



**ASIA PACIFIC INSTITUTE OF INFORMATION
TECHNOLOGY**

**Group Assignment of Module
System Analysis and Design**

Module Code: CE00308-1

ON

ONLINE HELP DESK SYSTEM

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Submitted to:

ANKUR SINGLA

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To being with I wish to express my deepest gratitude towards APIIT SD INDIA, for providing us a platform to achieve my goals and ambitions.

Again I would like to give thanks to my parents and all the persons who related with this project directly or indirectly.

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Introduction

Important of IT Help Desk cannot be ignored in Today's world. Everyday task is taken over by computers, tablets, Smart Phones or any other technological device which is made to make our daily tasks easy to perform. Smart Phones are used more frequently in our today's life and it's having special importance in today's growing society.

IT Help Desk Support is of great important part of today's world to keep track down of all the problems and the solutions offered which rectified in it. IT Help Desk is useful in keeping track of incidents and workflow management. Many big and small companies have realized its importance in a work environment for reporting problems faced by any employee or customer to the concern department, so that immediate action can be taken. Every employee and customer has access to it and can report any issue to concern department for required action. With the help of IT Help Desk customer as well as employee can report the problems. It is a platform between customer and company who look after such problems to resolve in a much efficient way. This keeps track of all the problems being reported though this IT Help Desk and also its solution. So in case of same problem arises the solution can be applied immediately and this will save a lot of time. Online IT Help Desk is very important for customer point of view because with the help of it help desk customer easily take technical support for any type of problems in System.

Domain Chosen

We have chosen the Domain ARS Smart Phones Pvt. Ltd. The Company having no any Online IT Help Desk. We analyse the system and found without IT Help Desk existing system facing many problems related to service, customer satisfactions etc. All the problems listed below:-

PROBLEMS:**❖ Regarding New Products**

If company want to launch any new product and any type of error comes then company having no any help desk where corresponding team member contact.

❖ Regarding Software Problems

If any type of software problems comes then there is no any help desk that solves the problem immediately.

❖ Regarding Hardware problem

If any smart phone having any hardware error then there is no any help desk who suggests that which component is defaulter and what is the solution.

❖ Regarding Product Performance

When company having no IT help desk then it is very difficult for company that he know which product performance is good and which products having problems. So company unable to improve product quality.

❖ User Problems:**1. Performance Problems**

If any customer facing problem related to smart phone performance then he unable to contact the company and report the problem.

2. Application Problems

If in any smart phone any particular Application not works properly, then without IT Help Desk customer not able to report about problem.

3. Physical Problems

Any type of physical problems in smart phone disturbs whole functionality of smart phone. So in this without IT help desk it's difficult for company that he solves the customer's problems.

4. Regarding Functionality

If any particular function of smart phone is not working then Customer unable to contact expert.

5. Regarding Product Inquiry

If customer want to know about any new product then Without IT Help desk it's difficult.

6. Customers have to pay lots of money even a simple problem occurs in smart phones and sometimes in smart phone stores choices are limited.**Proposed Solution for the regarding problem:**

1. If company provides helpdesk then if any problem occurs regarding launching the new product the team member can contact and solve the problem immediately.

2. If there is a problem in the product regarding software then if company provides a helpdesk then found the solution in less time.
3. After the product launching in the market then what is the performance of the product like it is very demand in market or if there is some type of problem creates in its feature that type of information company gather with the help of helpdesk.
4. When customer use the product then if any problem occurs regarding products feature then customer can contact the company's helpdesk and get the solution.
5. Regarding product if any applications not working properly then customer get the solution with the help of company's helpdesk.
6. Sometimes problems occur regarding product functionality then customer directly connects to the company's helpdesk by e-mail, phone or fax.
7. If the customer wants the new products then they can gather the information through the company's help desk.
8. Easily find out how to solve the problem in customer's smart phone.
9. It helps customers to increase the possibilities of more options in buying smart phones and helps to compare with lots of smart phones available in markets online.

Here we mention the some important points who justify the requirement of Online help Desk:

- Keep track of time spent on a problem ticket. Reports can be run to determine how much time technicians are spending on all tickets. Certain techs may turn out to be better at certain tasks, so trouble ticket assignments can be adjusted to reflect this, speeding up the time it takes to solve the problem.
- Different problems require different priorities. When help desk technicians can more easily visually prioritize their tickets, important help tickets are less likely to fall through the cracks.
- IT techs can work on several issues at once.
- Many problems are reoccurring and can be quickly solved based on work done previously. Help desk software allows technicians to search old tickets to quickly find solutions.

- Keeping track of due dates is much easier with a help desk. Due dates can be automatically or manually assigned, and tickets can be sorted based on the dates the projects need to be completed.

Feasibility Report

A feasibility study is an analysis of the viability of an idea. The feasibility study focuses on whether the project is feasible or not i.e. whether we go for project or not.

Below are other reasons to conduct a feasibility study.

1. Before starting a Smartphone helpdesk system a feasibility study will enable to estimate the financial, human and technological resources that will be needed to ensure the successful helpdesk system.
2. Provides quality information for decision making
3. Identifies reasons not to proceed
4. What are the alternatives among which a solution will be chosen
5. Is there a preferred alternative

There are four important feasibilities which are decided whether we go for project or not:

- Operational -- How will the solution work?
- Schedule -- Can the system be delivered on time?
- Technical -- Is the technology needed available?
- Economic – Investment and Return

Operational Feasibility

Operational feasibility is dependent on human resources available for the project and involves projecting whether the system will be used if it is developed and implemented.

Operational feasibility is a measure of how well a proposed system solves the problems, and takes advantage of the opportunities identified during scope definition and how it satisfies the requirements identified in the requirements analysis phase of system development.

Operational feasibility reviews the willingness of the organization to support the proposed system. This is probably the most difficult of the feasibilities to gauge. In order to determine this feasibility, it is important to understand the management commitment to the proposed project. If the request was initiated by management, it is likely that there is management support and the system will be accepted and used. However, it is also important that the employee base will be accepting of the change.

The essential questions that help in testing the operational feasibility of a system include the following:

- ✓ Does current mode of operation provide adequate throughput and response time?
- ✓ Could there be a reduction in cost and or an increase in benefits?
- ✓ Does current mode of operation offer effective controls to protect against fraud and to guarantee accuracy and security of data and information?
- ✓ Does current mode of operation make maximum use of available resources, including people, time, and flow of forms?
- ✓ Does current mode of operation provide reliable services
- ✓ Are the services flexible and expandable?
- ✓ If the system is developed, will it be used?
- ✓ Manpower problems
- ✓ Labour objections
- ✓ Manager resistance
- ✓ Organizational conflicts and policies
- ✓ Social acceptability
- ✓ Government regulations
- ✓ Does management support the project?
- ✓ Will it reduce the time (operation) considerably?
- ✓ Will the proposed system really benefit the organization?
- ✓ Does the overall response increase?
- ✓ Legal aspects

It works on PIECES framework:

P: Performance

I: - Information

E: Economic

C: Control

E: Efficiency

S: Services

Performance:

The performance of the system as well as the organization must increase as the system is computerized. The system would consume less time keeping in view the customer as well as the employees. The customer can get response much early as compared to the manual system. Also the employees can attend more customers in a limited time as compared to the current system. In a single time the help desk operators can solve the problems and send the solution at their respective emails or problem numbers which will satisfy the customers. Hence the proposed system increases the performance of the organization. For example: Suppose, if a customer is having a problem in smart phone, then the customer's problem would be solve within the limited time

- Will this IT helpdesk enabled system perform better than the current system?
 - Since current System not based on online high-tech helpdesk so definitely it will perform well as compared to current system of complaint of ARS.
- Does this IT helpdesk will provide adequate throughput and response time?
 - Yes this helpdesk will provide proper response time and throughput because this is totally based on internet which will provide better throughput and short time of response for any complains.
- Is it going to affect the market of company or customers adversely?
 - No where it is adversely going to affect the customers adversely but some where it might be a small problem of customers during excess to the helpdesk site from internet but it is so greater problem.

Information:

In the whole system we are providing the complete information about the software and hardware facilities available for the customers. . Since all the customer related information is being stored in the database with a unique Registration ID, it will provide for meaningful and accurate data to the users. For the customers as well as the IT HELP DESK Operators can also check the whole information regarding any problems. The operator can check the previous solution for any problem happened before that time. There is also a record for all callers' id and there is also a corner for the problem number by which a customer can check their solutions within time. . The data can be easily updated, modified when required and will be validated before the data is processed into the system.

- Will it provide all information required for overall development of company like as if it will help only to register customers complain but having no information current market demand it will not help to enhance the quality of existing product or in launching new product to market.
- This System is online helpdesk where user can file their complains as well as they can give their suggestion and feedback which will help ARS to improve its qualitative service to the customers

Economy:

It determines whether the system offers adequate service level and capacity to reduce the cost of the business or increase the profit of the business. It leads to fixed costing and variable costing. Variable costing costs that vary depending on the level of activity. Example: printer, paper, telephone line charges etc. Fixed costing includes the Hardware, Software etc. Although the initial purchase, training and installation will some costs but it will be recovered in a matter of few years with the benefits and cost savings it will bring with it and will require lesser manpower. For ex: - Whether our product is beneficial for us how much profit does it provide us if not profitable whether it return the investment cost or not.

- Will the helpdesk be profitable for both company and customers in all aspects?

- Yes this project will be beneficial for both customers and ARS in all aspects. It provide easy and simple technique or platform to file complain for problems faced by customer where as it will lead to increase in market and customer of ARS in the marketing field.
- Does the entire economic requirement for making It Helpdesk is within the budget of the company?
- Yes on the basis of economic feasibility report every required material and maintenance is within the available resource and it will required further in higher quantity it will be made available easily.

Control:

Factor determines whether the system will provide adequate controls to protect against embezzlement and to guarantee the accuracy and security of data and information. In the existing system creating new bills are done manually and are unreliable as they can be easily tampered. Ledgers and files that are supposed to be viewed and handled by higher authorities are not fully secure as they are stored along with the other files. For ex:- All the control of the taking decision such as weather the launch of our new product is going to be in the hands of manager and the owner all the bill that is given to the customer can only be changed by the manager or the administrative heads.

Efficiency:

The implementation of this makes the maximum use of available resources both technical and manpower. After ensuring a proper workflow structure to store customer data, we can ensure the proper utilization of all the resources. For example: In our case study, we are concerned about smart phone. How smart phone performs. Whether we should proceed with the current system or either we have to provide the Tools, Training, and Methodology to the employees to increase the efficiency. If large amount of problems are coming together then system is enough capable to overcome problem or not.

- Will it really going to solve the current problems of customer and also useful in the same manner in coming future?
- Yes definitely it is going to solve all the problems faced by the customers at present time in various possible ways.

Services:

Determine whether the system is desirable and reliable services to those who need it and also whether the system is flexible and expandable or not. The proposed system is very much flexible for better efficiency and performance of the organization. The existing system can provide service only to a limited number of customers. The scalability of the proposed system will be inexhaustible as the storage capacity of the system can be increased as per requirement. This will provide a strong base for expansion. The new system will provide a high level of flexibility.

- Will the services provided by this system are flexible and expandable?
 - Yes the service provided by IT helpdesk will be flexible and expandable.
- Will it be able to work or perform on all system or is it hardware dependent?
 - Yes. Since this System is developed by keeping in mind all the available Operating Systems and Hardware like XP, windows 7, Windows 8, Linux and UNIX.

Schedule Feasibility

A project will fail if it takes too long to be completed before it is useful. Typically this means estimating how long the system will take to develop, and if it can be completed in a given time period using some methods like payback period. Schedule feasibility is a measure of how reasonable the project timetable is. Given our technical expertise, are the project deadlines reasonable? Some projects are initiated with specific deadlines. It is necessary to determine whether the deadlines are mandatory or desirable. The process of assessing the degree to which the potential time frame and completion dates for all major activities within a project meet organizational deadlines and constraints for affecting change.

- Is all milestones for project is fixed and it is going on properly timely?
 - Yes, the current speed is neither too slow nor too fast.

Schedule Feasibility Contains:

- ❖ **Work load matrix**
- ❖ **Gantt chart**

Work Load Matrix

Work Load Matrix

(Module code - CE00308-1)

Module name – System Analysis and Design

Domain Name: ARS Smart Phone

Name of assignment - ONLINE IT MANAGEMENT SYSTEM

Members	Name	Role of Members
Member -1	Aditya Prakash (pt1282205)	Customer
Member – 2	Shubham Choudhary(pt1282211)	Operator
Member – 3	Rishikesh Kumar(pt1282234)	Manager

