

California State University San Bernardino  
School of Computer Science and Engineering

## **CSE 482 Senior Project Presentation**

### **Date**

June 16, 2015

### **Time**

3:00 PM

### **Place**

JB 359

### **Title**

Helpdesk Instruction Manuals

### **Student**

Sally Phang

### **Advisor**

Dr. David Turner

### **Abstract**

For the past five years, I have interned for the San Bernardino City Unified School District in the information technology department providing user end support. The method we currently have for training new student interns is not effective and efficient. So, with my years of working for the school district, I am able to provide insight and have created instruction manuals on common issues that arise. The manuals that I have created are easily accessed with a hyperlink on a routing support call file currently being used by all in the department.