaces, making it easier for both IT staff and end-users to navigate and use the system.

Security: Web apps often include security features and encryption protocols to protect sensitive data.

10. Tools and Technologies:

Tools:

- Visual Studio

Technologies:

- Angular For Front end
- SMTP For Email
- MySQL database
- .NET Core for Back End

11. Intended Users:

The intended users for the IT support suite web app span across diverse business landscapes, targeting small to large enterprises seeking streamlined IT support solutions. This includes IT teams managing internal infrastructure, administrators overseeing user access and permissions, as well as end-users requiring prompt and efficient technical assistance. Additionally, the platform caters to businesses across various industries, ensuring scalability and adaptability to meet the distinct needs of sectors such as finance, healthcare, education, and technology.

12. Timeline:

The project will be divided into phases, with each phase having specific deliverables and deadlines. The estimated timeline is as follow:

Phase 1 (3 weeks):

Website structure and layout development styling and design enhancement using HTML5, CSS3 and BOOTSTRAP.

Phase 2 (3 weeks):

Implementation of backend API structure and Database design and implementation with ASP .NET core and MySQL.

Phase 3 (2 weeks):

Implementation of dynamic content, data binding, interactivity, backend Api's binding and main functionality.

Phase 4 (1 weeks):

Testing, bug fixing, and accessibility optimization.

Phase 5 (1 weeks):

Deployment and user testing.

Phase 6 (1 weeks):

Post-launch support and refinement.

13. Software Development Methodology:**Agile Methodology:**

Agile methodology in software development emphasizes iterative progress, fostering collaboration among cross-functional teams to deliver high-quality software. It prioritizes adaptability to changing requirements, allowing for continuous improvement and customer satisfaction. Through frequent iterations and feedback loops, Agile enables teams to respond quickly to evolving needs, delivering value incrementally and efficiently. This approach promotes transparency, teamwork, and flexibility, ensuring that software projects remain aligned with business objectives while minimizing risks.

Sprint Planning:

Plan the scope and objectives for a short development cycle (sprint).

Daily Stand-ups:

Conduct daily meetings to discuss progress, challenges, and next steps.

Sprint Review:

Review and demonstrate the completed work at the end of the sprint.

Sprint Retrospective:

Reflect on the sprint process and identify improvements.

Domain:

We can also run our code on localhost:4200

14. Conclusion:

In conclusion, the IT support suite web app stands as a pivotal solution, poised to revolutionize how businesses handle technical support. Its comprehensive features, user-centric design, and scalability promise to elevate efficiency, foster seamless communication, and reduce operational bottlenecks. By bridging the gap between users and IT teams while prioritizing accessibility and cost-effectiveness, this platform holds immense potential to drive organizational growth and innovation in the realm of IT support.