A Mini Project Synopsis on

HR Helpdesk System

S.E. - I.T Engineering

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CERTIFICATE

This is to certify that the Mini Project report on HR Helpdesk System has been submitted by   Aagya Singh (20104073), Muskan Rao (20104096), Bhushan Patil (20104094) and Mayur Shinde (20104062) who are Bonafide students of A. P. Shah Institute of Information Technology, during the academic year 2021-2022 in the satisfactory manner as per the curriculum laid down by University of Mumbai.

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TABLE OF CONTENTS

Chapter 1

Introduction

The Human Resources department is a group who is responsible for managing the employee life cycle.

Ask any employee what an HR department is, and you'll get an answer that primarily deals with the most uncomfortable aspects of work: HR violations, layoffs, and firing. But the truth is that human resources is there to support employees. It's quite literally a resource for humans.

The main tasks of a HR department are to recruit candidates, hire the right employees, process payroll, conduct disciplinary actions, update policies and maintain employee records.

1.1 Purpose:

The purpose of HR Helpdesk System is to automate the existing manual system by the help of computerized equipment and full-fledged computer software, fulfilling their requirements, so that their valuable data/information can be stored for a longer period with easy accessing and manipulation of the same. The required software and hardware are easily available and easy to work with.

HR Helpdesk System, as described above, can lead to error free, secure, reliable and fast management system. It can assist the user to concentrate on their other activities rather to concentrate on the record keeping. Thus, it will help the organization in better utilization of resources. The organization can maintain computerized records without redundant entries. That means that one need not be distracted by information that is not relevant, while being able to reach the information.

Basically, the project describes how to manage for good performance and better services for the clients.

1.1   Objectives :

The main objective of the Project is to fulfill the requests of employees. It manages to let HR officers to administer all their duties. The project is totally built at administrative and user end thus the administrator and the user are only guaranteed the access. The purpose of the project is to build an application program to reduce the manual work for managing the employees.

1.2 Scope

The system generates types of information that can be used for various purposes. It satisfies the user requirement. It is easy to understand by the user and operator.   It may help collecting perfect management in details. In a very short time, the usage will be obvious, simple and sensible. It will help a person to know the management of passed year perfectly and vividly. It will be also reduce the time taken to perform all these duties manually.

Our project aims at Service automation, i.e. we have tried to computerize various processes of real life HR Helpdesk. In computer system, it is not necessary to create the manifest but we can directly print it, which saves our time.

To assist the staff in capturing the effort spent on their respective working areas.To utilize resources in an efficient manner by increasing their productivity through automation.The system will have a good user interface and be expandable. It would be delivered on schedule within the budget.

Chapter 2

Problem Definition

The old manual system was suffering from a series of drawbacks. Since whole of the system was to be maintained with hands the process of keeping, maintaining and retrieving the information was very tedious and lengthy. The records were never used to be in a systematic order. there used to be lots of difficulties in associating any particular transaction with aparticular context. If any information was to be found it was required to go through the different registers, documents there would never exist anything like report generation. There would always be unnecessary consumption of time while entering records and retrieving records. One more problem was that it was very difficult to find errors while entering the records. Once the records were entered it was very difficult to update these records.

The reason behind it is that there is lot of information to be maintained and have to be kept in mind while running the business. For this reason we have provided features Present system is partially automated (computerized), actually existing system is quite laborious as one has to enter same information at three different places.

Chapter 3

3. Proposed System :

The aim of proposed system is to develop a system of improved facilities. The proposed system can overcome all the limitations of the existing system. The system provides smooth functioning and reduces the manual work.