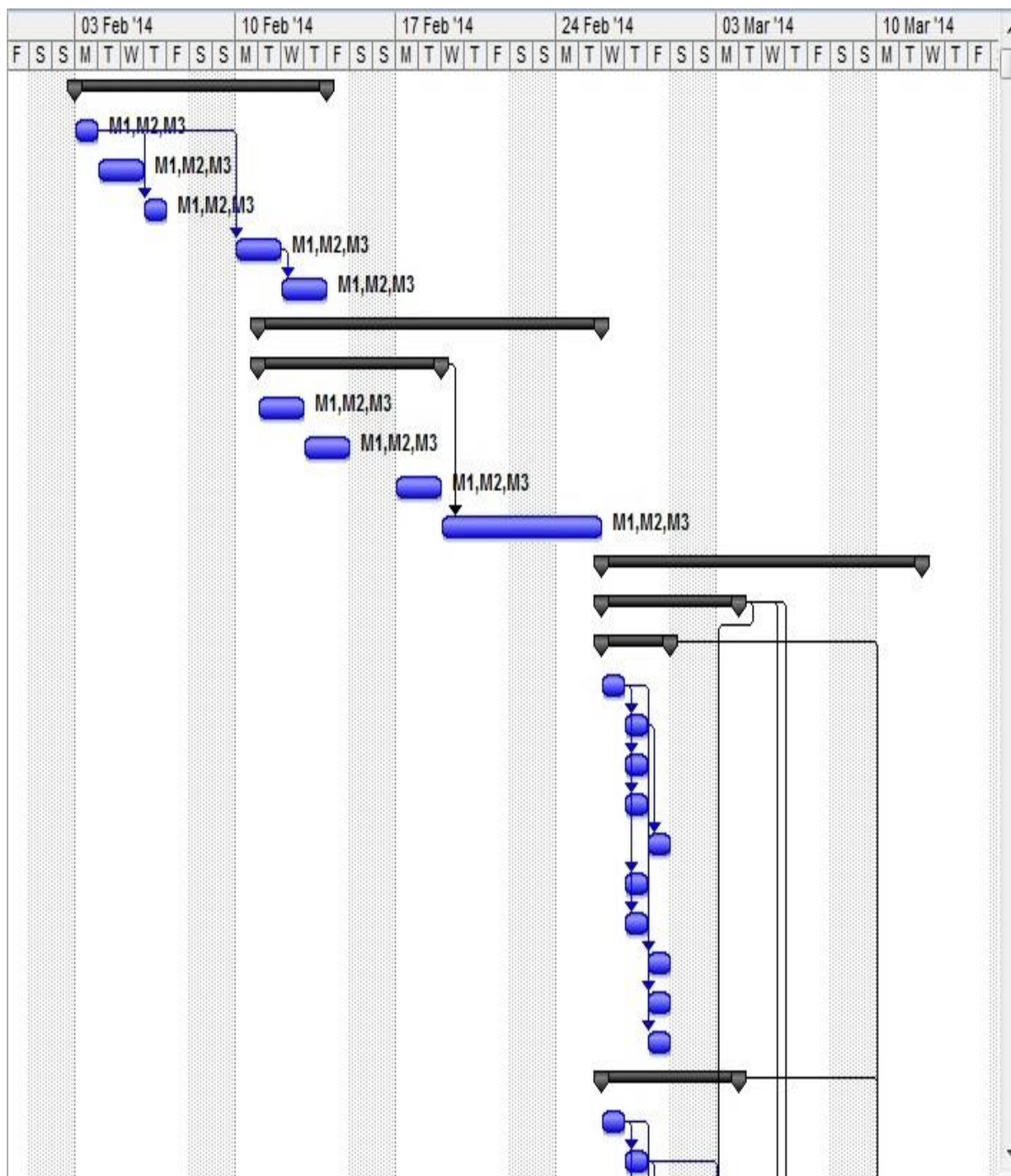
Work Load Matrix

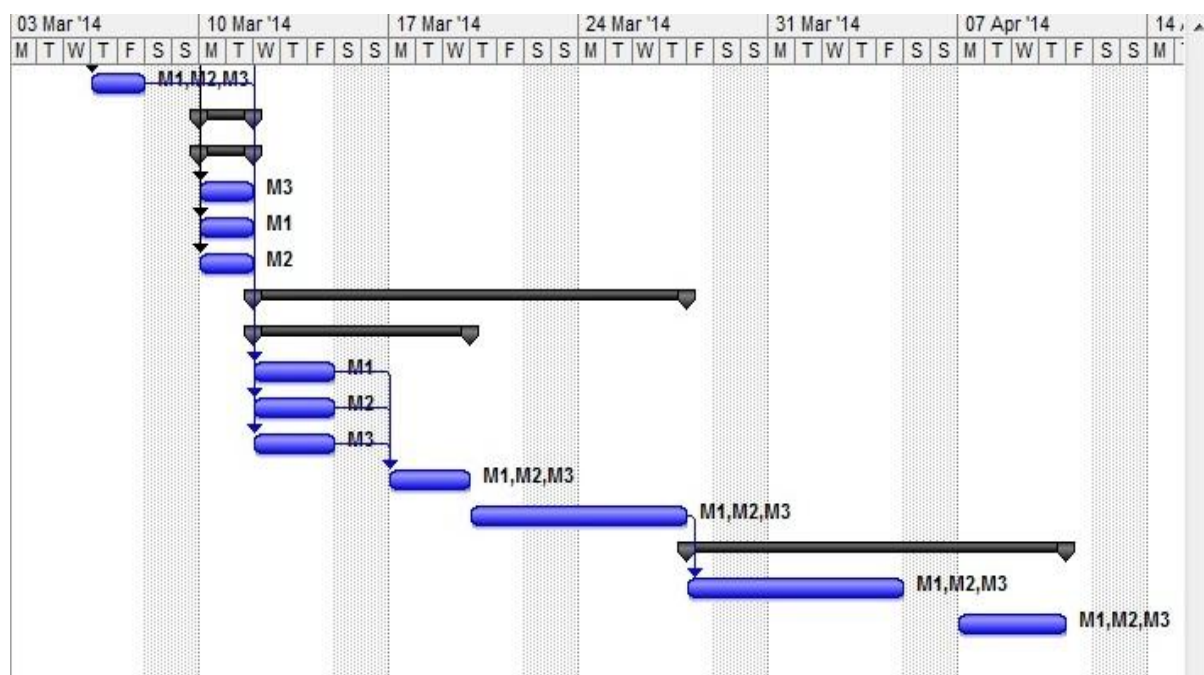
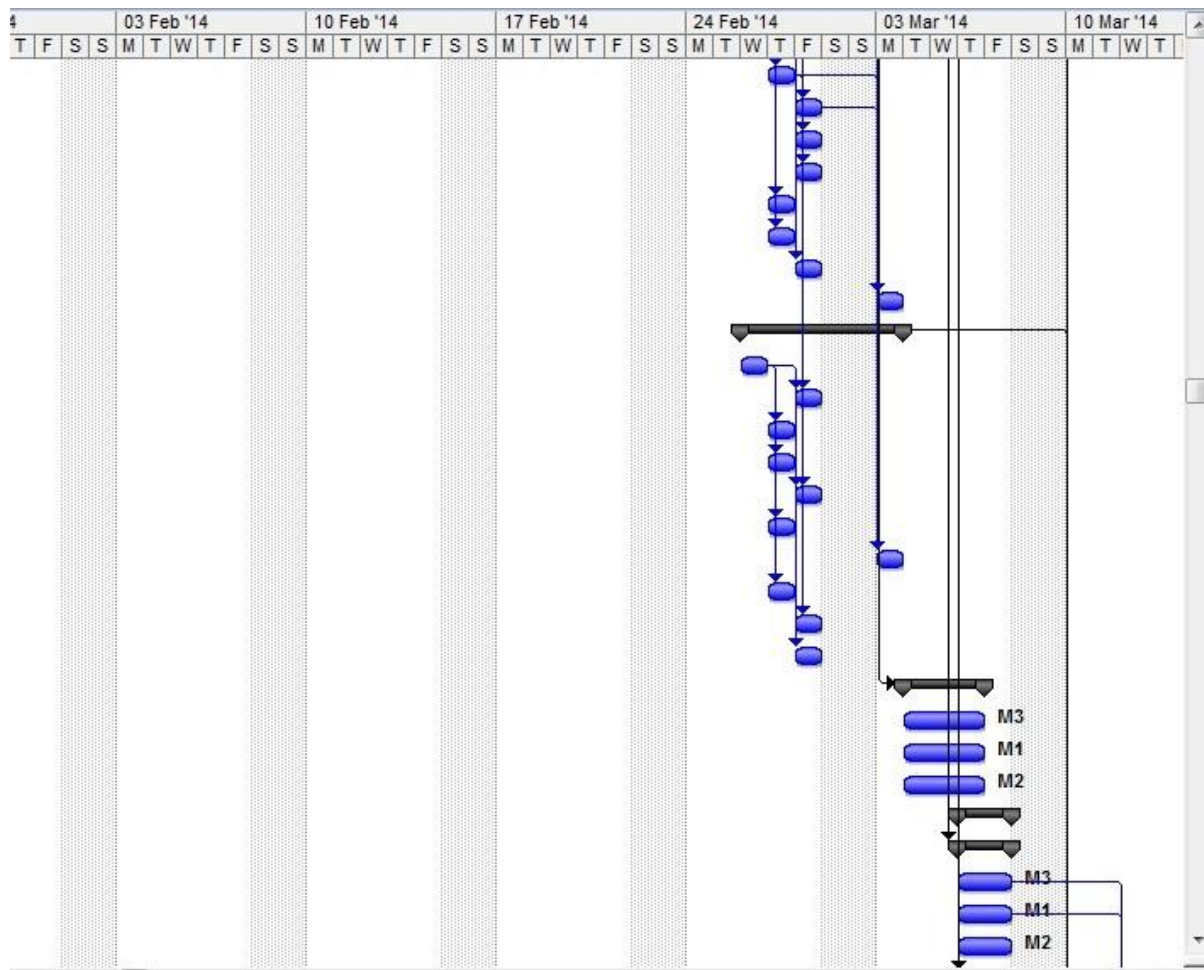
Components Name	Pt1282234	Pt1282205	Pt1282211
Introduction	33.33%	33.33%	33.33%
Feasibility report	33.33%	33.33%	33.33%
Methodology	33.33%	33.33%	33.33%
Selection of investigation Techniques	33.33%	33.33%	33.33%
Partial Submission Presentation	33.33%	33.33%	33.33%
Physical design	33.33%	33.33%	33.33%
Screen design	33.33%	33.33%	33.33%

Gantt chart:

		Task Name	Duration	Start	Finish	Predecessors	Resource Names
1		BI - Weekly Report 1	9 days?	Mon 03-02-14	Thu 13-02-14		
2		Selection of domain na	1 day	Mon 03-02-14	Mon 03-02-14		M1,M2,M3
3		Work load matrix	2 days	Tue 04-02-14	Wed 05-02-14		M1,M2,M3
4		Introduction	1 day?	Thu 06-02-14	Thu 06-02-14	2	M1,M2,M3
5		Problem identification	2 days	Mon 10-02-14	Tue 11-02-14	2	M1,M2,M3
6		Proposed Solution	2 days	Wed 12-02-14	Thu 13-02-14	5	M1,M2,M3
7		BI - Weekly Report 2	11 days	Tue 11-02-14	Tue 25-02-14		
8		Feasibility report	6 days	Tue 11-02-14	Tue 18-02-14		
9		operation Feasibility	2 days	Tue 11-02-14	Wed 12-02-14		M1,M2,M3
10		Technical Feasibili	2 days	Thu 13-02-14	Fri 14-02-14		M1,M2,M3
11		Economic Feasibility	2 days	Mon 17-02-14	Tue 18-02-14		M1,M2,M3
12		Methodology	5 days	Wed 19-02-14	Tue 25-02-14	8	M1,M2,M3
13		BI- Weekly Report 3	10 days?	Wed 26-02-14	Tue 11-03-14		
14		Requirement Specif	4 days?	Wed 26-02-14	Mon 03-03-14		
15		Task of manager	3 days?	Wed 26-02-14	Fri 28-02-14		M3
16		Login or registe	1 day?	Wed 26-02-14	Wed 26-02-14		
17		Maintain complie	1 day?	Thu 27-02-14	Thu 27-02-14	16	
18		Tasks of operat	1 day?	Thu 27-02-14	Thu 27-02-14	16	
19		Assign task to c	1 day?	Thu 27-02-14	Thu 27-02-14	16	
20		Support to oper	1 day?	Fri 28-02-14	Fri 28-02-14	17	
21		Feedback overv	1 day?	Thu 27-02-14	Thu 27-02-14	16	
22		Report overview	1 day?	Thu 27-02-14	Thu 27-02-14	16	
23		Leads and direc	1 day?	Fri 28-02-14	Fri 28-02-14	16	
24		Assigning job ti	1 day?	Fri 28-02-14	Fri 28-02-14	16	
25		Develops an eff	1 day?	Fri 28-02-14	Fri 28-02-14	16	
26		Task of Custome	4 days?	Wed 26-02-14	Mon 03-03-14		M1
27		Registration anc	1 day?	Wed 26-02-14	Wed 26-02-14		
28		Complain/Query	1 day?	Thu 27-02-14	Thu 27-02-14	27	

Gantt Chart	29		Go through FAC	1 day?	Thu 27-02-14	Thu 27-02-14	27	
	30		Viewing of Ans	1 day?	Fri 28-02-14	Fri 28-02-14	28,29	
	31		Customers Repi	1 day?	Fri 28-02-14	Fri 28-02-14	28	
	32		Tracking the Qu	1 day?	Fri 28-02-14	Fri 28-02-14	28	
	33		Checking warra	1 day?	Thu 27-02-14	Thu 27-02-14	27	
	34		Find useful soft	1 day?	Thu 27-02-14	Thu 27-02-14	27	
	35		Getting user gui	1 day?	Fri 28-02-14	Fri 28-02-14	27	
	36		Feedback	1 day?	Mon 03-03-14	Mon 03-03-14	28,29,30	
	37		Task of operator	4 days?	Wed 26-02-14	Mon 03-03-14		M2
	38		Login or registe	1 day?	Wed 26-02-14	Wed 26-02-14		
	39		Dealing with tec	1 day?	Fri 28-02-14	Fri 28-02-14	38,28	
	40		Proactively prov	1 day?	Thu 27-02-14	Thu 27-02-14	38	
	41		Providing recomb	1 day?	Thu 27-02-14	Thu 27-02-14	38	
	42		Check log book	1 day?	Fri 28-02-14	Fri 28-02-14	28,38	
	43		Check FAQs	1 day?	Thu 27-02-14	Thu 27-02-14	38	
	44		Solution handlin	1 day?	Mon 03-03-14	Mon 03-03-14	30	
	45		Attending trainir	1 day?	Thu 27-02-14	Thu 27-02-14	38	
	46		View of quarrie	1 day?	Fri 28-02-14	Fri 28-02-14	28	
	47		Providing details	1 day?	Fri 28-02-14	Fri 28-02-14	38	
	48		Requirement Analys	3 days	Tue 04-03-14	Thu 06-03-14	14	
	49		Manager	3 days	Tue 04-03-14	Thu 06-03-14		M3
	50		customer	3 days	Tue 04-03-14	Thu 06-03-14		M1
	51		Operator	3 days	Tue 04-03-14	Thu 06-03-14		M2
	52		Process Modelling	2 days	Thu 06-03-14	Fri 07-03-14		
	53		DFDs	2 days	Thu 06-03-14	Fri 07-03-14	14	
	54		Manager	2 days	Thu 06-03-14	Fri 07-03-14		M3
	55		Customer	2 days	Thu 06-03-14	Fri 07-03-14		M1
	56		Operator	2 days	Thu 06-03-14	Fri 07-03-14		M2
Gantt Chart	57		Context Diagram	2 days	Thu 06-03-14	Fri 07-03-14	14	M1,M2,M3
	58		Investigation Techni	2 days	Mon 10-03-14	Tue 11-03-14		
	59		Qutionnaire	2 days	Mon 10-03-14	Tue 11-03-14		
	60		Manager	2 days	Mon 10-03-14	Tue 11-03-14	15	M3
	61		Customer	2 days	Mon 10-03-14	Tue 11-03-14	26	M1
	62		Operator	2 days	Mon 10-03-14	Tue 11-03-14	37	M2
	63		Biweekly 4	12 days?	Wed 12-03-14	Thu 27-03-14		
	64		Data Modelling	6 days?	Wed 12-03-14	Wed 19-03-14		
	65		ER- Daigram of Cus	3 days?	Wed 12-03-14	Fri 14-03-14	55	M1
	66		ER- Diagram of Ope	3 days?	Wed 12-03-14	Fri 14-03-14	57	M2
	67		ER- Diagram of Mar	3 days?	Wed 12-03-14	Fri 14-03-14	54	M3
	68		Combined ER- Diagi	3 days?	Mon 17-03-14	Wed 19-03-14	65,66,67	M1,M2,M3
	69		Story Boading	6 days?	Thu 20-03-14	Thu 27-03-14		M1,M2,M3
	70		Biweekly 5	10 days?	Fri 28-03-14	Thu 10-04-14		
	71		Physical Design	6 days?	Fri 28-03-14	Fri 04-04-14	69	M1,M2,M3
	72		Documentation	4 days?	Mon 07-04-14	Thu 10-04-14		M1,M2,M3





TECHNICAL FEASIBILITY:

A large part of determining resources has to do with assessing technical feasibility. It considers the technical requirements of the proposed project. The technical requirements are then compared to the technical capability of the organization. The systems project is considered technically feasible if the internal technical capability is sufficient to support the project requirements.

The analyst must find out whether current technical resources can be upgraded or added to in a manner that fulfills the request under consideration. This is where the expertise of system analysts is beneficial, since using their own experience and their contact with vendors they will be able to answer the question of technical feasibility.

The essential questions that help in testing the technical feasibility of a system include the following:

- ✓ Is the project feasible within the limits of current technology?
- ✓ Does the technology exist at all?
- ✓ Is it available within given resource constraints?
- ✓ Is it a practical proposition?
- ✓ Manpower- programmers, testers & debuggers
- ✓ Are the current technical resources sufficient for the new system?
- ✓ Can they be upgraded to provide the level of technology necessary for the new system?
- ✓ Do we possess the necessary technical expertise, and is the schedule reasonable?
- ✓ Can the technology be easily applied to current problems?
- ✓ Does the technology have the capacity to handle the solution?
- ✓ Do we currently possess the necessary technology?

