**BINDURA UNIVERSITY OF SCIENCE EDUCATION**

**Faculty of Science Education**



**Design and Implementation of helpdesk query and commendation system. Case study Kwekwe, nameofschoo and nameofschool**

**For**

**Evidence**

**B164----**

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## **Introduction and Background**

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**

To have a clear understanding of what a helpdesk query and commendation is, and what it offers as an I.T application to business administration, it is worthwhile to understand some sources for the development and implementation of previous query ticket systems that were designed and developed in other locations of the world. This section seeks to discuss the previous developments of query systems, the impact they had on their intended areas of study, the main benefits they brought to the business community at large and whether they managed to fulfil their set objectives

**Previous institutes administration support systems**

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.

## **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.

## **Objective and aims of the study**

The researcher seeks to achieve the following objectives:

* To study the current way of query delivery system in the university.
* To develop helpdesk ticket system.
* To enable students to submit queries using the helpdesk ticket system.

## **Scope of the study**

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.

## **1.6 Feasibility study**

Feasibility is to carry out the detailed study of the existing system, find out the problem related to technical, operational staff, and economical field like cost by concerning the user of the study proposal of the proposed system is accepted by the management it will lead to the investigation of the existing system or problem area.

**Three phases of the feasibility study is used**

**Technical feasibility**

It is concerned with the available hardware and the software resources whether they meet the given requirement of the analyzed system or not which include latest machinery and the technique required handling the system. It may also invoke the study of the new alternative to solve the given problem.

**Behavioral Feasibility**

People are inherently resistant to change, and computers have known to facilitate change. An estimate should be made of how strong a reaction the user staff is likely to have toward the development of a computerized system. It is common knowledge that computer installations have something to do with turnover, transfers, restraining, and changes in employee job status. Therefore, it is understandable that the introduction of a candidate system requires special effort to educate, sell and train the staff on new ways of conducting business.

**Economic Feasibility**

It deals with the study of the cost benefit analysis. All the cost of the new system compared with the benefits, which can be obtained for management approval. The benefit may be quantities in nature Current System Summary. The genuine consideration of the system being developed is the approach follow to look the system in the way it is useful for them.

**Programming Languages**

* VB .NET
* MySQL