



Parshvanath Charitable Trust's  
**A. P. SHAH INSTITUTE OF TECHNOLOGY, THANE**  
(All Programs Accredited by NBA)

**Department of Information Technology**



# **HR HELP DESK SYSTEM**

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**Project Guide**  
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# 1. Introduction

- The main aim of this system is to develop a software which can provide the solution for all problem send by the workers of an organization.

This system will also track the issues raised by the employee so they can check whether their problem is solved or not.

- Problems - Huge number of emails, poor tracking, time consuming, inability to prioritize emails, lack of security are the problems.

- Solution - This system allows proper ticketing system resolving the issue of sending emails. In this system, the user can address their issues and track the status of their concerns based on priority in a secure environment.

## 2. Objectives

1. To develop an app so that the users can connect with the HR.
2. To develop an email free environment.
3. To develop an app for easy and efficient work.
4. To develop a safe and secure environment for the user and admin.

### **3. Scope**

1. H R Helpdesk System can be used to resolve the issues related to HR.
2. It can be used by the employees to ask for payroll, disability leave, etc
3. Employees come to know about the company policies.
4. Employees can address their queries and at the same time track their Solution for it.

## **4. Feature /Functionality**

### **1. Self-Service Portal :**

Self-service portal option gives the control in the hands of employees to connect with HR directly instead of struggling through an endless chain of back and forth emails.

### **2. Inbuilt Ticketing System:**

Ticketing System allows employees to raise their queries in the form of tickets, by which the admins can resolve the problems on priority basis.

### **3. Knowledge Base:**

Knowledge Base lets the employees know about the company policies.

### **4. Reports and Analysis:**

Requests- what types of employee requests are coming in the most and to which HR teams.

## **5. Outcome of Project**

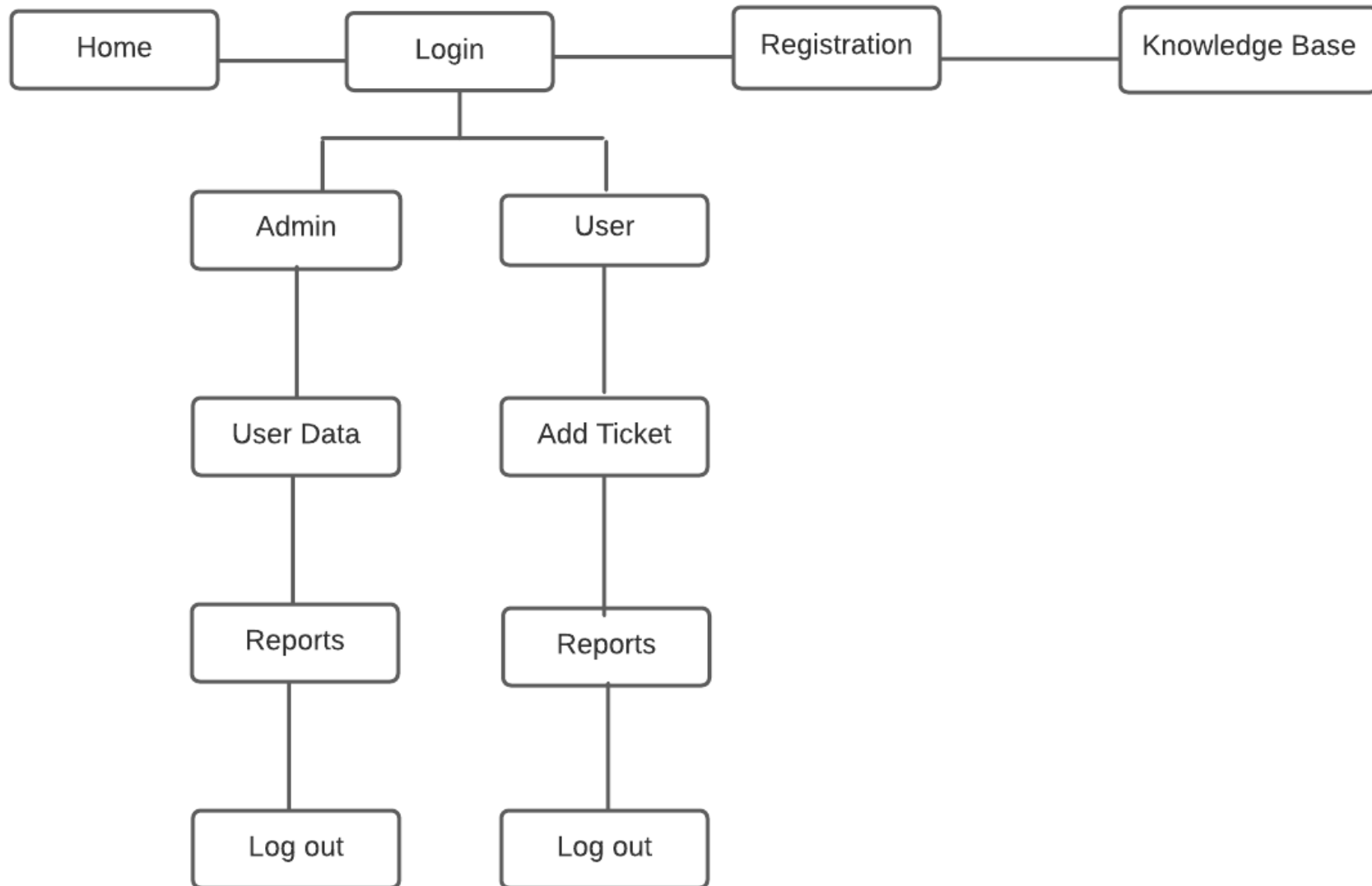
1. Improved employee engagement.
2. More efficient onboarding.
3. Give hours back to your HR team.
4. Head off issues before they have time to get worse.
5. Shorter, sweeter processes.