This feasibility is totally based upon principle of **Tool, Technique and Technology**.

Tool: Something used in the performance of an operation; an instrument to do some kind of work, among other things is known as tool. For developing actual interface of a website we have to use the tool as like notepad, dream viewer etc. Tools are used in particular fields or activities may have different destinations such as instrument, implement, machine or apparatus. The set of

tools needed to achieve a goal is equipment. The knowledge of constructing, obtaining and using tools is technology.

Technique: A way of carrying out a particular task, especially the execution or performance is known as technique. We have used many techniques in making IT Help Desk with the help of this customer easily contact with technical experts for his problems.

Technology: Technology is the making, modification, usage and knowledge of tools, machines, techniques and methods in order to solve a problem, improve a pre existing solution to a problem, achieve a goal, handle an applied input/output relation or perform a specific function.

Hardware Used:-

No	Hardware Name	Specification
1	Monitor \$120	Apple 21" Wide 1366x768 LCD Monitor
2	Motherboard \$65	Intel BLKD915PGNX D915PGNX D915PGN S775
3	Processor \$200	Intel Core i5-2500K 3.3 GHz Quad-Core (BX80623I52500K) Processor
4	RAM\$25	<i>4GB PC3-10666 (1333 MHz) 240 pin DDR3 DIMM (CGH)</i>
5	SMPS	Index
6	Mouse	Microsoft wireless
7	Keyboard	Microsoft wireless
8	Printer Along with Scanner	Hp Inkjet printer
9	Barcode Reader	(Domo nCodeLSR619 Barcode Scanner)
10	Hard disk	Hitachi 1 TB

Software Used:-

No	Software Name
1	Operating System (Windows 7)
2	Team Viewer
3	Microsoft Office
4	Visual Studio 2008
5	Microsoft SQL 2005
6	Dreamweaver

Economic Feasibility

Economic analysis could also be referred to as cost/benefit analysis. It is the most frequently used method for evaluating the effectiveness of a new system. In economic analysis the procedure is to determine the benefits and savings that are expected from a candidate system and compare them with costs. If benefits outweigh costs, then the decision is made to design and implement the system. An entrepreneur must accurately weigh the cost versus benefits before taking an action.

Possible questions raised in economic analysis are:

- Is the system cost effective?
- Do benefits outweigh costs?
- The cost of doing full system study
- The cost of business employee time
- Estimated cost of hardware
- Estimated cost of software/software development
- Is the project possible, given the resource constraints?
- What are the savings that will result from the system?
- Cost of employees' time for study
- Cost of packaged software/software development
- Selection among alternative financing arrangements (rent/lease/purchase)

The concerned business must be able to see the value of the investment it is pondering before committing to an entire system study. If short-term costs are not overshadowed by long-term gains or produce no immediate reduction in operating costs, then the system is not economically feasible, and the project should not proceed any further. If the expected benefits equal or exceed costs, the system can be judged to be economically feasible.

Economic analysis is used for evaluating the effectiveness of the proposed system.

The economical feasibility will review the expected costs to see if they are in-line with the projected budget or if the project has an acceptable return on investment. At this point, the projected costs will only be a rough estimate. The exact costs are not required to determine economic feasibility. It is only required to determine if it is feasible that the project costs will fall within the target budget or return on investment. A rough estimate of the project schedule is required to determine if it would be feasible to complete the systems project within a required timeframe. The required timeframe would need to be set by the organization.

Tangible Cost: Tangible costs represent expenses arising from such things as purchasing materials or renting equipment.

These are the hardware that can require for this Project.

Hardware Cost:

No	Hardware Name	Price
1	Monitor	\$120
2	Motherboard	\$80
3	Processor	\$180
4	RAM(DDR3 4GB)	\$25
5	SMPS	\$30
6	Mouse	\$15
7	Keyboard	\$15
8	Printer Along with Scanner	\$60
9	Barcode Reader	\$30

10	Hard disk	\$50
Total		\$605

These are the software that can require for this Project.

Cost of used Software:-

No	Software Name	Price(INR)
1	Operating System (Windows 7)	\$100
2	Team Viewer	\$50
3	Microsoft Office	\$30
4	Visual Studio 2010	\$50
5	Microsoft SQL 2005	\$80
6	Dreamweaver	\$130
Total		\$440

Intangible cost: - Intangible cost such as loss of customer goodwill, employee morale and operational inefficiency. Also we can say a cost associated with an information system that cannot be calculated easily in terms of dollars or with certainty for example in terms of customer satisfaction, morals of employee etc.

Operational cost: - Operational cost is the expenses required for the day to day. This includes the maintenance cost of the system that can be in the form of maintaining the hardware and software or application program.

S. No.	Component	Expense(per annum)
1	Maintenance of hardware	\$300
2	Maintenance of software	\$200
3	Employee salaries	\$1000
4	Training of employees	\$500

METHODOLOGY

Selection Of Methodology:

According to our assignment we have to develop an IT Help Desk for our selected domain i.e. Smart Phone. For this selection of methodology is very important part of project. So these are the following few important points which help us in selection of methodology:

- ❖ **Standardize:** in our project clearly mentioned that a complete application framework is standardized.
- ❖ **Data Driven:** Project says on each and every mile stones provide supporting data.
- ❖ **Precisely:** Our project says tasks are defined for each and every step of project development.
- ❖ **Documentation:** Project is well documented.
- ❖ **Highly Structured:** Our assignment says project is highly structured. During the project development rules, guidelines and standards followed strictly.

Hence according to our project requirement SSADM is the most appropriate methodology for our project because SSDM covers all the requirements of our project.

Structured System Analysis And Design Methodology

Structured Systems Analysis and Design Methodology (SSADM) is an integrated set of standards and guides for the analysis and design of computer systems. It is an integrated set of standards and guidelines consisting of:

- Structural standards, which define the structure of a development project in the form of explicitly defined tasks, with clearly defined interfaces between them, and clearly defined tangible products
- Technique guides, which provide development staff with a set of proven usable techniques and tools, and detailed rules and guidelines on when and how to use them and
- Documentation standards, which provide the means of recording the products of development activity at a detailed level.

BENEFITS OF SSADM ON SMARTPHONES:-

The following is a list of benefits gained from using SSADM. The approach SSADM takes to make these benefits achievable are also described.

Deliver the system to users on time

Timeliness depends on two things:

- Good planning;
- Good management control.

SSADM has a modular structure which relates directly to project deliverables and helps in all aspects of project management. It gives a clear specification of what is to be produced and how it is to be managed and reviewed. There are well defined interfaces to management and specialist techniques.

Deliver systems that meet user's needs

By continuously involving users, by modelling business activities and work practice, by using prototyping, by making the IT professional's thinking visible through diagrammatic techniques, SSADM enhances the prospects for success on large and small projects.

Deliver systems which respond to changes in the business environment

SSADM helps in several ways here. Business Activity Modelling and Work Practice Modelling ensure that the focus of the project is on what the business requires. The system documentation produced makes visible:

- Business objectives;
- Practitioners' thinking and understanding of the business objectives;
- The link between the needs of the business and the system under development;
- A precise specification for the design, building, maintenance and enhancement of applications.

SSADM precisely describes what has been captured in an advanced application development environments include 3GL, 4GL, Client Server, distributed systems, and many more.

Improve the effective and economic use of the skill available

SSADM uses the most commonly available skill in a wide market place - for example, Data Flow modeling, Logical Data modeling etc. It promotes their effective use by aiding forward planning, and building up the skills base in the organization and on particular projects.

Improve quality by reducing error rates

Quality can be improved by detecting errors early in the lifecycle, especially by involving users as well as skilled practitioners in checking for errors. Rigorous techniques promote accuracy, with adequate checks of completeness and consistency. By defining the required quality of design documents, and stating the tests for them, SSADM promotes better quality management.

Improve flexibility

Every application development is different. The ability of tailoring SSADM to suit different projects is a major factor for organizations who wish to reuse their resource skills on other projects, and to be able to benefit from the many different ways in which SSADM techniques and products may be applied.

Improve productivity

Major boosts to productivity performance are achieved by:

- Providing well documented techniques which accurately specify business and system requirements;
- Defining what is needed in automated support tools in support for SSADM's techniques;
- Using a product-oriented approach, avoiding the need to undertake unnecessary tasks, or to produce documentation at unnecessary levels of details;
- Using techniques to make thinking visible at each step; and promoting the specification of quality criteria.

Requirement Specification and Analysis

Task of Customer(Aditya Prakash):

In Online help desk system Customers role is very important. These are the few important tasks of customers in Online Help Desk System of ARS Smart Phone.

❖ **Task 1:Registration and Log In:**

Registration is very important for any customer because only registered customers can take help from Online help desk and contact with operator for solving the problem.

Log In: Registered customer able to put the complaint and query and take more advantages.

❖ **Task 2: Query/Complain:**

If any type of problem comes in smart phone then customer immediately contact with online help desk operator and complain about the problem and find corresponding solution.

Customer can also do any type of query related to Smart Phone with the help of online help desk.

❖ **Task3:Go through FAQ:**

If any common problems come in smart phone then the customers go through FAQ and get immediate corresponding solution. This is the one of the best option for customers.

❖ **Task 4: Viewing of Answer/Solution:**

Once customers register their complaint then they are able to view answer/solution any time after log in. Customer can also view previous solution given for same type of problem.

❖ **Task 5: Customers Report:**

Weekly Report: Customer can see Weekly complain report.

Yearly Report: Customer can see his yearly complain report.

❖ **Task 6:Tracking the Query/complain status:**

Customer can track his query/complain status after log in his account in online help desk and see the progress of complain or query i.e. when and how it will be going to be solved.

❖ **Task 7:Checking warranty information:**

Customer can see the product warranty status after Log In i.e. whether his/her product is under the warranty/guaranty or not.

❖ **Task 8:** Find useful software for Smart Phone:

If customer is facing problem regarding software/application performance then he/her can contact with online help desk and get corresponding software/application details.

❖ **Task 9:** Feedback

Customer can submit his feedback for service and also give any suggestion for improving the service.

❖ **Task 10:** Find Manuals

Customer can also find user manuals on help desk for any particular smart phone.

TASKS OF OPERATOR(Shubham Choudhary)

1. **Login or register**

Operator should have to login or register first to go to the next pages of other entities.

2. **Dealing with technical queries**

In this we deals with the small technical issues or problems that can be easily solved by operator or user themself.

3. **Proactively providing customer service to clients**

In this we deals with the how much successful is operator in interacting with customer.

4. **Providing recommendations on company application purchases**

Provide or recommend about what customer want from the smartphones. How much cost of the application dose worth based on software simplicity?

5. **Check log book**

Operator has to check or maintain log book for company's simplicity. \

6. **Check FAQs**

Operator has to check FAQs for the problem that occurs in a smart phone. Operator has to find out what is the common problem with the certain smartphone.

7. Solution handling

Operator should be solution handling. Operator should have solution of every simple problem that occurs in smartphones like internet connection problems, connectivity problems, USB problems, portable problems, PC suit problems etc.

8. Attending training

Operator has to attend training on order of the manager. He has to attend seminars for more knowledge about the company product and simplicity.

9. View of quarries/problems

Check the problems are genuine or not that are asked by customers. Like there are some problems that are not have any certain answer like “My smartphone is broken what should do” so, operator has to neglect these type of question and only give genuine questions to head.

10. Providing details About the product

Operator has to provide some details about the smartphones on the help desk that helps customers to know the right product or handle the problems themselves.

Task of manager (Rishikesh Kumar)

1. Login or register
2. Maintain compliant
3. Tasks of operator
4. Assign task to operator
5. Support to operator
6. Feedback overview
7. Report overview
8. Leads and directs the work of operator.
9. Assigning job to operator

10. Develops an effective and workable framework for managing and improving customer IT support in the helpdesk.

Investigation Technique:

This technique is use for collecting information. As we know if we have to perform any work than our first duty is collect information. If we don't know about our system we never come to make it successful. For gathering information we can use various investigation techniques.

There are four types of technique to collect information.

Observation:- Observation is self reviewing technique of gathering information. here developer does not directly interact to the people who is operating the system before. In this technique we follow the following steps:-

- Ask questions about present system operation
- Observe all steps in the processing cycle
- Examine each form, record and report
- Consider each person working with the system
- Talk to people who receive current reports
- Consider the Hawthorne Effect

Document review:- Here developer review the existing system. They collect the useful information for their next journey of the project.

- Review existing system documentation
- Obtain copies of actual forms and documents
- Review blank copies of forms
- Review samples of completed forms

Interview: - Planed meeting during which you can obtain information from another person.

Skills are required to plan, conduct and document interviews. An information-gathering which is

a directed conversation with a specific-purpose that uses a question and answer format. Interview is known as open ended investigation technique.

Interview steps:

- Determine the people to interview
- Establish objectives for the interview
- Develop interview questions
- Prepare for the interview
- Conduct the interview
- Document the interview
- Evaluate the interview

Questionnaire: A questionnaire is a research instrument consisting of a series of questions for the purpose of gathering information from respondents. They are submitted to people in order to gain statistical information they are either qualitative or quantitative.

A careful constructed questionnaire is essential to the success of any survey. A questionnaire is a base document for research purposes that provides the questions and the structure for an interview or self-completion and has provision for respondents' answers. The biggest merit of questionnaire questions are that they are a reliable and valuable means of collecting information on a large scale from many people within less time.

- Brief and user-friendly
- Clear instructions
- Questions in logical order
- Simple wording to avoid misunderstanding
- Limit questions.
- Section for general comments

The Investigation Technique chosen by us is Questionnaires.

Questionnaire for Customer:

1. Is Feedback facility helpful in improving the service? (Task 9)

- a) Yes () b) No () c) Up to some extend () d) None ()
2. Is your problem handled in proper manner? (Task 6)
- a) Yes () b) No () c) Up to some extend () d) None ()
3. Is FAQ beneficial for you? (Task 3)
- a) Yes () b) No () c) Up to some extend () d) None ()
4. Is Login before filling complaining necessary? (Task 1)
- a) Yes () b) No () c) Doesn't matter () d) None ()
5. Which one of the better option for Complain/query? (Task 2)
- a) Online () b) Phone () c) Manually () d) None ()

QUESTIONNAIRE FOR OPERATOR:

1. Are you directly connected with remote customer with your desktops provided by company?(Task 1)
- ☐ Yes
- ☐ No
- ☐ If any other pleas justify.
2. Is these necessary of logging in to Help desk System for Operator to do further works?(Task 3)
- ☐ Yes
- ☐ No
- ☐ Any Other Method pleas describe it
3. Are the Customers satisfied with the answers provided by the experts/Operator? (Task 6)
- ☐ Yes
- ☐ No
- ☐ Not properly satisfied

4. How much time limit you provide for solving the quarries of FAQs? (Task 7)

- ☐ 1-2 Hour
- ☐ 3-4 Hour
- ☐ 24 Hours
- ☐ Depending upon the problem.

5. Did you prefer to provide Smartphone details on the helpdesk? (Task 10)

- ☐ Yes
- ☐ No
- ☐ If any other pleas justify.