- Security of data.
- Proper control of the higher officials.
- Minimize manual data entry.
- Minimum time needed for the various processing.
- Greater efficiency.
- Better service.
- User friendliness and interactive.
- Minimum time required.
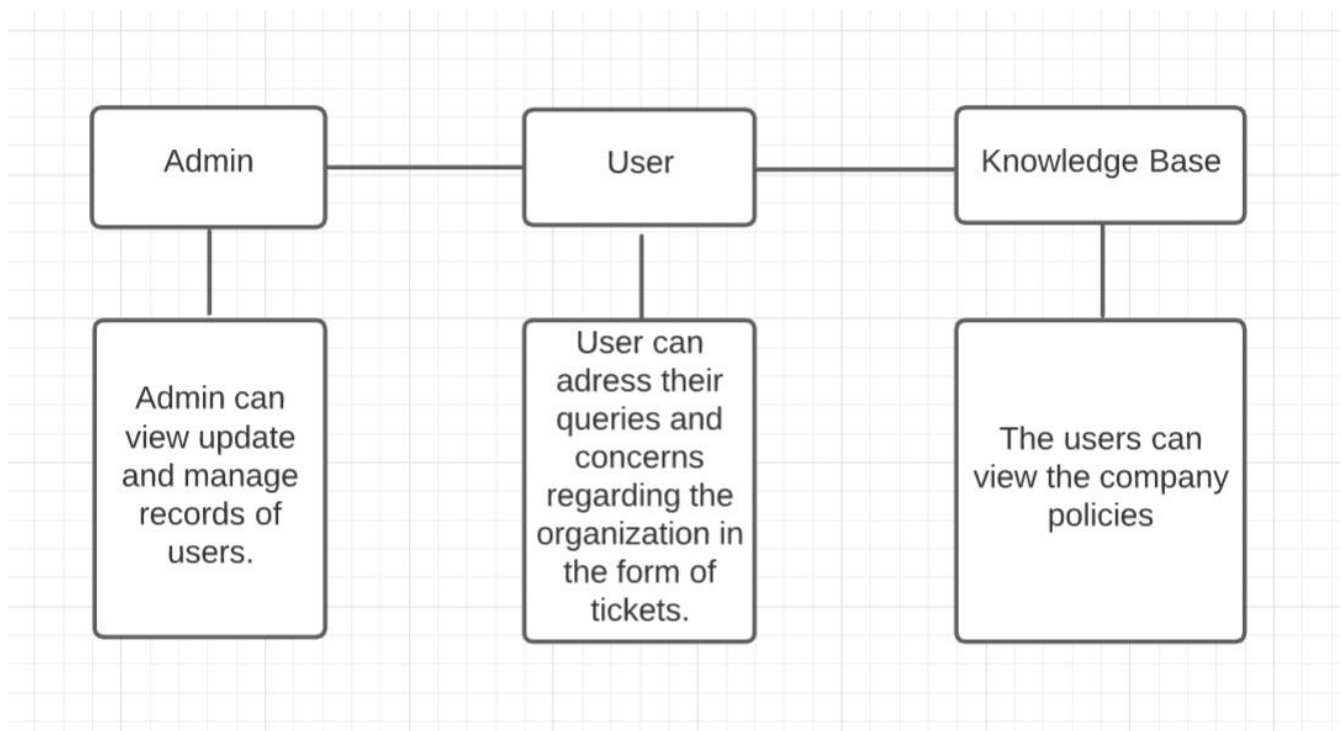
3.2 Features And Functionality:

Modules:

- Main Home Page Module: Used to navigate to different pages as per user and admin's requirement.

- Registration Module: Used for registering new users.

- Login Module: Used for managing the login details.

- Logout Module: Used for data privacy.

- User Modules:

  o User Home Page Module: Used to navigate to different pages as per user's requirement.

  o Add New Ticket Module: Used to add new tickets e.g., queries and concerns.

  o User Reports Module: Used to view all the tickets raised by the specific user.

- Admin Modules:

  o Admin Home Page Module: Used to navigate to different pages as per admin's requirement.

  o User Data Module: Used to view, update and retrieve employee's data.

  o Admin Reports Module: Used to view queries and concerns of the users.

Input Data and Validation of HR Helpdesk System:

All the fields such as Registration module and Login module are validated and does not take invalid values.

- Each form for Registration and Login cannot accept blank value fields.
- Avoiding errors in data.
- Preparation of the test cases.
- Validations for user input.
- Password field allows only passwords that have at least one numeric character, one lowercase character, one uppercase character, one special symbol among @#$%.
- Only properly formatted emails are allowed to be submitted through the registration form.
- Phone number textfield allows only 10 number-digits to be entered.

Chapter 4

Project Outcome:

- Administrator has to login to access the system.

- Admin can add, update or delete details of employee.

- Admin can update the company policies.

- Admin can approve the tickets.

- User has to register in order to login to the system.

- User can read company policies.

- User can raise tickets as per their need.

- User can check their payroll.

- The system will cut out lots of time taken by HR and employees to perform the above given tasks.

Chapter 5

Software Requirements :

- ➢ Front End :- NetBeans IDE
- ➢ Back End :- phpmyadmin, MySQL.

Chapter 6

Project Design :

In this phase, a logical system is built which fulfils the given requirements. Design phase of software development deals with transforming the clients's requirements into a logically working system. Normally, design is performed in the following in the following two steps:

1. **Primary Design Phase:**

   In this phase, the system is designed at block level. The blocks are created on the basis of analysis done in the problem identification phase. Different blocks are created for different functions emphasis is put on minimizing the information flow between blocks. Thus, all activities which require more interaction are kept in one block.

2. **Secondary Design Phase:**

   In the secondary phase the detailed design of every block is performed.

   The general tasks involved in the design process are the following:

1. Design various blocks for overall system processes.
2. Design smaller, compact and workable modules in each block.
3. Design various database structures.
4. Specify details of programs to achieve desired functionality.
5. Design the form of inputs, and outputs of the system.
6. Perform documentation of the design.
7. System reviews.

User Interface Design

User Interface Design is concerned with the dialogue between a user and the computer. It is concerned with everything from starting the system or logging into the system to the eventually presentation of desired inputs and outputs. The overall flow of screens and messages is called a dialogue.

Chapter 7

Project Scheduling Template

Group Member	Time duration	Work to be done
All Members	3rd week of September to 1st week of October	Designing phase of the user interface.
	1st and 2nd week of October	Implementation and testing of Design.
All Members	3rd week of October to 2nd week of November	Database Phase 1 : Creating Database

All Members	By the end of November month	Database Phase 2 : Connection of Database to UI. Final Testing and Resolving issues if any.

Chapter 8

Conclusion:

The HR helpdesk system can **integrate a single, intuitive interface where the employees can route their queries or issues** .This will help to improve the internal helpdesk efficiency maximizing employee satisfaction significantly.

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