## **6. Technology Stack**

1. - Netbeans IDE
2. - MySQL
3. - phpMyAdmin
4. -Xampp



# 7. Block Diagram



LOGIN

Username:

Password:

LOGIN

Don't have an account?

REGISTER

REGISTRATION

Full name:

Email:

Phone number:

Department:

Username:

Password:

Confirm Password:

REGISTER

Already have an account?

LOGIN

HOME PAGE

HOME

LOGIN

REGISTRATION

LOGOUT

KNOWLEDGE BASE

1. Equal opportunity policy

An equal opportunity policy (EOP) prevents companies from discriminating against job applicants or employees if they are a member of a protected class (e.g. race, gender, age, religion, familial status, color). The EOP is essential for any anti-harassment, workplace violence, non-discrimination or diversity policies your company may consider developing.

2. Workplace health and safety

We recognises its moral and legal responsibility to provide a safe and healthy work environment for employees, contractors, customers and visitors. This commitment extends to ensuring that the organisation's operations do not place the local community at risk of injury, illness or property damage. We commits to continuous improvement in WHS management in order to eliminate workplace injury and illness.

**\*The objectives of this policy:**

- Provide safe equipment and systems of work;
- Provide written procedures and instructions to ensure safe systems of work;
- Provide information, instruction, training and supervision to employees, contractors, visitors and customers to ensure their safety;
- Provide support and assistance to employees;
- Continually improve its WHS systems materials and performance through predetermined targets and objectives.

3.Attendance Policy

Punctual and regular attendance is an essential responsibility of each employee. Employees are expected to report to work as scheduled, on time and prepared to start working. Employees also are expected to remain at work for their entire work schedule. Late arrival, early departure or other absences from scheduled hours are disruptive and must be avoided.


HOME PAGE

HOME

ADD TICKET

REPORTS

LOGOUT



ADD TICKET

HOMEADD TICKETREPORTSLOGOUT

Name:

Title:

Email:

Department:

Phone:

Priority: ☒ Low ☐ High

Description:

