# **Abstract**

The Sunbulah Group IT Help Desk System is a web-based ticketing system designed to facilitate communication between Sunbulah’s Group Information Technology (IT) staff and end users. The development process of the system accounts as the last step to completing the Management Information System bachelor studies in Hekma School of Business and Law, Dar Al-Hekma University. The client, Sunbulah Group, is a food and fine pastry manufacturing company founded in 1980, operating in Jeddah, Riyadh, Dammam and Dubai. Sunbulah products are distributed across all of Gulf Cooperation Council (GCC) counties, Jordan, Lebanon and Indonesia.

The system’s aim is to provide users with an automated point of contact to gain assistance in troubleshooting, get answers to questions, and solve problems. Staff members will be able to create, track, accelerate and evaluate tickets. This will enable the IT manager to view the IT staff performance. On the other hand, IT staff and the system admin have the ability to prioritize and reassign tickets as well as add solutions to the Knowledge Base for all users to access. Lastly, the system has a notification feature in case a ticket has exceeded the time allowed for it to be resolved. The technologies and frameworks utilized to develop the system are MVC 5, HTML5, CSS 3, JQuery and Bootstrap.

**Keywords:** Ticketing system, Information Technology (IT), knowledge base, help desk, end user feedback.