

ABSTRACT

The project concerns the system analysis and design of Help Desk Support System for Executive of SK Bank Co., Ltd. The main objective of the development is to create a new system to support executive user. The number of executive member is 716 persons in SK Bank Co., Ltd. This project involves development of an effective help desk support system to facilitate the business process of the company.

The current existing Help Desk Support System for Executive is based on the manual. Most data are stored on paper, while some parts are kept in the Microsoft Word and Excel. It requires many administrative staffs to maintain the system, and has to face the typical problems of manual system, which are non-accurate and cannot support executive user effectively.

The new proposed Information System will be developed to replace the manual and some computerized information system with Intranet System. All data are kept in the database server, Microsoft SQL Server 7.0, and are accessed through the web server, The graphic user interface is friendly. It will reduce the number of administrative staffs, solve the problem of manual system and help user to conveniently contact the help desk any time.