­­­­­­­­­­gain web visitors and eventually convince them to support the website based on some surveys gathered by the past studies. The proponents conducted a research on the business process of Fortis Technologies, Fortis technologies Inc. is using Gmail in receiving the request support from the clients and responding to the clients on the status of the sent request from the clients. The Fortis Technologies mostly encountered the problems in monitoring the mails, in identifying what mails were already solved and unresolved.

Therefore the proponents decided to create an Online Ticketing System for Fortis Technologies that will help the business process of the Fortis Technologies. The Fortis Technologies can easily identify the problems and will easily response to the client’s request.

**Purpose and Description of the Project**

The purpose of creating an Online Ticketing System is to help and enhance the effectiveness of the Fortis Teschnologies Corporation, to easily monitor and identify the mails, issues, status of the ticket. That will increase the subscriber for Fortis Company.

The Online Ticketing System can track the problem that was requested by their clients and the Fortis Company Administrator can easily track or monitor who is assigned in one particular task that the client sent. The client can easily check or monitor the status of their requests. The client of the Fortis Technologies Corp can send messages to the assigned developer if there is a problem. The request will be kept for future reference and will be monitored even if the developers solved the problem.

The proponents can enhance and improve their skills to resolve and learn about different problem in implementing the system, and the proponents are updated on what is happening in the industry.

The target of the proposed Ticketing System is the Fortis Technologies Inc. developers. The beneficiaries of this system are:

**The Company** – Online Ticketing System can help the Fortis Technologies Inc. to easily respond to the problem was requested by their clients.

**The Employees** – Employees can easily handle the problems that are being reported by their clients.

**The Proponents** – The knowledge and skills of the proponents may enhance in proposed system. It also become a background record to the proponents when do the same project.

**1.3 Objective**

**1.3.1 General objectives**

The general objective of the study is to develop an Online Ticketing System for Fortis Technologies Inc.

**1.3.2 Specific Objectives**

* To create a module which the clients of Fortis Technologies Corp. can send requests.
* To create a module that will show the status and severity of the ticket requested by the client.
* To create an administrative module that will let the administrator to monitor how fast the developers of Fortis Technologies Corp respond on one specific request.

**1.4 Scopes and Limitation**

**1.4.1 Scopes**

* The general purpose of the study is to develop an Online Ticketing System which will lessen the entire process of the business.
* The software can add tickets that are requested by the clients.
* The software can provide two comment sections, one for company and one for clients.
* The transaction can only be seen by administrator and developers.
* The software can identify the tickets that were already resolved and from those which are not yet done.

**1.4.2 Limitation**

* The website does not include forum.
* The website does not include module of one request multiple problem.
* The website does not include linking tickets.

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 Fazira Shafie & Wan Zahari Wan Yusoff In higher educational institutions, students, academic staff, and non-academic staff can be categorized as users since they make use of the services and products provided. The purpose of this paper is to provide an exploratory look at how facilities management (FM) helpdesk can be applied in higher educational institutions, with case study at Universiti Tun Hussein Onn Malaysia (UTHM). It discusses the manner in which the FM helpdesk functions as a user complaint system in improving the delivery of facilities management (FM) services in a public university. The research objectives are to study the existing service management system for users’ complaint on facilities management and whether that system can contribute to user satisfaction in UTHM. A case study methodology was adopted, with semi-structured interviews and actual data collected generated from the monthly and annual report of FM helpdesk to analyze. These showed the total numbers of users’ complaints about facilities management in UTHM. Therefore, the intents of this research are to know the effectiveness of the FM helpdesk as a user complaint system and also to obtain feedback on users’ satisfaction using this system. As a result, this system could be a good tool to enhance the systematic management of users’ complaint’s for better facilities management in UTHM.

**Related Studies**

**System Design**

|  |  |  |  |
| --- | --- | --- | --- |
| **Client / user** | **Support Team** | **Developer Team** | **Tester/ Q&A** |
| **Request Bug / Request Support** | **Review Report/Request**  **Notify User** | **Fix Bug** | **Verify Bug Fix & Test**  **No Yes**  **Request Fix Notify Support**  **Team** |

**3.4 Development Testing and Testing**

**3.5 Description of the Prototype**

**3.6 Implementation plan**