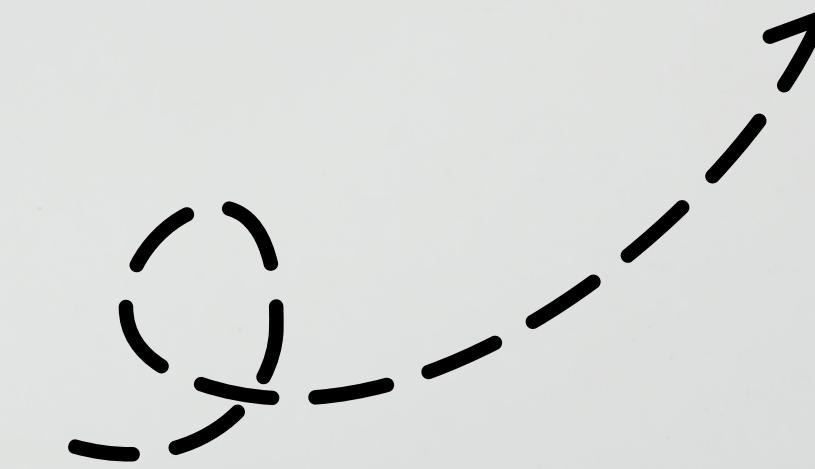


# **DESIGN CONCEPT FOR THE IT HELPDESK SYSTEM AT MANZANEQUE LIMITED**

BY : SRAVANI

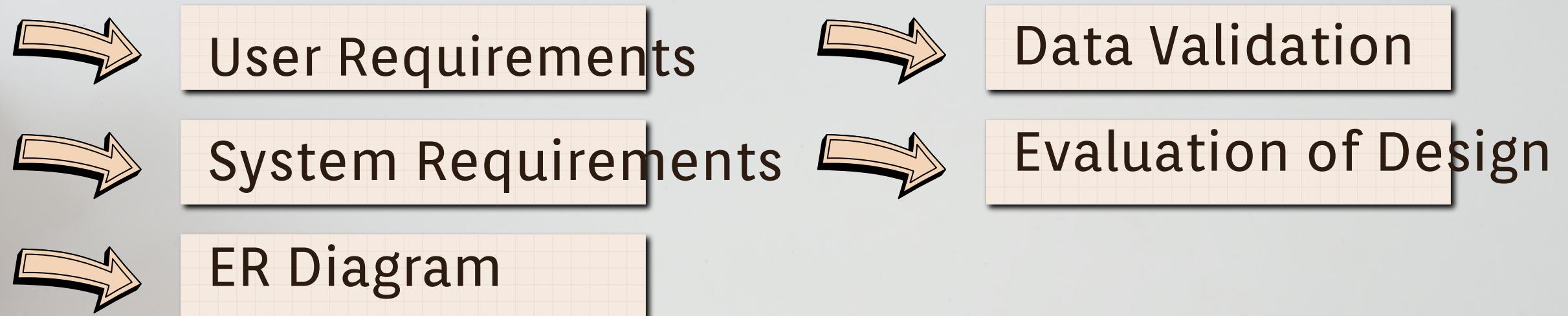


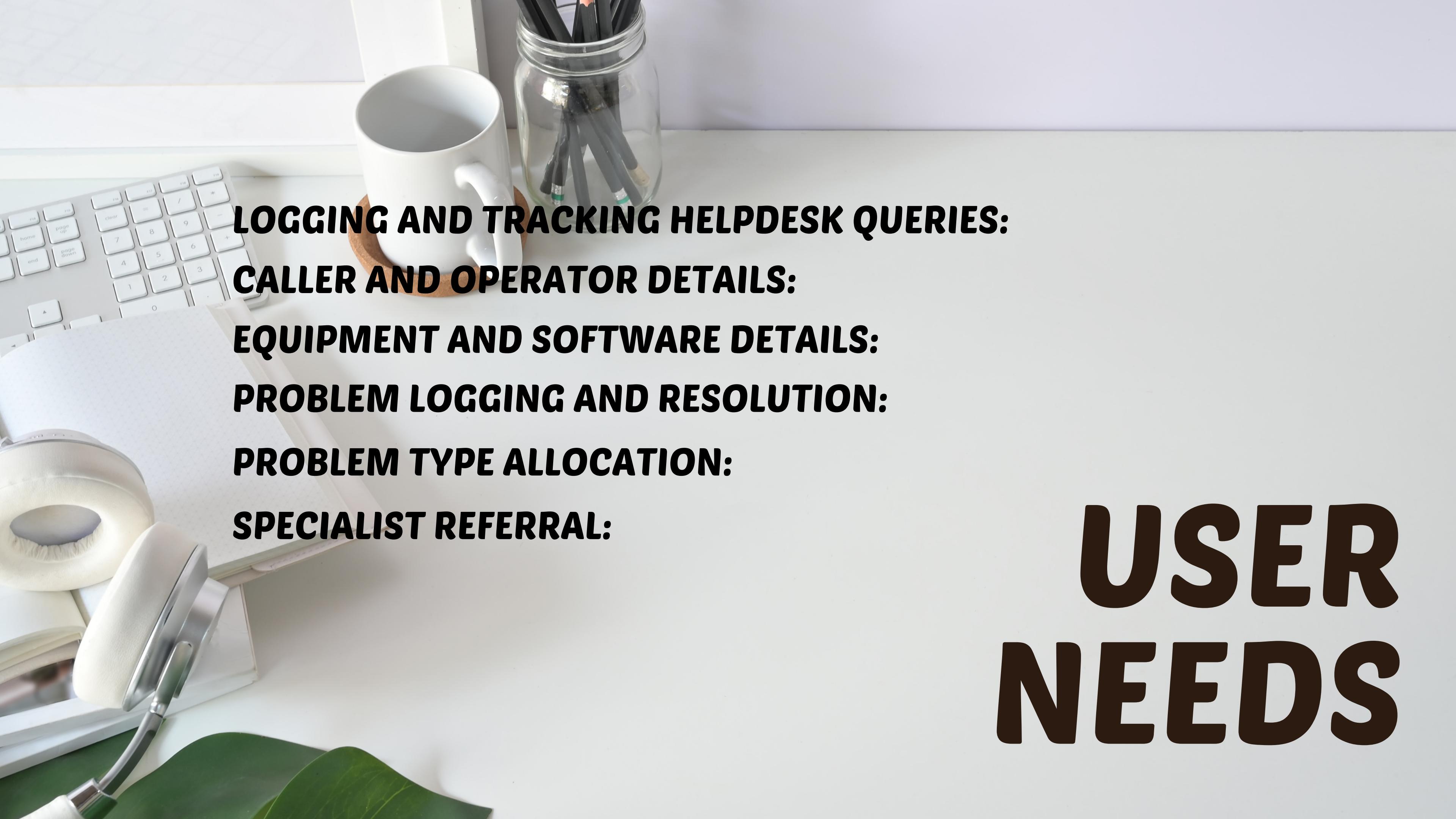
# INTRODUCTION

Manzanque Limited a real estate company specializing in various firms wants to set up a IT Helpdesk system .This proposal outlines a plan to design and develop a user friendly helpdesk platform according to the needs of Manzaneque Limited



# TABLE OF CONTENT





**LOGGING AND TRACKING HELPDESK QUERIES:**  
**CALLER AND OPERATOR DETAILS:**  
**EQUIPMENT AND SOFTWARE DETAILS:**  
**PROBLEM LOGGING AND RESOLUTION:**  
**PROBLEM TYPE ALLOCATION:**  
**SPECIALIST REFERRAL:**