Submit

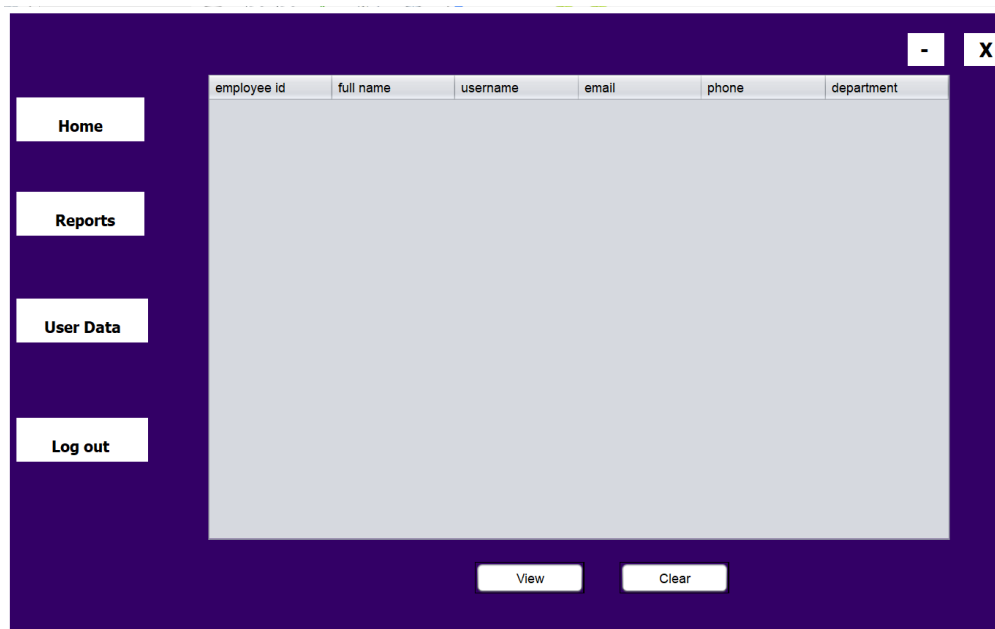
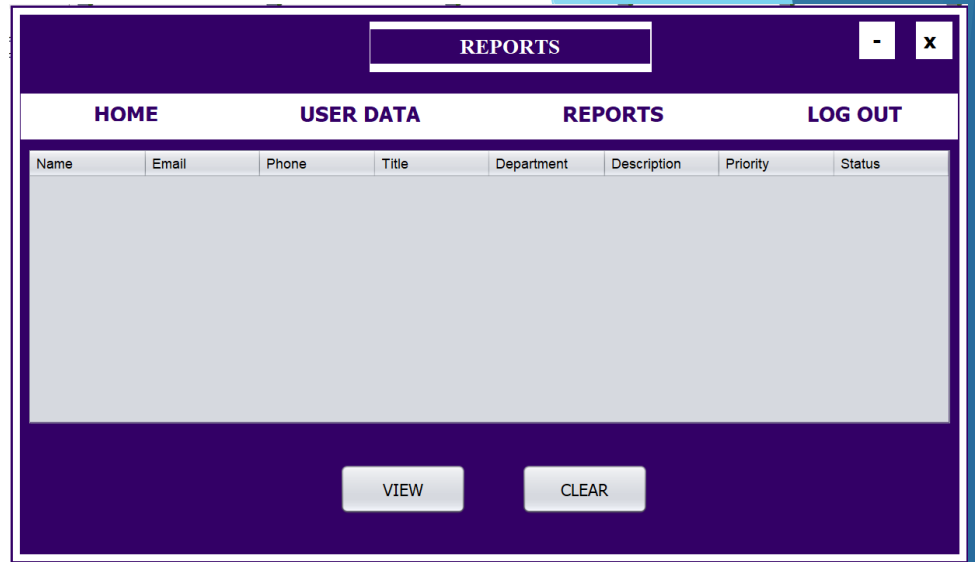
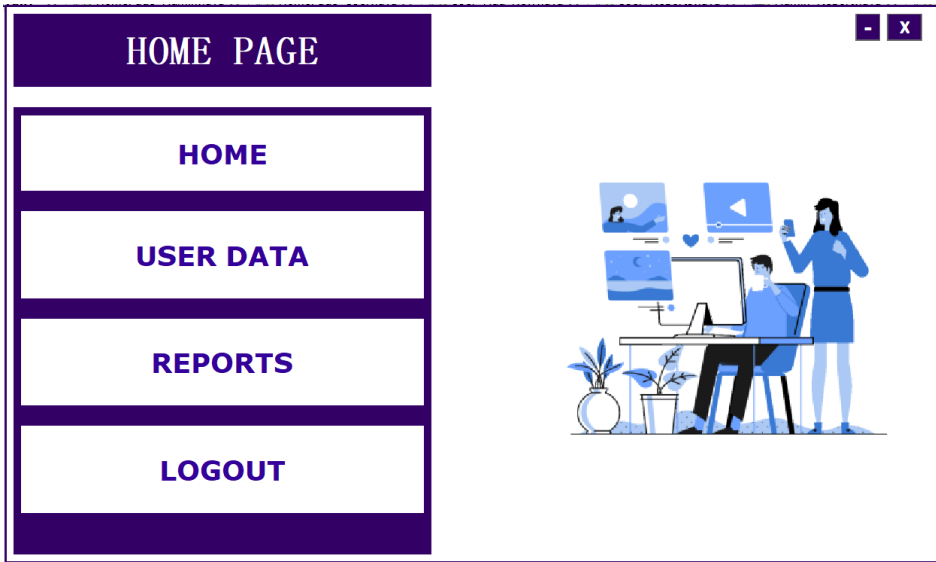
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HOMEADD TICKETREPORTSLOGOUT

Name	Email	Phone	Department	Title	Description	Priority	Status
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VIEW

CLEAR



Thank You...!!