**IT SERVICE HELP DESK**

The abstract of this document is to collect, analyze and define high-level needs and features of the *IT Service Help Desk.*. It focuses on the capabilities needed by the stakeholders, and the target users, and why these needs exist. The details of how the *IT Service Help Desk* fulfils these needs are detailed in the use-case and supplementary specifications.

The purpose of IT Service Help Desk project is to create a web application needed for the interaction between project team and IT support team and get the project team member’s problem solved in a timely manner. And the goal of the project is to develop an interactive, fast access and user-friendly website which should be secure. Reading access is given to the project team members (developers) and the analyst.

IT Service Help Desk project is to develop a web page which is owned by an IT company to serve for their people. This integrates services like online and ‘any place’ access of this application. The main scope of this project is to meet the required constraints specified and to create a webpage which is highly secure, understand and easy to access.