

ABSTRACT

Nowadays, a wide variety of information systems are used in business and the last decade has seen a rapid growth of using computer services in terms of size and complexity. Users need to learn to use system and require support for the information system. Therefore, they need support from Help Desk. Help Desk is a call center to help users use system resources more effectively, to provide answers to technical or operational questions, and to make users more productive by teaching them how to meet their own information needs. The current Help Desk system in the companies using manual process cannot support user effectively. The Help Desk and support team needs more reliable and timely information to support users. So the company implements the Help Desk Support System to support users effectively.

The new proposed system will be developed from the existing system that has been processed manually to a computerized information system to perform the following activities:

- (1) To control the service to be accomplished in desirable time.
- (2) To track the status of the job.
- (3) To keep and retrieve information requests from users.
- (4) To query and follow up the job easily.

The new proposed system is developed in accordance with the System Analysis and System Design technique. The new system project covers the user requirements, system design, hardware and software requirements, cost and benefit analysis, security and control and also includes the design of the input and output screen. This system gives benefit by reducing unnecessary paperwork and human errors. Moreover, it will increase user satisfaction and help management monitor job status.