**USER  
NEEDS**

# **SYSTEM NEEDS**

**CLOUD SERVER:  
HOSTING APPLICATION:  
BACKEND SERVER SELECTION:  
RELATIONAL DATABASE SERVER  
SELECTION:**

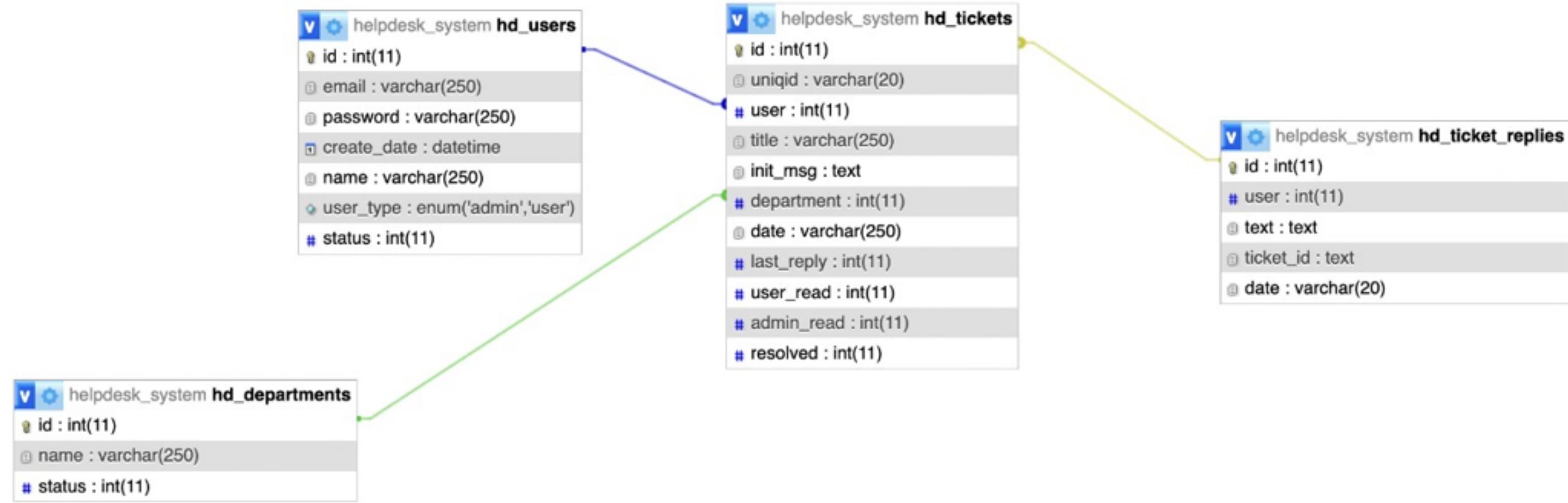


# **RELATIONAL DATABASE SERVER**



## **BACKEND SERVER SELECTION:**

# ER DIAGRAM



**NO OF  
PAGES:**

**LOGIN PAGE**

**DASHBOARD**

**CALL LOGGING PAGE**

**PROBLEM MANAGEMENT PAGE**

**SPECIALIST MANAGEMENT PAGE**

**REPORTS PAGE**

**SETTINGS PAGE**

# DATA VALIDATION

## FRONTEND VALIDATION

Required fields:

Data format

Length limits:

Password Strength:

File Type:

Numeric Values:

Confirmation Fields:

## BACKEND VALIDATION

Data integrity:

Input Santization:

Database constraints:

Custom Validation

# DATA EVALUATION



## EASE OF USAGE:

User-Friendly  
Interface:  
Simple Workflow:  
User Training:



## TYPOGRAPHY & COLOR CONSISTENCY:

Typography:  
Color Scheme:



## LOADING TIME:

Optimization:  
Asynchronous  
Operations:



## ACCESSIBILITY:

ADA Compliance:  
Responsive Design:

# DATA EVALUATION



## SCALABILITY:

Server Scalability:  
Database  
Scalability:



## RELIABILITY AND AVAILABILITY:

High Availability  
Architecture:  
Server Uptime SLA:



## MAINTENANCE AND SUPPORT:

Regular Updates:  
Technical Support:

**THANK  
YOU**

