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ONLINE HELP DESK FOR THE FACILITIES AVAILABLE IN THE COLLEGE CAMPUS AND INDUSTRIES

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ABSTRACT

This project is aimed at developing an Online Help Desk for the facilities available in the college campus and industries. This is an Intranet based application that can be accessed throughout the campus. This system can be used to automate the workflow of service requests for the various facilities in the campus. This is an integrated system that covers different kinds of facilities like class-rooms, labs, hostels, mess, canteen, gymnasium, computer centre, faculty club etc. Registered users (students, faculty, lab-assistants and others) will be able to log in a request for service for any of the supported facilities. These requests will be sent to the concerned people, who are also valid users of the system, to get them resolved. There are features like email notifications/reminders, addition of a new facility to the system, report generators etc.

Keywords: Online Help Desk (OHD), Software Process Model

1. INTRODUCTION:

This project is aimed at developing an Online Help Desk (OHD) for the facilities in the campus and industries. This is an Intranet based application that can be accessed throughout the campus. This system can be used to automate the workflow of service requests for the various facilities in the campus. This is an integrated system that covers different kinds of facilities like class-rooms, labs, hostels, mess, canteen, gymnasium, computer center, faculty club etc. Registered users (students, faculty, lab-assistants and others) will be able to log in a request for service for any of the supported facilities. These requests will be sent to the concerned people, who are also valid users of the system, to get them resolved. There are features like email notifications/reminders, addition of a new facility to the system, report generators etc.

1.1 Study of the System GUI'S

In the flexibility of the uses the interface has been developed a graphics concept in mind, associated through a browser interface. The GUI'S at the top level have been categorized as

1) Administrative user interface

2) The operational or generic user interface

1.1.1Administrative user interface

The administrative user interface concentrates on the consistent information that is practically, part of the organizational activities and which needs proper authentication for the data collection. The interfaces help the administrations with all the transactional states like Data insertion, Data deletion and Date updating along with the extensive data search capabilities.

1.1.2 The operational or generic user interface

The operational or generic user interface helps the users upon the system in transactions through the existing data and required services. The operational user interface also helps the ordinary users in managing their own information helps the ordinary users in managing their own information in a customized manner as per the assisted flexibilities.

1.2 PLANNING AND SHEDULING

1.2.1 Software process model

To solve actual problems in industry settings, software engineer or a team of engineers must incorporate a development strategy that encompasses the process, methods and tools layers and generic phases. This strategy is often

referred to as process model or a software engineering paradigm. A process model for software engineering is chosen based on the nature of the project and application, the methods and tools to be used, and the controls and deliverables that are required.

1.2.2 Incremental model

The incremental model combines elements of the linear sequential model (applied repetitively), with the iterative philosophy of prototyping. Referring the figure, the incremental model applies linear sequence produce in a staggered fashion as calendar time progresses. Each linear sequence produces deliverable increment of the software. When an incremental Model is used, the first increment is often called product. That is, basic requirements are addressed, but many supplementary features remain undelivered. The core product is used by the employer's a result of use and or evolution, a plan is developed for the next increment, the plan addresses the modification of the core product to better meet the needs of the customer and the delivery of additional features and functionality. This process is repeated following the delivery of each increment, until the complete product is produced. The incremental process model is iterative in nature. But unlike prototyping, the incremental model focuses on the delivery of an operational product with each increment. Early increments are stripped down version of the final product, but they provide capability that serves the user and also provide platform for evolution by the user.

Incremental development is particularly useful when staffing is unavailable for a complete implementation by the business deadline that has been established for the project. Early increments can be implemented with fewer people. If core product is well received, then additional staff can be added to implement the next increment.

2. SYSTEM ANALYSIS

2.1 EXISTING SYSTEM

At present the current system works manually. It provides the information in written or orally within the organization/campus. Individual has to spare his time and energy in order to obtain even the basic information regarding the organization/campus. Apart from this there can be a long and tedious procedure in order to have a solution regarding any particular query. In addition

to all this an individual has to move from one place to another to get any information.

2.2 PROPOSED SYSTEM

2.2.1Requirements Specification:

Requirements Specification adds further information to the requirements definition:

2.2.2 Non- functional Requirements:

Usability: The interface should use terms and concepts, which are from the experience of the people who will make most of the system.

Efficiency: The system must provide easy and fast access without consuming cost.

Reliability: User should be surprised by the behavior of the system and it should also provide meaningful feedback when errors occur so that user can recover.

2.2.3 Functional Requirements:

The only requirement is to automate the whole system as a good source of providing the reliable information to that the user so that he can get the maximum benefit of the services provided by the campus/organization.

2.3 Analysis Model

The model that is basically being followed is the WATER FALL MODEL, which states that the phases are organized in a linear order. First of all, the feasibility study is done. Once that part is over the requirement analysis and project planning begins. If system exists one and modification and addition of new module is needed, analysis of present system can be used as basic model.

