

## ABSTRACT

This system development project is to develop a computerized Helpdesk System for the Information Technology Department of Lion Supermarket. The helpdesk and technical support team are responsible for providing solutions for computer problems, information/database management and to assist other users in various issues.

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. A computerized Helpdesk System is proposed and implemented on an Intranet. The new system has a web-based interface. All data are kept systematically on a database using Microsoft SQL Server 2000.

A new computerized system is developed to assist the Helpdesk staff to control the task and follow up with the problem. The new system can help the helpdesk staff to co-operate more closely and efficiently. The new system is web-based and therefore always available, which will help users to conveniently contact the helpdesk at any time from any location.