Questionnaire for manager

1. Which of the following task you have to do first to access the system? (Task 1)

- a. Login
- b. Registration
- c. Secure access
- d. None of the above

2. How you keep track on complain? (Task 2)

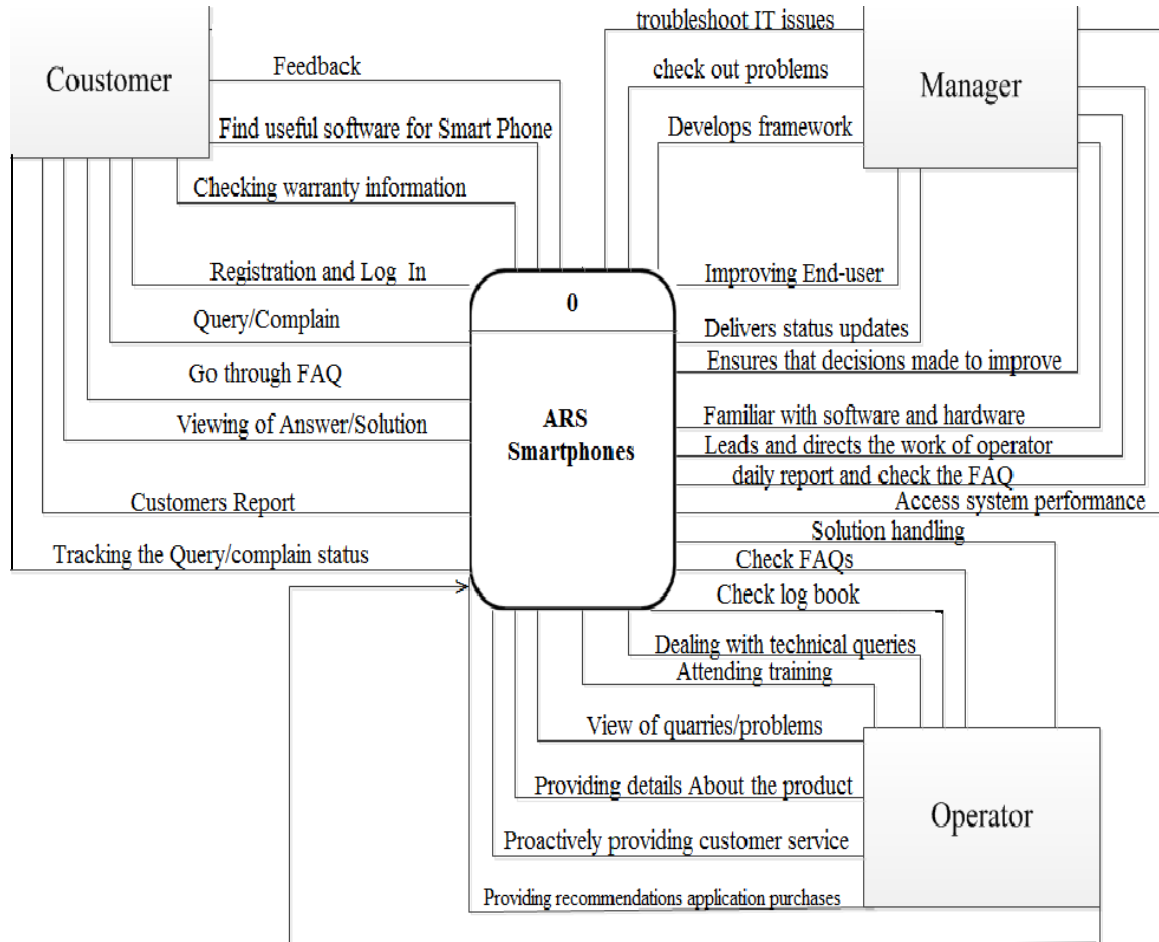
- a. By maintaining the complain
- b. Customer ID
- c. By FAQ
- d. All of the above

3. Do you provide training to the operator? (Task 5)

- a. Yes

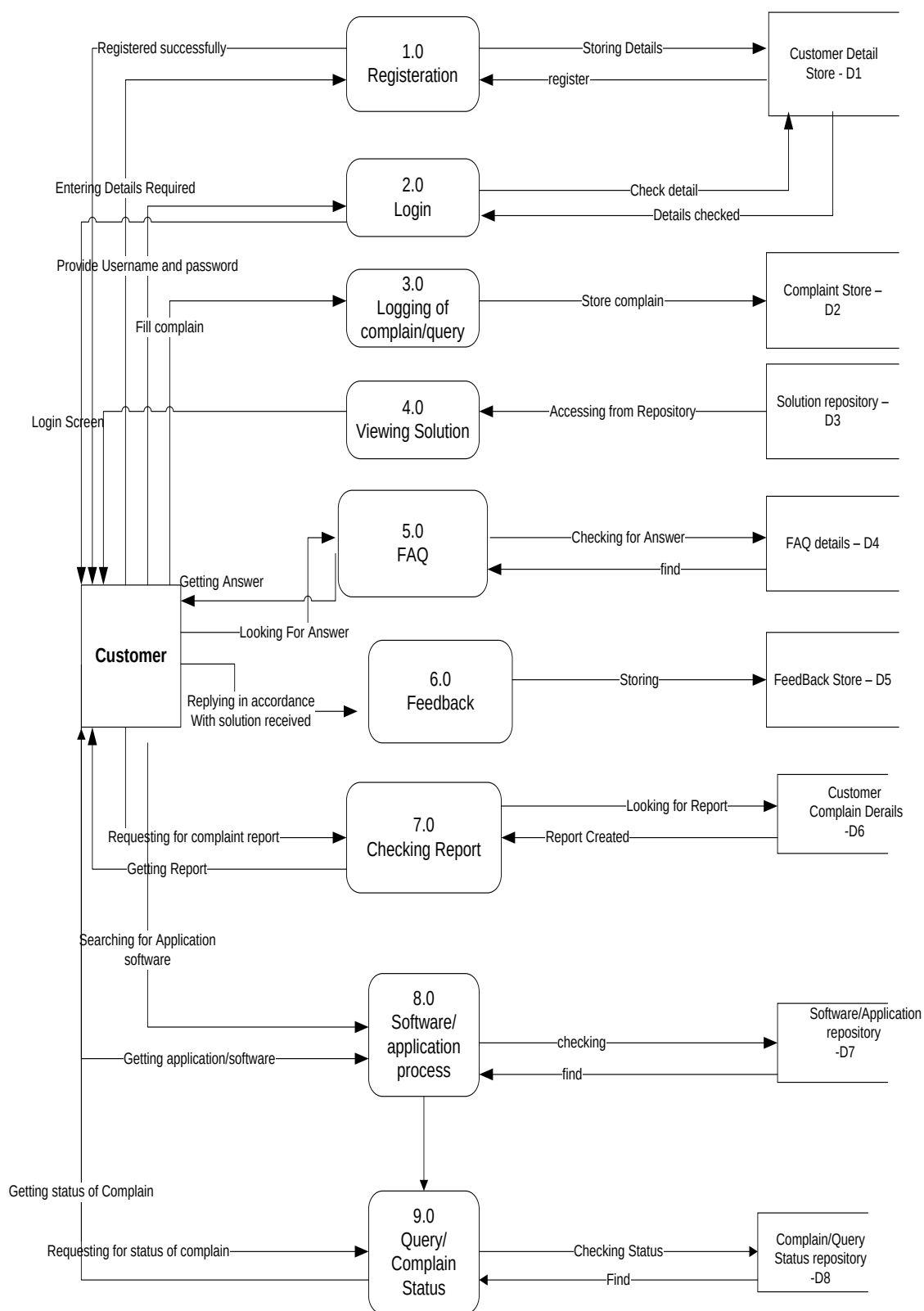
- b. No
-
- 4. How you solve complain of the customer?(Task 9)
 - a. By assigning job to the operator
 - b. By updating FAQ
-
- 5. How you attract your customer towards your system?(Task 10)
 - a. By developing framework
 - b. By media
 - c. Both of the above

Context Diagram: A context diagram is a top level (also known as Level 0) data flow diagram. It only contains one process node that generalizes the function of the entire system in relationship to external entities.

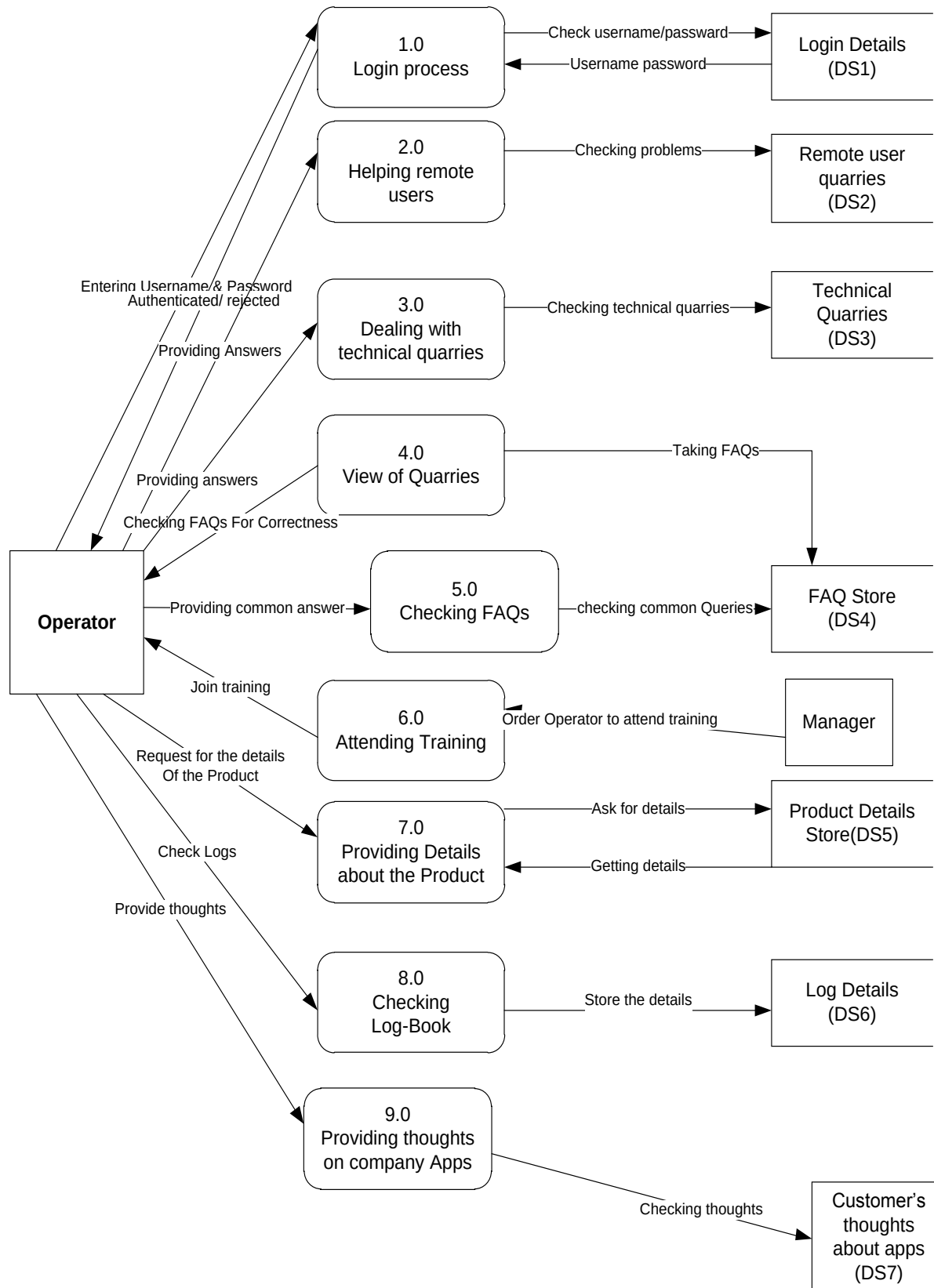


Data Flow Diagram: A data-flow diagram (DFD) is a graphical representation of the "flow" of data through an information system. DFDs can also be used for the visualization of data processing (structured design). Data flow diagrams (DFDs) reveal relationships among and between the various components in a program or system. DFDs are an important technique for modelling a system's high-level detail by showing how input data is transformed to output results through a sequence of functional transformations. DFDs consist of four major components: entities, processes, data stores, and data flows. A DFD provides no information about the timing or ordering of processes, or about whether processes will operate in sequence or in parallel.

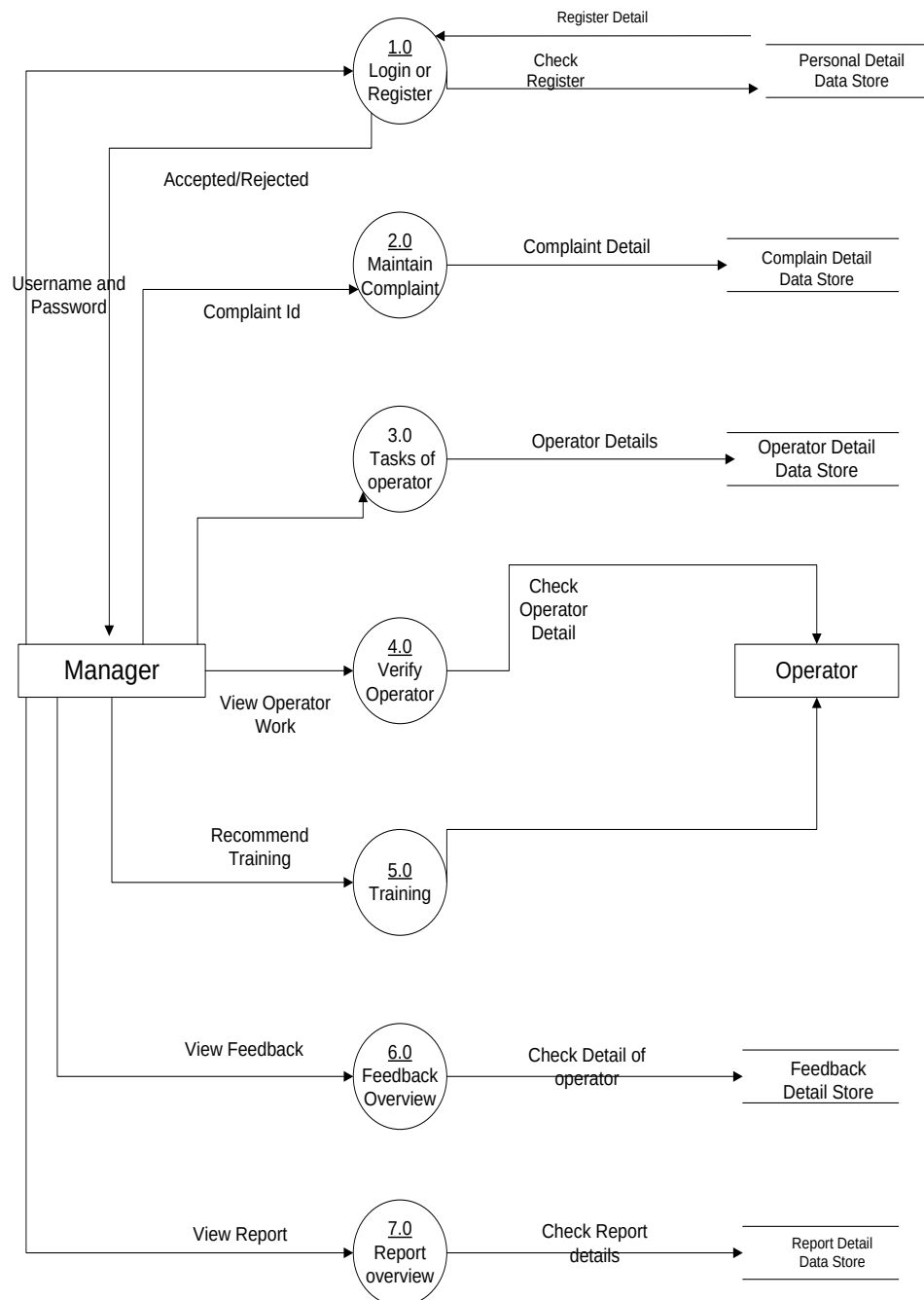
DFD Of Customer (Aditya Prakash)



DFD Of Operator (Shubham Choudhary)



DFD Of Manager (Rishikesh Kumar)



Entity Relationship Diagram: An entity-relationship diagram (ERD) is a data modelling technique that graphically illustrates an information system's entities and the relationships between those entities. An ERD is a conceptual and representational model of data used to represent the entity framework infrastructure.

