**29. IT SERVICE HELP DESK**

**Abstract:**

Developing a web application which is directed to the employee’s in a company. Our goal is to serve as the simulation to them. This system will be owned by a Company, to serve for their people. This web application will incorporate all requirements needed for the interaction between Project team (who work on the resources allocated) and IT support team (i.e. Network administrator’s, who provide requirements needed for the project people) and get the project team members problems solved, like installations, access to other resources across the network, etc. This integrates other services like online and ‘any place’ access of this application. It provides a complete concoction of solutions to all IT Service management problems like installations, network resource allocation so on and so forth. It will usher an environment which will not only provide unlimited services to the Project team but also help the Reporting Managers, IT Support team to function effectively and efficiently. .

**Existing System**

Manual Process of this requires a lot many of records to maintain and also it takes lot of time to solve problem and there is no method to find exact place of the problem where it will be created.

**Proposed System:**

Proposed system is web application. In this application Project team member details are maintained efficiently IT support team has a facility to view the problem details, give the solutions by this system. This has an enhanced facility like online and any place access system.

**Modules**

This Project contains the following Modules

* Project Team Members
* IT Support Team

**Module Description**

**Project Team Members:**

In It industry project team members are faced many problems like in installation in softwares. They send their problems to It Support team and for each problem one id will be created based upon this id they will downloading of the solutions for the problems.

**IT Support Team :**

In this Module IT Support Team can send the solutions for the particular problems based upon the problem id. They upload the solutions and they give the chance to download the solutions.

**Hardware Requirements:**

Processor : Pentium-IV

Ram : 1 GB

HDD : 20 GB

**Software Requirements:**

Operating System : Windows XP Professional or later

Platform : Microsoft Visual Studio .Net 2008

Web Technology : Asp.Net with C#.Net

Data Base : SQL Server 2005 /2008