

ABSTRACT

The project concerns the system analysis and design of Help Desk System for EDS Electronic Data System Co., Ltd., with the purpose of improving the business operations of the company. This project involves development of an effective information system to facilitate the business processes of the company.

The current existing Help Desk System of EDS is based on some manual as well as some computerized systems. Most data are stored on paper while some are kept under business software packages such as Microsoft Word and Excel. Many system administrators are needed to maintain the system, and have to face the typical problems in the manual system, which are non-accurate and waste time in tracking that means high cost.

The proposed Information System is developed the replace to existing manual and some computerized information systems. All data are kept in the database server, Microsoft SQL Server 2000, and are accessed through graphic user interface developed by using Microsoft Access 2000. This information system helps to reduce the number of operation staff, and solve the problems of the manual system.