The result showed that the quality issues arose from two main areas; resolution time of requests and professionalism of IT staff. The quality issues are, according to both the quantitative and qualitative analysis, caused by high workload for one of the IT department’s teams and high expectations of the organization. Furthermore, this study emphasizes that alignment between IT department and organization is an issue of both sides, as alignment concerns mutual understanding and communication. To solve the service quality issues this study recommends starting to work with measurability and continuous improvements, for example Lean Six Sigma. The IT department can strive to increase the interdepartmental communication, share work tasks, educate internally, document competences and clarify responsibilities to decrease the workload.

According to **Knapp (2013)** consequently, help desks have evolved into service desks. Furthermore, the most critical issues faced by organizations in the service desk environment pertain to: (1) the structure of the service desk; and (2) how to improve user support.

According to **Jireh Rindolf Perez** and **Marneli Bacloain (2011)** their undergraduate study entitled “Online Ordering System for St. Jude Thaddeus Publications. “Internet has its role today in the field of education, communication and especially in business. With the use of the internet in businesses, it has made easier for entrepreneurs to conduct business activities interacting with their customers”.

With this study, this kind of system helps the company a lot especially in monitoring the sales of a particular company or business. It also stated that it also helps the business to have good services that can build a good relationship to the customers.