The elements of an ERD are:

- Entities
- Relationships
- Attributes

Steps involved in creating an ERD include:

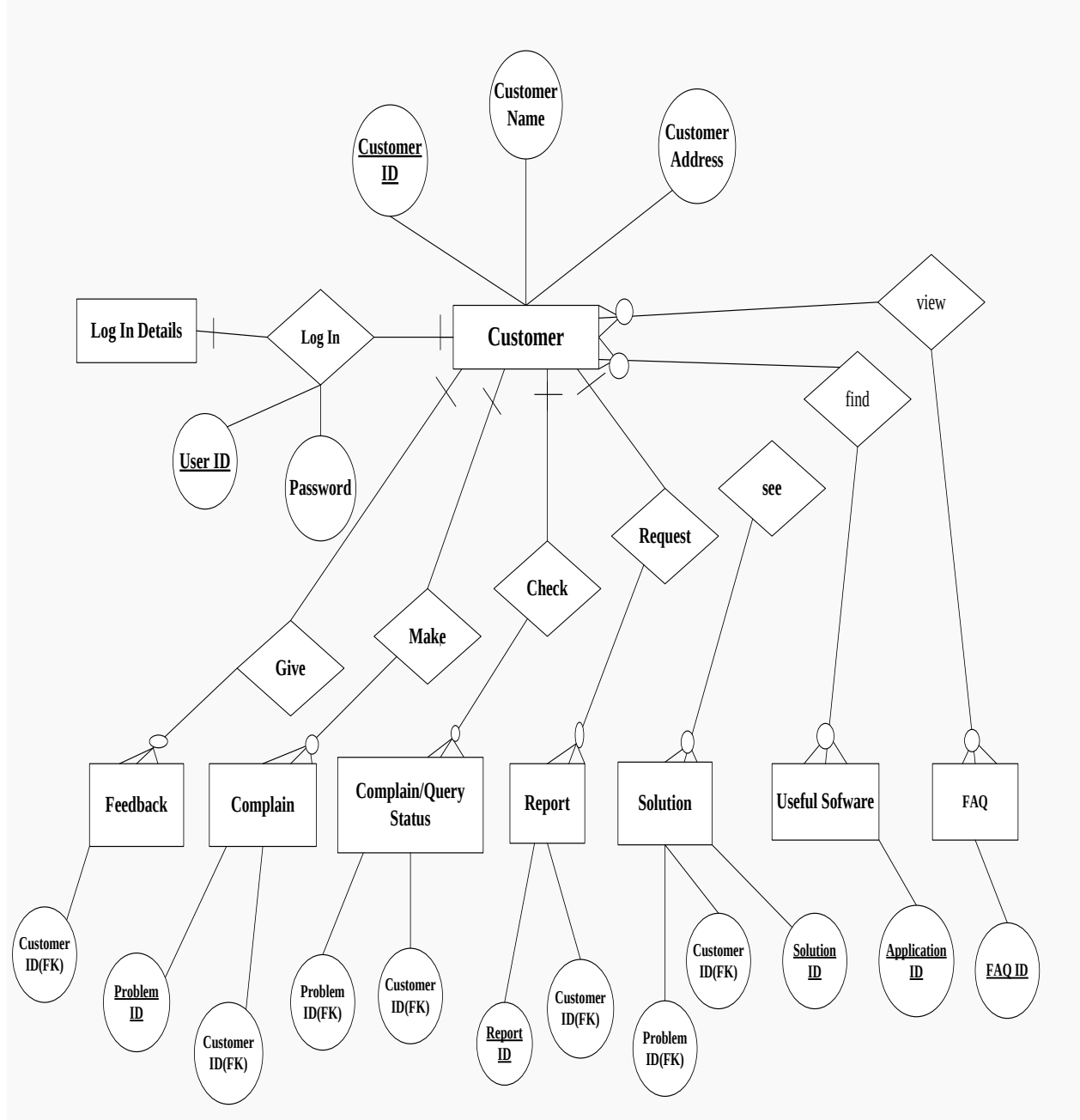
1. Identifying and defining the entities
2. Determining all interactions between the entities
3. Analyzing the nature of interactions/determining the cardinality of the relationships
4. Creating the ERD

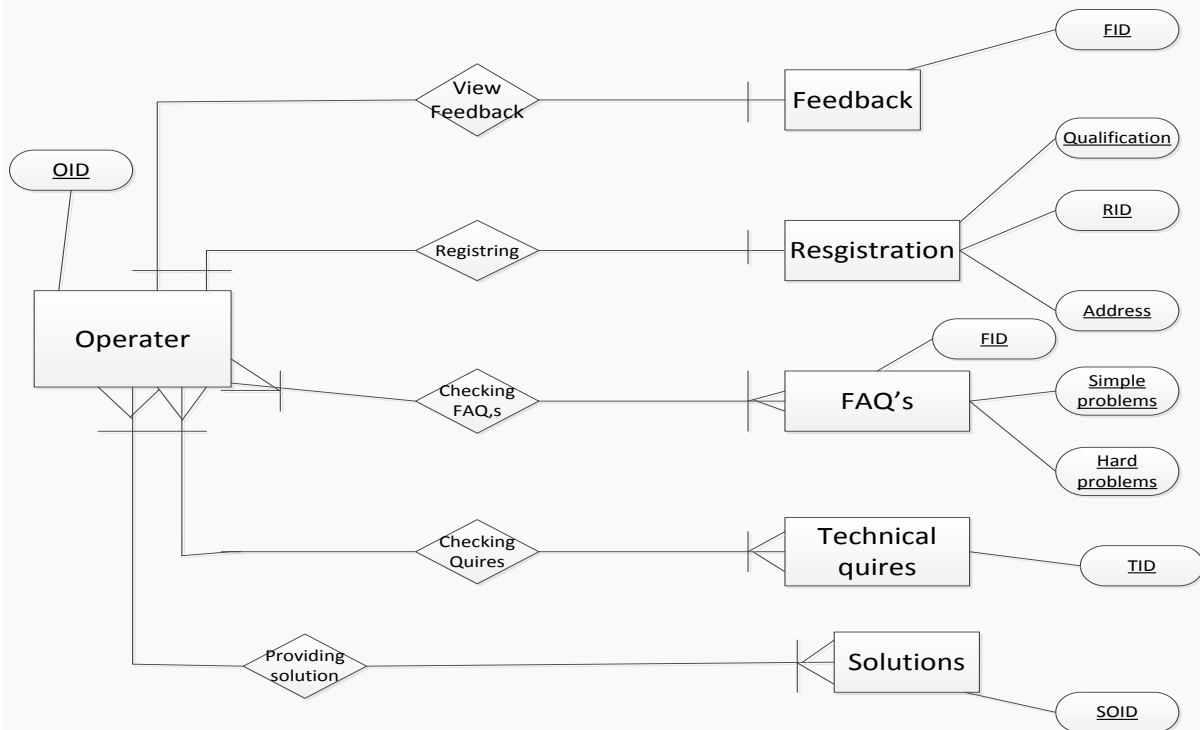
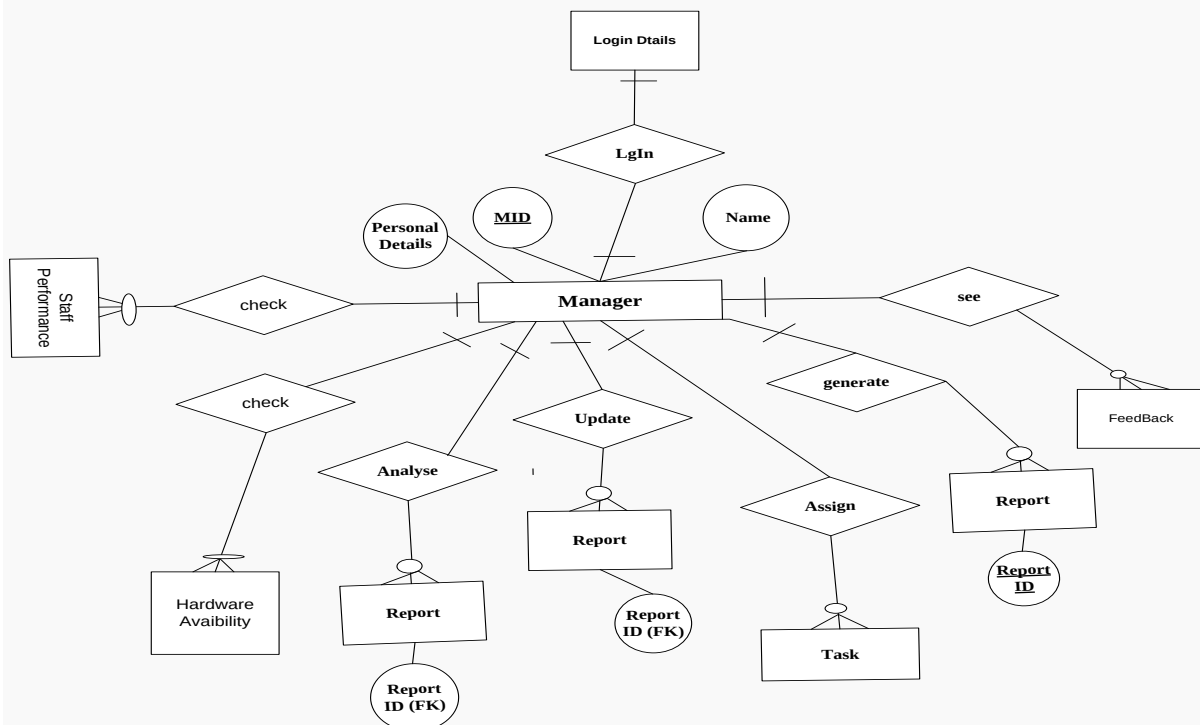
A relationship is how the data is shared between entities. There are three types of relationships between entities:

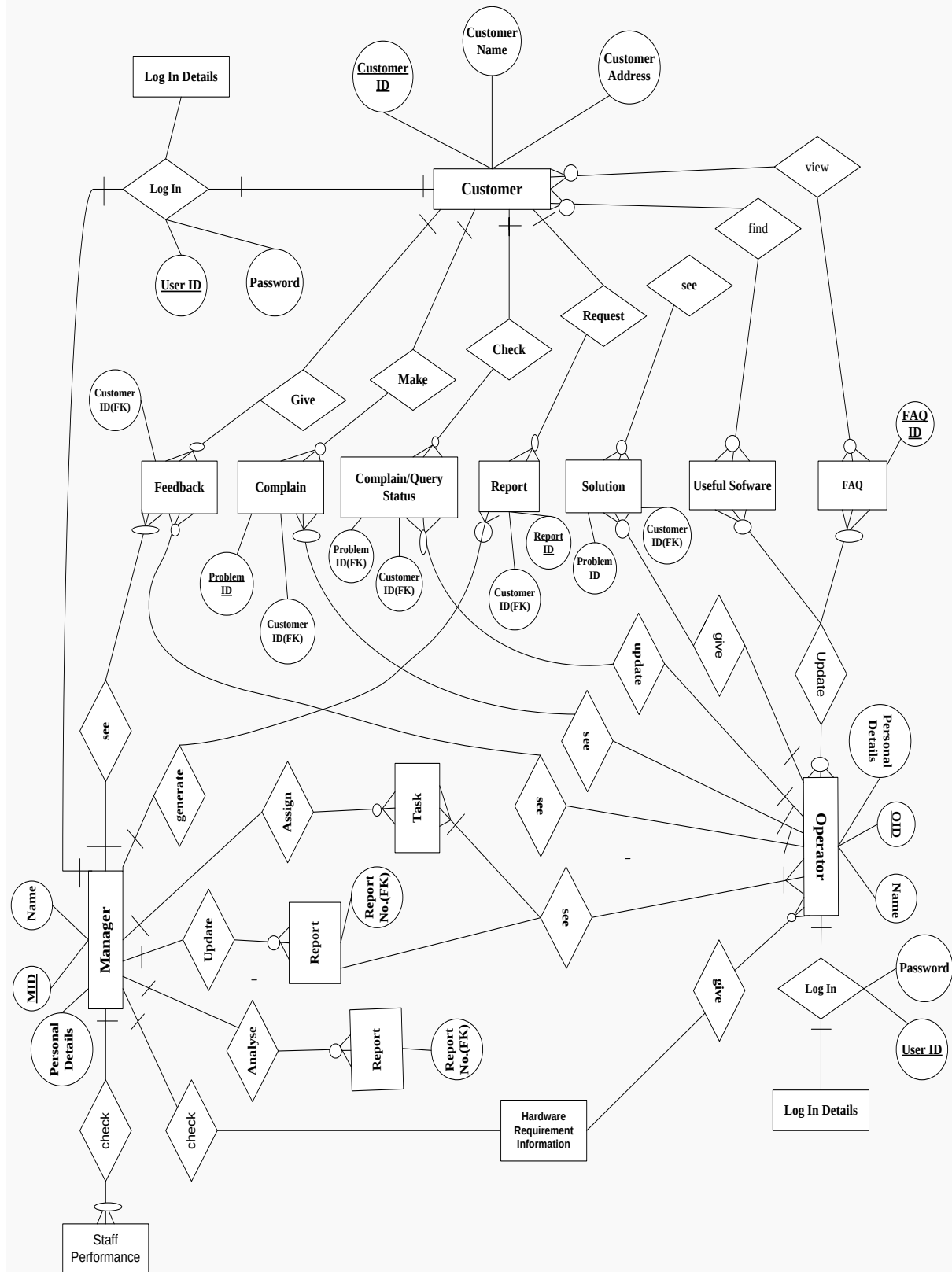
- I. One to One: One instance of an entity (A) is associated with one other instance of another entity (B). For example, in a database of employees, each employee name (A) is associated with only one social security number (B).
- II. One to Many: One instance of an entity (A) is associated with zero, one or many instances of another entity (B), but for one instance of entity B there is only one instance of entity A. For example, for a company with all employees working in one building, the building name (A) is associated with many different employees (B), but those employees all share the same singular association with entity A.
- III. Many to Many: One instance of an entity (A) is associated with one, zero or many instances of another entity (B), and one instance of entity B is associated with one, zero or many instances of entity A. For example, for a company in which all of its employees work on multiple projects, each instance of an employee (A) is associated

with many instances of a project (B), and at the same time, each instance of a project (B) has multiple employees (A) associated with it.

