# Chapter One: Problem Identification

## **Introduction**

This chapter starts by outlining the background of the study, statement of the problem, purpose and objectives of the study, significant of the study, assumption, delimitations (scope) of the study, limitations, definitions of the terms and the concluding summary.

## **1.1Background of the Study**

In an Academic environment such as universities , polytechnics and collages information sharing is very necessary and important to the school administration ,for decision making to be effective and for information to get to the school administration very quick and easily this work try to examine current system, which is a manual way of sharing and collecting information from various schools (faculties) and departments, which is done by issuing a written document (written letter ) to secretory or messenger to deliver it a concerned destinations and the respond is sent the same way it had been delivered. Since information is very important in an organization for the continuity and success, therefore it is very important to address the issue of information delivery system used within the organization. The proper, efficient and effective delivery of information must be put in place. In an organization that has many faculties and departments, operating on manual or traditional way of information delivery will be very tedious and time consuming. It may even lead to lose of information or file in course accumulating the documents in the office. Therefore a computerized information delivery system limited to only academic institution, it is a problem face by man organizations today. This work try to provide an alternative and effective way of writing query (information) by the higher administration and getting responses from the destinations , by designing a software application for sharing this information within the university environment among the school higher administration, faculties and departments.

## **Investigation and description of current system and Literature Review**

### **Literature Review**

The purpose of the literature review is to show the researcher’s ability to find relevant information and to summarize existing knowledge. This chapter is focused on literature whose main purpose is to help researcher to find the effective query application system that can help students to get assistance as fast as possible.

At Oregon Health & Science University (OHSU), essential duties of the Information Technology Group (ITG) include providing support for a diverse customer base. Faculty, staff, students, volunteers, guest scholars, interns, vendors, and community healthcare partners all rely on ITG's Customer Relations Management Division (CRMD) for resolving their computing and account access issues (Mo Nishiyama et al, 2006). CRMD's Helpdesk launched an online Self-Service Portal which provided customers with one-stop shopping for their different computing needs. Information provided on the portal includes self-service change of passwords, tree-based knowledge base articles organized by applications, quick reference guides for role-based password requirements and core applications, password and access matrix for nearly forty applications, and computing tips of the week. The portal provides a reliable all around-the-clock alternative for customers who wish to resolve their computing queries immediately without having to contact the Helpdesk directly (Mo Nishiyama et al, 2006). The weakness is that the helpdesk only supported one department which is the information technology.

Furthermore, Oregon State University in United States of America developed and named their helpdesk system “OSU helpdesk”, launched in January 2004 (Sinnet etal, 2004). The helpdesk was designed for computer support to students and employees when they experience a computer related fault ranging from hardware, software and network. At the heart of the OSU helpdesk is a powerful call tracking system based on the Mozilla organization’s Bugzilla bug tracking software. The main features of the helpdesk include secure logon, web and email based ticket entry and powerful report and query tools. Analysing shows that the helpdesk query and commendation system only supports the Information technology administration department within the university.

### **1.2.2 Investigation and description of current system**

The current manual system results in long physical queues on the Kwekwe High’s administration block. When submitting a query, students wait in physical separate queues depending on the type of administrative query they have. This causes disorder in the administration block. The Kwekwe High’s administration is centralized at the Kwekwe High. This means that every student who needs to report his/her administrative issue will have to travel to the Kwekwe High where the administration is located. This setup is costly and time consuming for students as this system cause disruptions of lessions.

**Problems Identified in the Existing helpdesk system**

# Statement of the problem

The problem of information distribution and collection within an organization especially in an academic environment such as technology schools ,using manual way of querying and getting responses is a problem and it has being existing for long time. Thus it is not limited to only technology school is extended to all higher institutions ,secondary schools even to the basic educational level and private organizations where many department are involved and their activities involves collection or sharing and querying other departments for information to be gathered, then providing an alternative and effective method is necessary. With effective software application development it will solve part of the challenges facing by these school organizations.

## **System objectives**

The overall aim of the proposed system is to develop web based help desk application in schools. To be able to achieve this, the following objectives must be met:

* To automate the existing help desk application at Kwekwe High School.
* To enable students to submit queries using the helpdesk system.
* To enable the administration to resolve and track students queries using the administration query helpdesk system
* To assess the use and integration of the helpdesk ticket system.

## 1.5 D**escription of the proposed system**

Characteristic of the proposed system

* **User Friendly**: - The proposed system is user friendly because the retrieval and storing of data is fast and data is maintained efficiently. Moreover the graphical user interface is provided in the proposed system, which provides user to deal with the system very easily.
* **Reports are easily generated**: reports can be easily generated in the proposed system so user can generate the report as per the requirement (monthly) or in the middle of the session. User can give the notice to the students so he/she become regular.
* **Very less paper work**: The proposed system requires very less paper work. All the data is feted into the computer immediately and reports can be generated through computers. Moreover work become very easy because there is no need to keep data on papers.

**Features of Proposed Query helpdesk system**

The system after careful analysis has been identified to be presented with the following modules:

**The feature involved are:**

* Administration
* student
* Search
* Report
* Authentication

Administrator:-

In this module the Administrator has the privileges to add all the student and register them in the organization and check the information of the students and check the status of the query and can delete and update query.

**Search:-**

This module contain complete search like query search.

**Student:-**

In this module student has the privileges to use his registration number and password for login and he can use his or her mobile phone to login on web based query system. He or she can view the status of the query either query has responded or not.

**Reports:-**

This module contains all the information about the reports generated by the students based on the queries requests.

**Authentication:-**

This module contains all the information about the authenticated user. User without his reg number and password cannot enter into the login if he or is only the authenticated user then he can enter to his login.

## **1.6 Limitations/ challenges**

During the research period, the researcher faced a lot of challenges. Some of these include:

* **Financial constraints: -** The researcher had a limited budget. A lot of money was needed to print and photocopy questionnaires and interviews guides
* **Time constraints: -** The researcher did not find adequate time required to fully perform this research. As a full time employee, time to go and collect data was limited and often done at working hours
* The hierarchy in which supposed to approve for this research is too long and they are hard to find due to being busy
* Resistance to change from manual to automated system by other staff and finally as a result the research and conclusions will be carried out on the available information.
* Training users of the new system was costly since technical expertise were required.

## 1.7 **Scope/delimitations of the system**

This project work intends to look into the query and commendation issuing (information) and delivering system in the university environment with particular reference to the administrative board of decision makers to head of department level and staff. An educational institution as university is a very huge and complex system and collection of data from the higher level of the administration as senate is not easy. It has been said that designing or developing of software application work never complete at a hand, therefore this work is limited to higher level of the administrative staff (from the vice Headmaster level to the head of department level ) of Kwekwe High School.

## **1.8 Definition of terms**

**Helpdesk-** It is a computer package that manages and maintains lists of issues, as needed by an organization by creating virtual tickets when a query case is created.

**Authorization** - The state of a user having sufficient permission in order to perform a desired task.

**Administration-** A group of people who manage the way a company, school or an organization functions. The departments that make the administration at Kwekwe High include the bursar’s office, library, Accommodation, Head of Departments.

**Query** -a question or an inquiry.

**Resolve-** settle or find a solution (a problem or contentious matter).

## **1.9. Conclusion**

After the problem where identified, the aim of the project, objectives to be achieved and justification of developing a new system, the next step is to determine how to successfully complete the project in the planning phase.