

ABSTRACT

Help Desk is a part of IT services to provide a central point of contact for any problem with technology. The Help Desk is responsible for problem recording, tracking, and resolution. Problems that cannot be resolved immediately are passed on to the appropriate areas but monitored to make sure they get resolved.

This system development project presents the analysis and design for CMS Finance (Thailand) Co., Ltd. The project begins with a study of the existing system, which is a manual system. The main problem of the existing is liable for a heap of hard copy, some information cannot be obtained, time-consuming on problem resolution, and it consequently leads to a business loss.

The new system is developed to replace the existing manual system. The project provides details on Help Desk system to capture data and transaction and in which the major principle to have a self-service process for user to find the solution to their problems without having to call to Help Desk, escalation and handling calls in order to reduce repetitive calls and losing calls. Therefore, the new system is able to eliminate the existing problem and helps to greatly increase the throughput and improve the efficiency of IT Services.

The project is supplemented with a detailed system analysis and design that provides solutions and answer to the problem and requirements.