User requirement

1. Improve
   1. Search engine

The search engine just can search the first letter or word. If you want to search the key word in the subject. It can’t be work.

* 1. Interface

It provides different department to use. But each account can see the same function in the interface.

* 1. Import/export

The system just can export the English word in case. If the tittle is Chinese word, it will show unreadable code.

However, if input some data in the system. You just can use its template. But I can’t see anyone try to follow the structure. Making easy to input the data.

1. Suggestion
   1. Create a client server

This system just can use in the sky office. Sometime IT department will receive the floor manager called. They said that there was betting terminal had problem. If they can directly put those problem in the system via the client side.

* 1. Report function

The system don’t have any analyzing function. It can’t count the total of time that problem have been occurred before in a machine.