ERD of Customer (Aditya Prakash):



ERD of Operator (Shubham Choudhary):**ERD of Manager (Rishikesh Kumar):**

Combined ERD

Data Dictionary:

IT Help desk Data Dictionary-

S. No.	Components	Type	Description	Input	Output
1	Customer	Entity	One give complain, give feedback	NA	NA
2	Manager	Entity	Manages help desk	NA	Na
3	Operator	Entity	One who Provides solution to customers	NA	NA

Customer's Data Dictionary-

S. No.	Components	Type	Description	Input	Output
1	Register	Process	To get registered and get Login ID and password.	Personal Details	Login ID & Password
2	Login	Process	To go on help desk Login is done	Login ID & password	Login details
5	See FAQs	Process	See answer for generally asked questions.	NA	NA
6	Complain/Query	Process	Report about Problem.	Problem details	Complain ID

8	Feedback	process	Reply or opinion regarding satisfaction	NA	NA
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Manager's Data Dictionary-

S. No.	Components	Type	Description	Input	Output
1	Register	Process	To get registered and get Login ID and password. .	Personal Details	Login ID & Password
2	Login	Process	To go on help desk Login is done	Login ID & password	Login details
5	Assign task	Process	Assigning Work to operator	work & Operator ID	NA
7	Generate Report	process	Generating all type of report.	All details of Complains	Report with report ID
8	See Feedback	process	See reply or opinion of customers	NA	NA

Operator's Data Dictionary-

S. No.	Components	Type	Description	Input	Output
1	Register	Process	To get registered and get Login ID and password.	Personal Details	Login ID & Password

2	Login	Process	To go on help desk Login is done	Login ID & password	Login details
5	Solve Complain	Process	Providing possible solution for problem	Complain	Complain ID /solution
6	See Feedback	Process	Viewing opinion of customers	NA	NA
7	Update FAQs	process	Update FAQ	Most asked queries of customers	Updated FAQs

Logical Design (Story Boarding)**Home Page****Assignment Title: ARS smartphone****Date: 20/04/2014****Screen: 1 of 30****Screen Description:****Links from screens: About,****Login , logout, FAQ, Contact us****Links to screen: facebook, twitter, FAQ**

This is Home page of website, allow user to all other web pages, this page specify the detail of online help desk system for Laptop Company.

Logo of Website Helpdesk name

Menu Bar for Main Pages (Navigation Bar) with Website Name

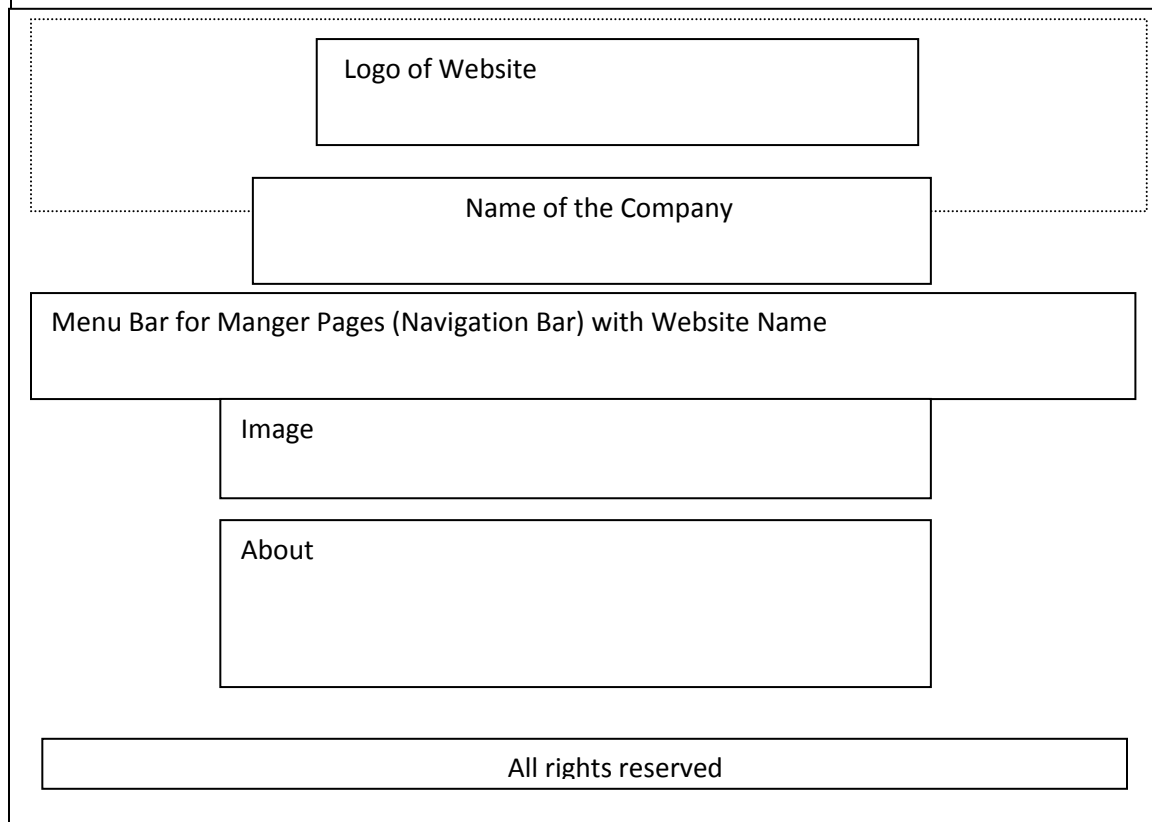
Image of website

Contact us

Footer

About Us Page**Assignment Title: ARS SMARTPHONE IT HELPDESK****Date: 20/04/2014****Screen: 2 of 30****Screen Description:****Links from screens: Login , Support,****FAQ, Contact us****Links to screen: facebook,twitter,youtube,contact**

This is about page. Give details about helpdesk

**Login Page**

Assignment Title: ARS SMARTPHONE IT HELPDESK**Date: 20/04/2014****Screen: 4 of 30****Screen Description:****Links from screens: Login , Support,home****FAQ, Contact us,logout,about****Links to screen: facebook,twitter,youtube,cont**

This is Login page. Login by all operator,customer,operator. Go to another page

Logo of Website

Name of the Company

Menu Bar for Manger Pages (Navigation Bar) with Website Name

Login page

username

password

Sign in

cancel

All rights reserved

Customer FAQ Page:**Assignment Title: ARS SMARTPHONE IT HELPDESK****Date: 20/04/2014****Screen: 3 of 30****Screen Description:****Links from screens: Login , Support,
FAQ, Contact us,logout****Links to screen: facebook,twitter,youtube,cont**This is FAQ page. Predefined problems
and solution is given.

Logo of Website

Name of the Company

Menu Bar for Manger Pages (Navigation Bar) with Website Name

FAQ

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Assignment Title: ARS SMARTPHONE IT HELPDESK

Date: 20/04/2014

Screen: 5 of 30

Screen Description:

Links from screens: Login , Support,

FAQ, Contact us,logout

Links to screen: facebook,twitter,youtube,cont

This is Support page. Query are given by customer

Logo of Website

Name of the Company

Menu Bar for Manger Pages (Navigation Bar) with Website Name

User ID

E mail ID

Query

Submit

Cancel

All rights reserved

Assignment Title: ARS SMARTPHONE IT HELPDESK

Date: 20/04/2014

Screen: 6 of 30

Screen Description:

**Links from screens: Login , Support,
FAQ, Contact us,logout**

Links to screen: facebook,twitter,youtube,cont

This is Home page of manager. Perform
task of manager. Go to another page.

Logo of Website

Name of the Company

Menu Bar for Manger Pages (Navigation Bar) with Website Name

Assigning task to operator

Check FAQ

View report

Support operator

Tracking problem

View feedback

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Assignment Title: ARS SMARTPHONE IT HELPDESK

Date: 20/04/2014

Screen: 7 of 30

Screen Description:

Links from screens: Login , Support,

FAQ, Contact us,logout

Links to screen: facebook,twitter,youtube,cont

This is page of manager. Assign task of manager. Go to another page.

Logo of Website

Name of the Company

Menu Bar for Manger Pages (Navigation Bar) with Website Name

Assign task

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Assignment Title: ARS SMARTPHONE IT HELPDESK

Date: 20/04/2014

Screen: 8 of 30

Screen Description:

Links from screens: Login , Support,

FAQ, Contact us,logout

Links to screen: facebook,twitter,youtube,cont

This is page of manager. Check FAQ are given by customer and updated by operator.

Logo of Website

Name of the Company

Menu Bar for Manger Pages (Navigation Bar) with Website Name

FAQ

All rights reserved

Assignment Title: ARS SMARTPHONE IT HELPDESK

Date: 20/04/2014

Screen: 9 of 30

Screen Description:

Links from screens: Login , Support,

FAQ, Contact us,logout

Links to screen: facebook,twitter,youtube,cont

This is page of manager. View reports are given by operator. Check report and update.

Logo of Website

Name of the Company

Menu Bar for Manger Pages (Navigation Bar) with Website Name

Reports given by operator

All rights reserved

Assignment Title: ARS SMARTPHONE IT HELPDESK

Date: 20/04/2014

Screen: 10 of 30

Screen Description:

Links from screens: Login , Support,

FAQ, Contact us,logout

Links to screen: facebook,twitter,youtube,cont

This is page of manager. Support to operator. Have operator any problem send to manager.

Logo of Website

Name of the Company

Menu Bar for Manger Pages (Navigation Bar) with Website Name

Support to operator

All rights reserved

Assignment Title: ARS SMARTPHONE IT HELPDESK

Date: 20/04/2014

Screen: 11of 30

Screen Description:

**Links from screens: Login , Support,
FAQ, Contact us,logout**

Links to screen: facebook,twitter,youtube,cont

This is page of manager. Tracking Problem
of customer.

Logo of Website

Name of the Company

Menu Bar for Manger Pages (Navigation Bar) with Website Name

Tracking problem

All rights reserved

Assignment Title: ARS SMARTPHONE IT HELPDESK

Date: 20/04/2014

Screen: 12 of 30

Screen Description:

Links from screens: Login , Support,

FAQ, Contact us,logout

Links to screen: facebook,twitter,youtube,cont

This is page of manager. View the feedback are given by customer and verify by the operator.

Logo of Website

Name of the Company

Menu Bar for Manger Pages (Navigation Bar) with Website Name

Feedback

All rights reserved

Assignment Title: ARS SMARTPHONE IT HELPDESK

Date: 20/04/2014

Screen: 13of 30

Screen Description:

Links from screens: Login , Support,

FAQ, Contact us,logout

Links to screen: facebook,twitter,youtube,cont

This is Homepage of Customer. Perform various

.....

Logo of Website

Name of the Company

Menu Bar for Manger Pages (Navigation Bar) with Website Name

Task

Update complain

Update FAQ

Give solution

View feedback

All rights reserved

Assignment Title: ARS SMARTPHONE IT HELPDESK

Date: 20/04/2014

Screen: 14 of 30

Screen Description:

**Links from screens: Login , Support,
FAQ, Contact us,logout**

Links to screen: facebook,twitter,youtube,cont

This is page of Operator. For view
complain are given by customer and give
proper solution.

Logo of Website

Name of the Company

Menu Bar for Manger Pages (Navigation Bar) with Website Name

Update complain

All rights reserved

Assignment Title: ARS SMARTPHONE IT HELPDESK

Date: 20/04/2014

Screen: 15 of 30

Screen Description:

**Links from screens: Login , Support,
FAQ, Contact us,logout**

Links to screen: facebook,twitter,youtube,cont

This is page of Operator. For update FAQ.

Logo of Website

Name of the Company

Menu Bar for Manger Pages (Navigation Bar) with Website Name

Update FAQ

All rights reserved

Assignment Title: ARS SMARTPHONE IT HELPDESK

Date: 20/04/2014

Screen: 16of 30

Screen Description:

**Links from screens: Login , Support,
FAQ, Contact us,logout**

Links to screen: facebook,twitter,youtube,cont

This is page of Operator. For give the
solution of questions asked by customer.

Logo of Website

Name of the Company

Menu Bar for Manger Pages (Navigation Bar) with Website Name

Question asked by customer

Solution

Submit

Cancel

All rights reserved

Assignment Title: ARS SMARTPHONE IT HELPDESK

Date: 20/04/2014

Screen: 17 of 30

Screen Description:

**Links from screens: Login , Support,
FAQ, Contact us,logout**

Links to screen: facebook,twitter,youtube,cont

This is page of Operator for view the
feedbacks are given by customer.

Logo of Website

Name of the Company

Menu Bar for Manger Pages (Navigation Bar) with Website Name

Customer ID

Date

Feedback

Update

Cancel

All rights reserved

Assignment Title: ARS SMARTPHONE IT HELPDESK

Date: 20/04/2014

Screen: 18 of 30

Screen Description:

Links from screens: complain feedback, register

Links to screen: facebook, twitter, youtube, contact

This is Home page of customer. Linked all tasks.

Logo of Website

Name of the Company

Menu Bar for Manager Pages (Navigation Bar) with Website Name

Complain

View solution

feedback

Query

Register product

View FAQ

All rights reserved

Assignment Title: ARS SMARTPHONE IT HELPDESK

Date: 20/04/2014

Screen: 19 of 30

Screen Description:

Links from screens: complain feedback, register

Links to screen: facebook, twitter, youtube, contact

This is View solution page of customer.
Customer view their solution by enter their ID.

Logo of Website

Name of the Company

Menu Bar for Manger Pages (Navigation Bar) with Website Name

Complain

All rights reserved

Assignment Title: ARS SMARTPHONE IT HELPDESK

Date: 20/04/2014

Screen: 20 of 30

Screen Description:

Links from screens: complain feedback, register

Links to screen: facebook, twitter, youtube, contact

This is Complain page of customer. Enter their complain.

Logo of Website

Name of the Company

Menu Bar for Manager Pages (Navigation Bar) with Website Name

Enter Customer ID

Enter complain ID

Submit

Cancel

All rights reserved

Assignment Title: ARS SMARTPHONE IT HELPDESK**Date: 20/04/2014****Screen: 21 of 30****Screen Description:****Links from screens: complain feedback,register****Links to screen: facebook,twitter,youtube,contact**

This is Feedback page of customer.
Customer has give the feedback.

Logo of Website
Name of the Company
Menu Bar for Manger Pages (Navigation Bar) with Website Name
Enter Name Enter Email ID feedback Submit Cancel
All rights reserved

Assignment Title: ARS SMARTPHONE IT HELPDESK

Date: 20/04/2014

Screen: 22 of 30

Screen Description:

Links from screens: home,logout,register

Links to screen: facebook,twitter,youtube,cont

This is Complain or query states page of customer.

Logo of Website

Name of the Company

Menu Bar for Manger Pages (Navigation Bar) with Website Name

Enter Customer ID

Enter complain ID

Query status

Submit

Cancel

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Assignment Title: ARS SMARTPHONE IT HELPDESK

Date: 20/04/2014

Screen: 23 of 30

Screen Description:

Links from screens: complain feedback, register

Links to screen: facebook, twitter, youtube, contact

This is Complain page of customer. Enter their complain .

Logo of Website	
Name of the Company	
Menu Bar for Manger Pages (Navigation Bar) with Website Name	
Registered product Enter complain ID Serial number Submit Cancel	
All rights reserved	

Assignment Title: ARS SMARTPHONE IT HELPDESK

Date: 20/04/2014

Screen: 24 of 30

Screen Description:

Links from screens: complain feedback, register

Links to screen: facebook, twitter, youtube, contact

This is FAQ page of customer. Asked questions to helpdesk related to smart phones.

