

## ABSTRACT

SCBS, Siam Commercial Business Service, is the first individual credit card company of Thailand derived from SCB, Siam Commercial Bank. In the early establishment, there were fifty to one hundred staff. OA operation either supporting users or generating daily and monthly report is not busy. But in the present day, the number of staff has increased from 200 to 300. Therefore, a lot of services to support users become large. For this reason, OA Department realizes that should develop a new system handling OA supporting easier and more efficiently.

The existing system is a manual system that is not suitable for a lot of increasing employees as mentioned above. The most commonest problem of the existing system is work flow of OA supporter and data management for decision making of OA manager. Additionally, the existing system does not practice users' computer skill since they do not try to solve the problem by themselves.

The proposed system of the Help Desk System is necessary for solving the problem of the existing system. It is helpful for OA supporter, OA manager, users and company. And the details of these advantages are explained in this report.