

ABSTRACT

This system development project presents the analysis, design and implementation of the help desk and support system for ABC Motor Company Ltd. The main objective of the development is to create a new system that allows the company to effectively control the help desk operations and technical support functions.

The project begins with a study of the existing system which is a manual system. The analysis and design of the new system is carried out using the structure methodology such as data flow diagram, entity relationship diagram, etc. The main problem of the existing system is that gathering information for decision making is complex and time consuming. In worst case, some information cannot be obtained, and it consequently leads to a business loss.

The new system is designed to capture data and transactions, which occur in daily business operation of the help desk and the support team. These data and transactions are then analyzed and used for supporting decision making of the management. The new computerized system is implemented to replace the existing manual system. The new system helps to greatly increase the throughput and improve the efficiency of help desk and support operations, as indicated in the summary of degree of achievement. The worthiness of the new system is reflected by the satisfactory results obtained from the cost analysis of breakeven and payback periods. The new system is web-based and always available, which helps users to conveniently contact the help desk and the support team at any time from any location.