Logo of Website

Name of the Company

Menu Bar for Manager Pages (Navigation Bar) with Website Name

FAQ

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Assignment Title: ARS SMARTPHONE IT HELPDESK

Date: 20/04/2014

Screen: 30 of 30

Screen Description:

Links from screens: complain feedback, register

Links to screen: facebook, twitter, youtube, contact us

This is contact us page for customer. Any problem regarding smart phones they can contact us .

Logo of Website

Name of the Company

Menu Bar for Manager Pages (Navigation Bar) with Website Name

Contact us

Address

Logo of twitter facebook

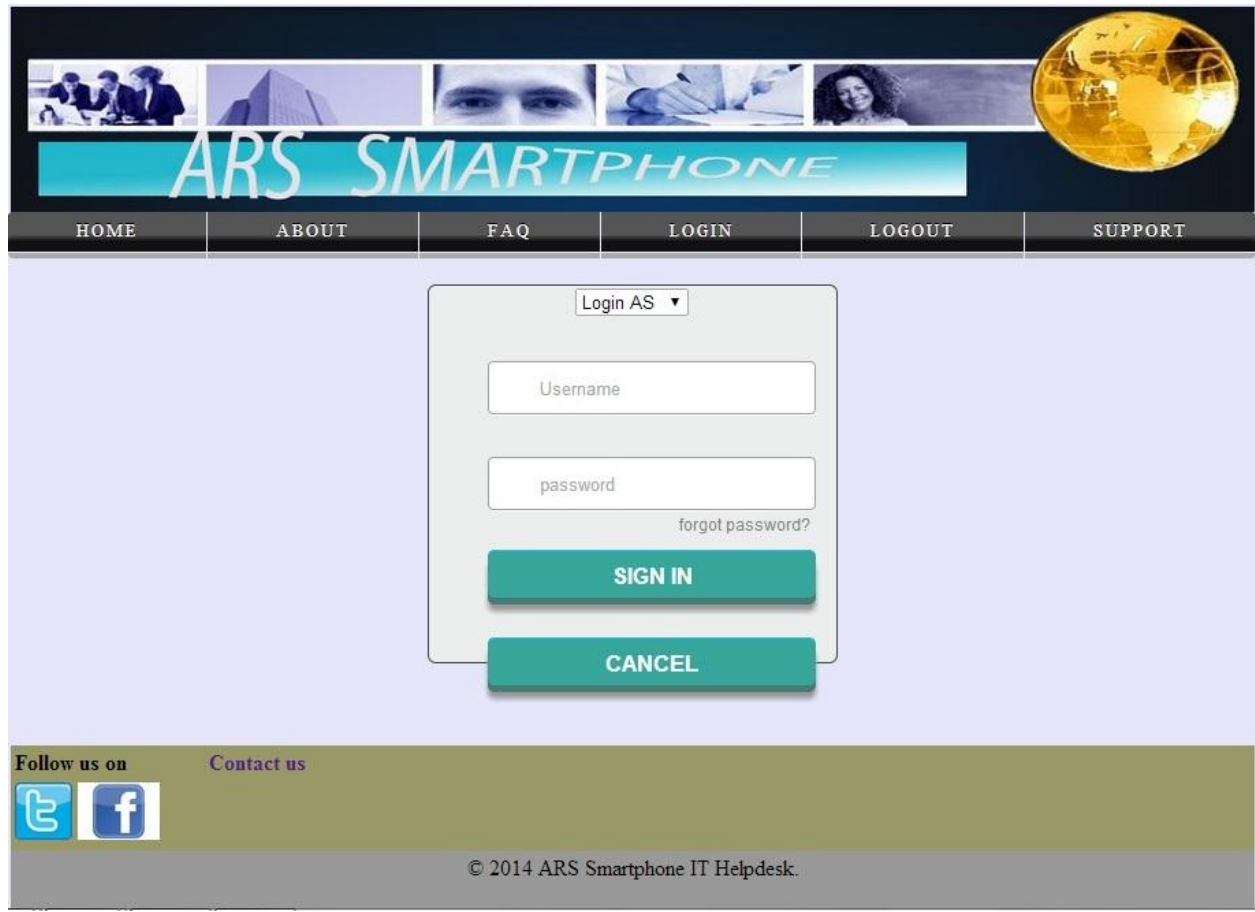
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Physical Design:**Home Page**

About us Page



Login Page



The image shows the ARS SMARTPHONE login page. At the top, there is a banner with the text "ARS SMARTPHONE" in a stylized font. To the right of the banner is a golden globe icon. Below the banner is a navigation bar with links: HOME, ABOUT, FAQ, LOGIN, LOGOUT, and SUPPORT. The main content area is light blue and features a login form. The form has a dropdown menu labeled "Login AS" with a downward arrow. Below this are two input fields: "Username" and "password". To the right of the "password" field is a link that says "forgot password?". Below the input fields are two buttons: "SIGN IN" and "CANCEL". At the bottom of the page, there is a footer section with the text "Follow us on" and "Contact us". Below "Follow us on" are icons for Twitter and Facebook. Below "Contact us" is a large, empty rectangular area. At the very bottom of the page is a grey bar with the copyright notice "© 2014 ARS Smartphone IT Helpdesk."

ARS SMARTPHONE

HOME ABOUT FAQ LOGIN LOGOUT SUPPORT

Login AS ▼

Username

password

[forgot password?](#)

SIGN IN

CANCEL

Follow us on Contact us

Twitter Facebook

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Customer Home Page

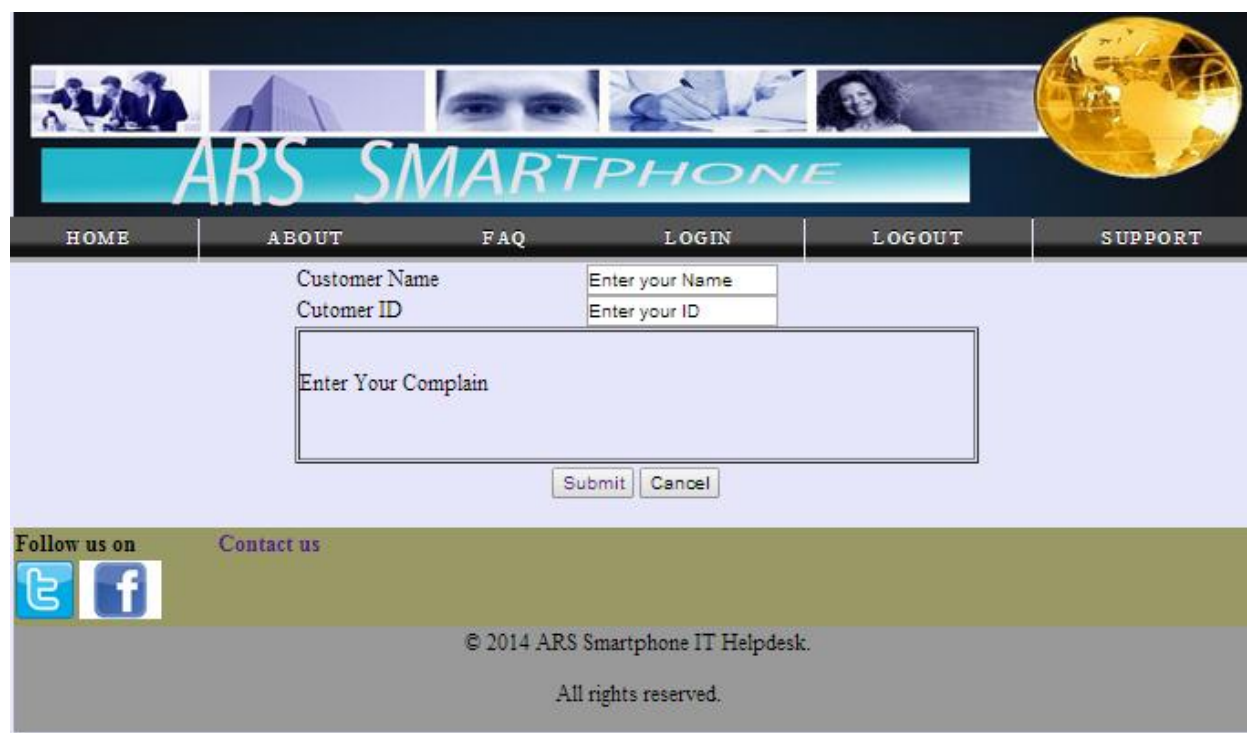


The header features a banner with five small images and a large globe on the right. Below the banner is a navigation menu with links: HOME, ABOUT, FAQ, LOGIN, LOGOUT, and SUPPORT. The main content area contains a grid of eight buttons arranged in two columns and four rows:

Give your complain	View Solution
Give your Feedback	Query Status
Registered your product	View FAQ
Find Report	Find Useful Software

Below the grid is a section titled "Follow us on" with Twitter and Facebook icons. The footer contains the copyright notice: © 2014 ARS Smartphone IT Helpdesk. All rights reserved.

Customer Complain Page



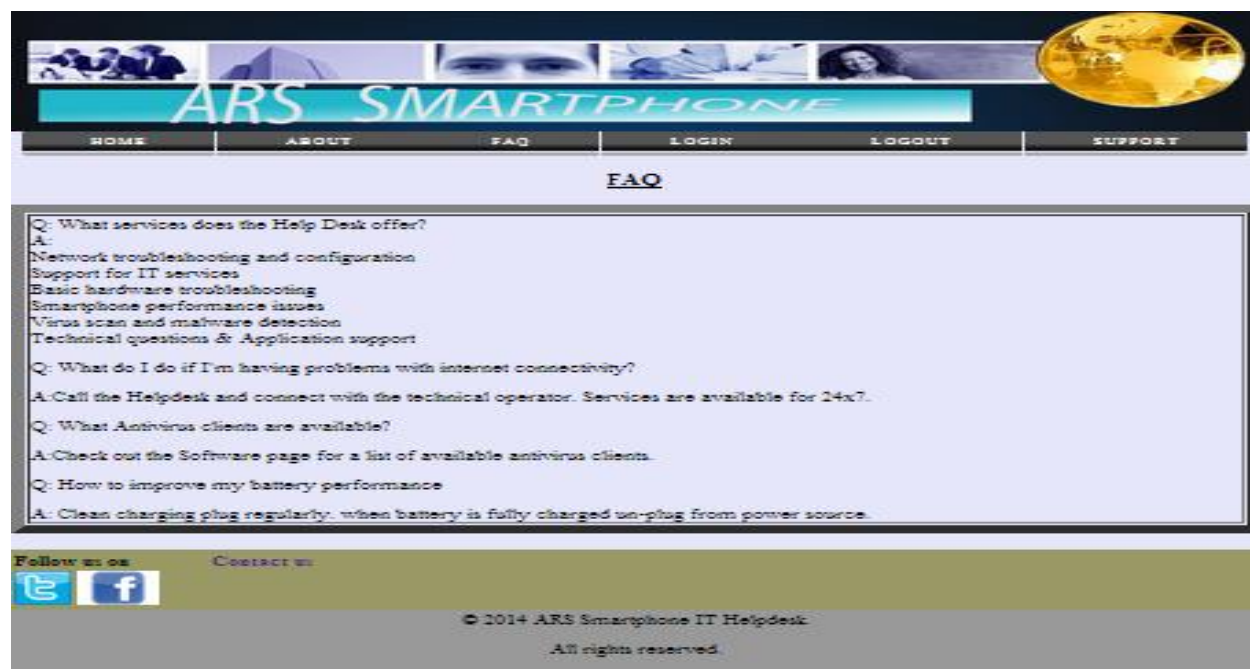
The header is identical to the previous page. Below the navigation menu is a form for submitting a complaint:

Customer Name

Customer ID

Below the form is a section titled "Follow us on" with Twitter and Facebook icons, and a link labeled "Contact us". The footer contains the copyright notice: © 2014 ARS Smartphone IT Helpdesk. All rights reserved.

Customer FAQ Page



The screenshot shows the ARS Smartphone website's FAQ page. The header features a navigation bar with links: HOME, ABOUT, FAQ, LOGIN, LOGOUT, and SUPPORT. The main content area is titled "FAQ" and contains a list of questions and answers. The footer includes social media links for Twitter and Facebook, and a copyright notice for 2014 ARS Smartphone IT Helpdesk.

Q: What services does the Help Desk offer?
A: Network troubleshooting and configuration
Support for IT services
Basic hardware troubleshooting
Smartphone performance issues
Virus scan and malware detection
Technical questions & Application support

Q: What do I do if I'm having problems with internet connectivity?
A: Call the Helpdesk and connect with the technical operator. Services are available for 24x7.

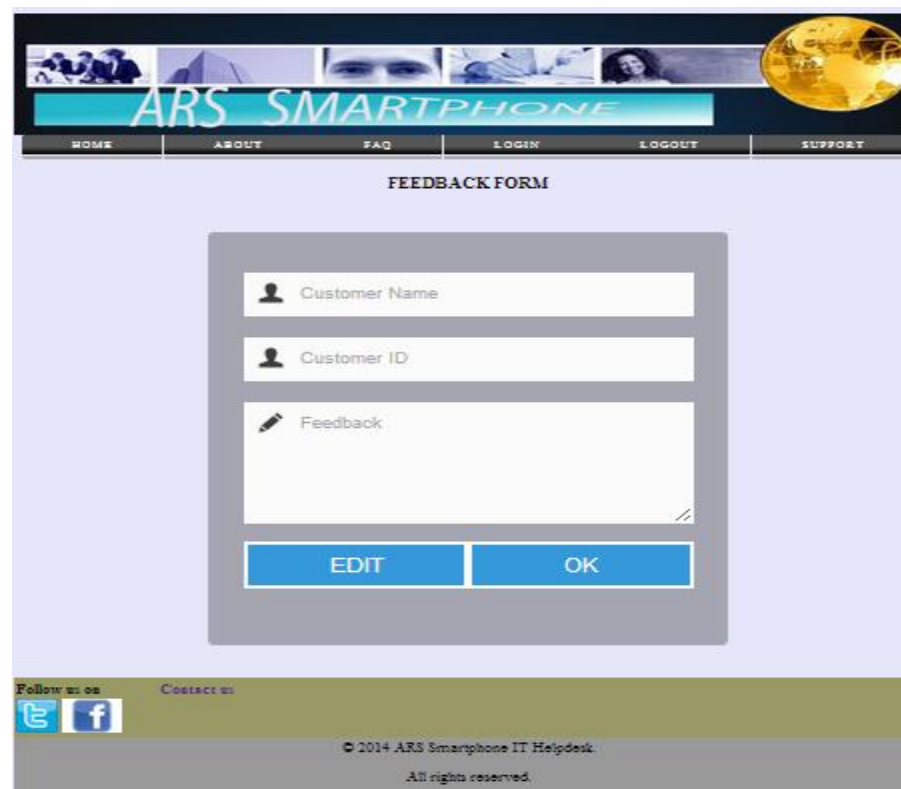
Q: What Antivirus clients are available?
A: Check out the Software page for a list of available antivirus clients.

Q: How to improve my battery performance
A: Clean charging plug regularly, when battery is fully charged un-plug from power source.

