

HIGHER TECHNICAL INSTITUTE COURSE IN COMPUTER SCIENCE

DIPLOMA PROJECT

DESIGNING A WEB-BASED HELP-DESK SYSTEM

CS/325

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Abstract:

This project is concerned with the analysis and designing of a web based program that can be used in I.T. departments of companies.

The tasks performed came to an end without any problems.

More specific the multilevel access of the system was overcome with the creation of user levels using the MS Access option for creating such groups of users.

The task concerning the systems display was checked by the MS Access wizards once again.

The forms created and linked have met the requirement of user-friendliness.

Records requirements as well as reports and statistics were designed and carried out by developing functions for adding records, deleting records, saving or editing and then saving them.

As far as reports and statistics are concerned the system can create them and the user can preview them. If the user desires the reports and statistics can be printed as well.

Table of Contents

Acknowledgements.....4
Abstract.....5
Preface.....6
Information Gathering.....6
 Information About The Organization.....6
 Information About the People.....6
 Information About The Work.....7
1 Investigation Phase.....9
 Introduction.....9
 1.1 Initial Investigation Activity.....9
 1.1.1 Problem Definition.....9
 1.1.2 Existing Procedures.....9
 1.1.3 Possible Solutions.....10
 1.1.4 User Request.....10
 1.2 User Requirements.....10
 1.3 Feasibility Study.....11
 1.3.1 Financial Feasibility.....11
 1.3.2 Operational Feasibility.....11
 1.3.3 Technical Feasibility.....11
 1.3.4 Schedule Feasibility.....11
 1.3.5 Human-Factor Feasibility.....12
 1.4 Conclusions.....12
2 Analysis and General Design Phase.....13
 2.1 Introduction.....13
 2.1.1 Overview Narrative.....13
 2.1.2 System Function.....13
 2.1.3 User Input.....13
 2.1.4 User Output.....14
 2.1.5 User Interfaces with the System.....14
 2.2 New System's Design.....15
 2.2.1 New System Design Specification Documents.....15
 2.2.1.1 Programs Objectives.....15
 2.2.1.2 Performance Criteria.....15
 2.2.1.3 Security and Control.....16
 2.2.2 Package Application Software Recommendation.....16
 2.2.3 Technical Support Specification.....16
 2.3 Conclusions.....16
3 Detailed Design and Specification Phase.....17
 3.1 Introduction.....17
 3.1.1 Detail Design Specification Document.....17
 3.1.1.1 Human Machine Interface.....17
 3.1.1.2 Backup and Recovery.....17
 3.2 Help-Desk Program Step 1 - Tables Design.....18
 3.2.1 STEP 1 Investigation Phase.....18
 3.2.2 STEP 1 Feasibility Study.....18
 3.2.3 STEP 1 Development Phase.....18

Web-Based Help Desk Program

3.2.3.1 STEP 1 DELIVERABLES.....	18
3.2.3.2 STEP1 TESTING.....	18
3.2.4 STEP1 Summary.....	19
3.3 Help-Desk Program Step 2 - Queries Design.....	19
3.3.1 STEP 2 Investigation Phase.....	19
3.3.2 STEP 2 Feasibility Study.....	19
3.3.3 STEP 2 Development Phase.....	19
3.3.3.1 STEP 2 DELIVERABLES.....	19
3.3.3.2 STEP 2 TESTING.....	19
3.3.4 STEP 2 Summary.....	19
3.4 Help-Desk Program Step 3 – Reports & Statistics Design.....	20
3.4.1 STEP 3 Investigation Phase.....	20
3.4.2 STEP 3 Feasibility Study.....	20
3.4.3 STEP 3 Development Phase.....	20
3.4.3.1 STEP 3 DELIVERABLES.....	20
3.4.3.2 STEP3 TESTING.....	21
3.4.4 STEP3 Summary.....	21
3.5 Help-Desk Program Step 4 - Forms Design.....	21
3.5.1 STEP 4 Investigation Phase.....	21
3.5.2 STEP 4 Feasibility Study.....	21
3.5.3 STEP 4 Development Phase.....	21
3.5.3.1 STEP 4 DELIVERABLES.....	21
3.5.3.2 STEP4 TESTING.....	22
3.5.4 STEP4 Summary.....	22
3.6 Help-Desk Program Specification.....	22
3.6.1 System Description.....	22
3.6.2 Data Modeling.....	23
3.7 Conclusions.....	23
4. Installation Phase.....	24
4.1 Activity Description.....	24
4.2 System Installation.....	24
4.3 Conclusions.....	24
5. Review.....	25
5.1 Introduction.....	25
5.2 Development Recap.....	25
5.2.1 Activity Description.....	25
5.3 Conclusions.....	25
Appendices.....	26
Gantt Chart.....	27
Context Diagram.....	28
Data Flow Diagram.....	29
User Input Screens.....	30