

ABSTRACT

The aim of this project is to develop a computerized Help Desk System for the Education Technology Department of International School Bangkok (ISB). The existing help desk system at ISB is a manual system. Most data are stored on paper, and some data such as spare part inventory, asset inventory, loans records are kept on standalone computer using Microsoft Excel spreadsheet program. Job processing has to be done through lots of paper work, hence very time consuming. Sometimes jobs can get mixed up and cause great delay to help desk operations.

A computerized help desk system is proposed and implemented on an Intranet system using Web Browsing-style interface. All data are kept systematically on a database server using Microsoft SQL Server 7.0. The benefits obtained from implementing the new system at ISB are twofold. First, the proposed system helps to reduce the operating cost substantially, as shown by the cost analysis. Second, the proposed system is found to improve job satisfaction for help desk staffs as well as staffs of other departments.