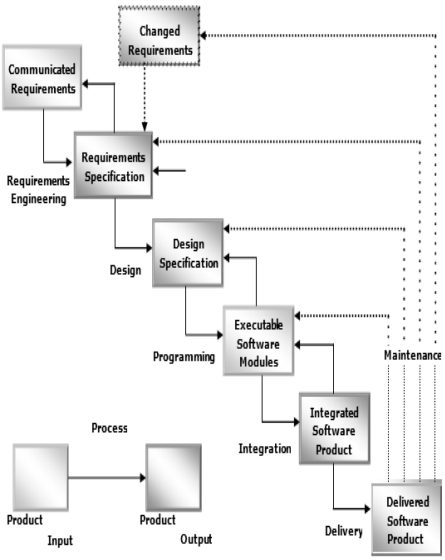
The design starts after the requirement analysis is complete and the coding begins after the design is complete. Once the programming is completed, the testing is done.

Here the linear ordering of these activities is critical. End of the phase and the output of one phase is the input of other phase. The output of each phase is to be consistent with the overall requirement of the system. Some of the qualities of spiral model are also incorporated like after the people concerned with the project review completion of each of the phase the work done.

2.3.1 Water Fall Model

It was being chosen because all requirements were known beforehand and the objective of our software development

is the computerization/automation of an already existing manual working system.



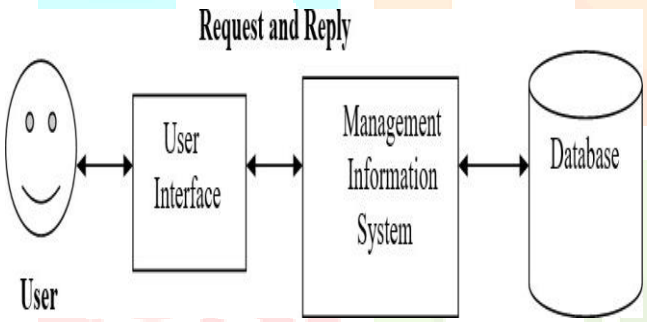


Fig 1. System Architecture

4. Modules and Implement

4.1 Modules

4.1.1 Requests module

1) Individual requests regarding information about various departments of the organization/campus.

2) Schedule of the organization.

4.1.2 Authenticate Requests

1) Administrator assigns the requests to related assignees of particular dept.

2) Queries are properly looked after for its timely execution.

4.1.3 Solve Requests

1) Assignee solves the queries assigned to him by administrator

2) Assignee also intimates end-user by Email after a request is solved.

4.2 Implementation

As far as our project is concerned, any person who is little bit aware of application and those who is willing to get information can use this project. The application can be used by the members of particular campus/organization.

Here, Our Application is a web-based application and is purposefully developed for multi user

5. FEASIBILITY STUDY

The feasibility of the project is analyzed in this phase and business proposal is put forth with a very general plan for the project and some cost estimates. During system analysis the feasibility study of the proposed system is

to be carried out. This is to ensure that the proposed system is not a burden to the company. For feasibility analysis, some understanding of the major requirements for the system is essential.

5. 1. Economic Feasibility

This study is carried out to check the economic impact that the system will have on the organization. The amount of fund that the company can pour into the research and development of the system is limited. The expenditures must be justified. Thus, the developed system as well within the budget and this was achieved because most of the technologies used are freely available. Only the customized products had to be purchased.

5. 1Technical Feasibility

This study is carried out to check the technical feasibility, that is, the technical requirements of the system. Any system developed must not have a high demand on the available technical resources. This will lead to high demands on the available technical resources. This will lead to high demands being placed on the client. The developed system must have a modest requirement; as only minimal or null changes are required for implementing this system.

5.3 Social Feasibility

The aspect of study is to check the level of acceptance of the system by the user. This includes the process of training the user to use the system efficiently. The user must not feel threatened by the system, instead must accept it as a necessity. The level of acceptance by the users solely depends on the methods that are employed to educate the user about the system and to make him familiar with it. His level of confidence must be raised so that he is also able to make some constructive criticism, which is welcomed, as he is the final user of the system.

CONCLUSION

Online Help Desk will provide all the members of the system with the basic information regarding all activities of the college. It will provide appropriate solutions for the various queries of the end-user. It will greatly reduce the paperwork and cumbersome activity of maintaining registers for different user requests. The Latest news and events of the college can be updated online with the help of this site. New students wishing to take admission in the college can also familiarize themselves with the facilities provided by the college via the help of this site. Online Help Desk will save users

time and energy by providing online information at any time of the day.

FUTURE ENHANCEMENT

At present Online Help Desk has been developed in English language but it can be developed in any local language so that the person's using this system can have a greater involvement and ease of understanding the system.

The project has been currently developed in ASP.NET with C#, but it can also be developed easily using any other platform as desired by the developer with his choice of the database

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