Follow us on:   Contact us: 

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Customer Feedback Page



The screenshot shows the ARS Smartphone website's Feedback Form. The header features a navigation bar with links: HOME, ABOUT, FAQ, LOGIN, LOGOUT, and SUPPORT. The main content area is titled "FEEDBACK FORM" and contains a form with fields for Customer Name, Customer ID, and Feedback. The footer includes social media links for Twitter and Facebook, and a copyright notice for 2014 ARS Smartphone IT Helpdesk.

Customer Name

Customer ID

Feedback

Follow us on:   Contact us: 

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Customer Complain Status Page:

HOME ABOUT FAQ LOGIN LOGOUT SUPPORT

Complaints

ARS COMPLAIN CENTER

Complain Status

Customer Name
Customer ID
Complain ID

Enter your Name
Enter your ID
Enter Complain ID

Find Status Cancel

Follow us on [Contact us](#)

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Customer Report Page:

HOME ABOUT FAQ LOGIN LOGOUT SUPPORT

Complaints

ARS COMPLAIN CENTER

Customer Report

Customer Name
Customer ID
Report Type

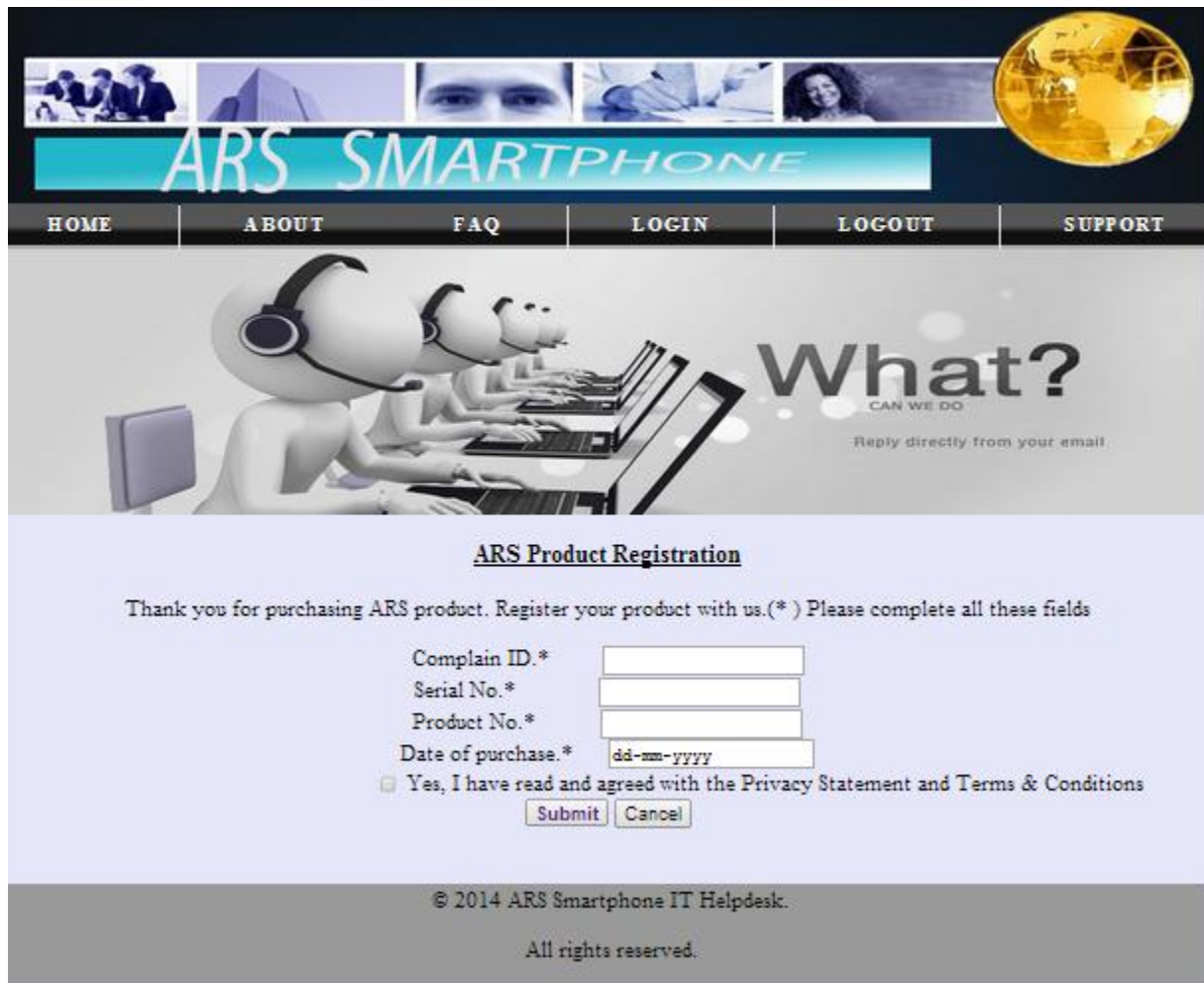
Enter your Name
Enter your ID
Solved Complain Report ▼

Generate report Cancel

Follow us on [Contact us](#)

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Customer Product Registration Page

The page features a header with a navigation bar containing links: HOME, ABOUT, FAQ, LOGIN, LOGOUT, and SUPPORT. Below the navigation bar is a banner image showing three customer service agents at computers, with the text "What? CAN WE DO" and "Reply directly from your email." The main content area is titled "ARS Product Registration" and includes a thank-you message: "Thank you for purchasing ARS product. Register your product with us.(*) Please complete all these fields". The registration form contains the following fields and options:

- Complain ID.*
- Serial No.*
- Product No.*
- Date of purchase.* (format: dd-mm-yyyy)
- ☐ Yes, I have read and agreed with the Privacy Statement and Terms & Conditions

Buttons for "Submit" and "Cancel" are located below the form. The footer includes the copyright notice: "© 2014 ARS Smartphone IT Helpdesk. All rights reserved."

Manager Home Page

The page features a header with a navigation bar containing links: HOME, ABOUT, FAQ, LOGIN, LOGOUT, and SUPPORT. Below the navigation bar is a banner image showing three customer service agents at computers, with the text "What? CAN WE DO" and "Reply directly from your email." The main content area is titled "ARS Product Registration" and includes a thank-you message: "Thank you for purchasing ARS product. Register your product with us.(*) Please complete all these fields". The registration form contains the following fields and options:

- Complain ID.*
- Serial No.*
- Product No.*
- Date of purchase.* (format: dd-mm-yyyy)
- ☐ Yes, I have read and agreed with the Privacy Statement and Terms & Conditions

Buttons for "Submit" and "Cancel" are located below the form. The footer includes the copyright notice: "© 2014 ARS Smartphone IT Helpdesk. All rights reserved."

Manager Assign Task Page

Assign Task

Sr.No.	Customer ID	Problem found	SmartphoneID	Date of problem	Assigning task to operator	Remark
1	CI1123	Start up	DID011	03/04/2014	OPR008	Major
2	CI1124	Sound	DID012	04/04/2014	OPR009	Minor
3	CI1125	Display	DID013	05/04/2014	OPR009	Minor
4	CI1126	Jack	DID014	06/04/2014	OPR008	Minor
5						
6						
7						
8						
9						
10						

ADD | MODIFY | DELETE | Submit

Follow us on: [Twitter](#) [Facebook](#) | Contact us

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Manager Update Faq Page

FAQ

Q: What services does the Help Desk offer?

A:

- Network troubleshooting and configuration
- Support for IT services
- Basic hardware troubleshooting
- Smartphone performance issues
- Virus scan and malware detection
- Technical questions & Application support

Q: What do I do if I'm having problems with internet connectivity?

A:

- Call the Helpdesk and connect with the technical operator. Services are available for 24x7.

Q: What Antivirus clients are available?

A: Check out the Software page for a list of available antivirus clients.

Q: How to improve my battery performance?

A: Clean charging plug regularly, when battery is fully charged un-plug from power source.

Add | Update | Submit

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Manager View Report Page



MANAGER VIEW REPORTS OF CUSTOMER

Sr.No.	Customer ID	Problem found	Problem resolved by	Date of Resolve of problem	Remark
1	CID123	Start up	OPR098	03/04/2014	Major
2	CID124	Sound	OPR098	04/04/2014	Major
3	CID125	Sound	OPR098	05/04/2014	Minor
4					
5					
6					
7					
8					
9					
10					

Follow us on  
 Contact us

Manger Support Page



Traking Problem

Sr.No.	Customer ID	Problem found	Date of problem	Problem solved by	Resolve on date or not	Remarks
1	CI123	Start up	03/04/2014	OPR098	yes	Major
2	CI124	Sound	04/04/2014	OPR098	yes	Minor
3	CI125	Display	05/04/2014	OPR099	No	Minor
4	CI126	Jack	06/04/2014	OPR098	No	Minor
5						
6						
7						
8						
9						
10						

Follow us on  
 Contact us

Manger Report page


Feedback given by Customer

Sr.No.	Customer Name	Date	Feedback
1	Aditya	03/01/2014	View Feedback
2	Kaushal	04/01/2014	View Feedback
3			View Feedback
4			View Feedback
5			View Feedback
6			View Feedback
7			View Feedback
8			View Feedback
9			View Feedback
10			View Feedback

Follow us on [Contact us](#)

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Operator Home Page


Update complain status

Update FAQ

Give Solution

View feedback

Follow us on [Contact us](#)

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Operator Complain Details Page



HOME ABOUT FAQ LOGIN LOGOUT SUPPORT

CUSTOMER COMPLAIN REGISTER

Sr.No.	Customer Name	Customer complain ID. No.	Date of registration	Date of Resolve of problem
1	Aditya prakash	CI124	02/04/2014	03/04/2014
2	Aman kumar	CI125	02/04/2014	03/04/2014
3	John	CI126	03/04/2014	03/04/2014
4	krishna kumar	CI127	05/04/2014	06/04/2014
5				
6				
7				
8				
9				
10				

ADD MODIFY DELETE OK

Follow us on [Contact us](#)




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Operator Give Solution Page



HOME ABOUT FAQ LOGIN LOGOUT SUPPORT

Operator give solution

Customer ID

Problem ID

Customer problem

Solution

Submit Cancel

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Operator Update FAQ Page

FAQ

Q: What services does the Help Desk offer?

A:

- Network troubleshooting and configuration
- Support for IT services
- Basic hardware troubleshooting
- Smartphone performance issues
- Virus scan and malware detection
- Technical questions & Application support

Q: What do I do if I'm having problems with internet connectivity?

A:

- Call the Helpdesk and connect with the technical operator. Services are available for 24x7.

Q: What Antivirus clients are available?

A: Check out the Software page for a list of available antivirus clients.

Q: How to improve my battery performance

A: Clean charging plug regularly. when battery is fully charged un-plug from power source.

[Add](#) [Delete](#) [OK](#)

Follow us on [Twitter](#) [Facebook](#) [Contact us](#)

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Operator View Feedback Page

Feedback given by Customer

Sr.No.	Customer Name	Date	Feedback
1	Aditya	03/01/2014	View Feedback
2	Kaushal	04/01/2014	View Feedback
3			View Feedback
4			View Feedback
5			View Feedback
6			View Feedback
7			View Feedback
8			View Feedback
9			View Feedback
10			View Feedback

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Appendix:**Bi-Weekly Report-1**

Date: - 10th Feb 2014

Venue: - Tutorial room

Work done in previous 2 weeks: Nil

Work performed in Current 2 weeks:

Member 1 –Selection of domain name. Point out the problems in the existing system and propose solution for those problems and prepare work load matrix.

Member 2 - –Selection of domain name. Point out the problems in the existing system and propose solution for those problems and prepare work load matrix.

Member 3 –Selection of domain name. Point out the problems in the existing system and propose solution for those problems and prepare work load matrix.

Work to be done in next 2 weeks:

We will discuss about introduction, feasibility report and methodology.

Member 1 – Work on the introduction, feasibility report and methodology.

Member 2 –Works on the introduction, feasibility report and methodology.

Member 3 –Works on introduction, feasibility report and methodology.

Members	Name	Singature
Member -1	Aditya Prakash (pt1282205)	
Member – 2	Shubham Choudhary(pt1282211)	
Member – 3	Rishikesh Kumar(pt1282234)	

Bi-Weekly Report-2

Date: - 24th Feb 2014

Venue: - Tutorial room

Work done in previous 2 weeks: We have completed Selection of domain name. Point out the problems in the existing system and propose solution for those problems and work load matrix.

Work performed in Current 2 weeks:

We will discuss about introduction, feasibility report and methodology.

Member 1 – Work on introduction, feasibility report and methodology.

Member 2 – – Work on introduction, feasibility report and methodology

Member 3- – Work on introduction, feasibility report and methodology.

Work to be done in next 2 weeks:

We will discuss about requirement defining, Requirement analysis, Investigation technique and process modeling.

Member 1 – Work on requirement defining, Requirement analysis, Investigation technique and process modeling.

Member 2 – Work on requirement defining, Requirement analysis, Investigation technique and process modeling.

Member 3 – Work on requirement defining, Requirement analysis, Investigation technique and process modeling.

Members	Name	Singature
Member -1	Aditya Prakash (pt1282205)	
Member – 2	Shubham Choudhary(pt1282211)	
Member – 3	Rishikesh Kumar(pt1282234)	

Bi-Weekly Report-3

Date: - 11th Mar 2014

Venue: - Tutorial room

Work done in previous 2 weeks:

We have completed Introduction, feasibility report and methodology.

Work performed in Current 2 weeks:

Member 1 – Work on requirement defining, Requirement analysis, Investigation technique and process modeling.

Member 2 – Work on requirement defining, Requirement analysis, Investigation technique and process modeling.

Member 3 – Work on requirement defining, Requirement analysis, Investigation technique and process modeling.

Work to be done in next 2 weeks:

We will discuss about ERDs, Logical modeling and story boarding.

Member 1 – Work on ERDs, Logical modeling and story boarding.

Member 2 — Work on ERDs, Logical modeling and story boarding.

Member 3 – Work on ERDs, Logical modeling and story boarding.

Members	Name	Singature
Member -1	Aditya Prakash (pt1282205)	
Member – 2	Shubham Choudhary(pt1282211)	
Member – 3	Rishikesh Kumar(pt1282234)	

Bi-Weekly Report-4

Date: - 26th Apr 2014

Venue: - Tutorial room

Work done in previous 2 weeks:

We have completed requirement defining, Requirement analysis, Investigation technique and process modeling.

Work performed in Current 2 weeks:

Member 1 – Work on ERDs, Logical modeling and story boarding.

Member 2 – Work on ERDs, Logical modeling and story boarding.

Member 3 — Work on ERDs, Logical modeling and story boarding.

Work to be done in next 2 weeks:

We will discuss about Work on Physical Design and Documentation

Member 1 – Work on Physical Design and Documentation.

Member 2 – Work on Physical Design and Documentation.

Member 3 – Work on Physical Design and Documentation.

Members	Name	Singature
Member -1	Aditya Prakash (pt1282205)	
Member – 2	Shubham Choudhary(pt1282211)	
Member – 3	Rishikesh Kumar(pt1282234)	

Bi-Weekly Report-5

Date: - 11th APR. 2014

Venue: - Tutorial room

Work done in previous 2 weeks:

We have completed ERDs, Logical modeling and story boarding.

Work performed in Current 2 weeks:

Member 1 – Work on physical design and Documentation.

Member 2 – Work on physical design and Documentation.

Member 3 – Work on physical design and Documentation..

Members	Name	Singature
Member -1	Aditya Prakash (pt1282205)	
Member – 2	Shubham Choudhary(pt1282211)	
Member – 3	Rishikesh Kumar(pt1282234)	

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