**St. Michael’s College Help Desk Web Application**

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**A Capstone Project Presented to the Faculty of**

**The College of Engineering and Information Technology**

**St. Michael’s College**

**Iligan City**

**In Partial Fulfillment of the Requirements**

**For the Bachelor of Science in Information Technology**

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**Chapter 1**

**THE PROBLEM AND ITS SETTINGS**

**Introduction**

A help desk is a place that a user of information technology can call to get help with a problem. In many companies, a help desk is simply one person with a phone number and a more or less organized idea of how to handle the problems that come in. In larger companies, a help desk may consist of a group of experts using software to help track the status of problems and other special software to help analyze problems for example, the status of a company's telecommunications network [1].

Manual helpdesk cannot adequately support customers’ needs beyond the regular business hours.Users also often have to wait for a considerably long time before their inquiries and problems are answered and solved. The manual process handles much more workload and cannot simultaneously accommodate people’s questions or inquiries.

Through World Wide Web, there is a possibility of making a new, relatively inexpensive, and effectively standard user interface to help desks and appears to be encouraging more automation in help desk service. Since numbers of businesses and other institutions embracing the benefits of the work over the web, the proponents will develop a web application to simplify the work.