**CHAPTER 1**

**PROBLEM AND ITS BACKGROUND**

**Project Context**

Developing a technology for the company’s productivity should be the main concern of the developer. As stated, the state shall give priority to research and development, invention, innovation, and their utilization Online Ticketing System will help the company in terms of tracking the problems, management of request. Online ticketing system will help a lot in the process of company and easily response.

Fortis Technologies Inc, expertise in hardware, software, and people are value in their proposition. Offer end to end solutions to the entire information technology stack. Fortis Technologies focus on emerging and innovative technologies and company’s breadth of integration expertise encourages close cooperation with company’s key technology partners. The Company doesn’t have a ticketing system, therefore the company use email like Gmail. Hence, the developers are facing some problems such as bugs, system failure, backup and recovery, outdated software and others.

The proponents also sum up the different techniques on how to

**CHAPTER 2**

**REVIEW OF RELATED LITERATURE & STUDIES**

This chapter presents the related literature and studies, both foreign and local which are relevant to the present study. The researchers made use of materials that provide sufficient information related to the study such as books, magazines, internet, unpublished thesis and other technical reports.

**Related studies**

According to **Johanna Ivarsson (2013)** in her case study of an IT Helpdesk service, 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.

This statement influences us why the proponents decided to create a website that will help the company to lessen the workload of the developers.

**CHAPTER 3**

**DESIGN AND METHODOLOGY**

**Requirement Analysis**

Start

Report Bug Request

Support

Review Report

Request

Fix Bug

Notify Support

Team

Request

Fix

Is Bug Fixed?

No Yes

Notify

User

End