

IT eManager

Nasit Purvi¹, Prof. AjayKumar T. Shah²

Department of Computer Engineering

¹ Alpha College of Engineering & Technology, Gujarat, India

²H.O.D, Alpha College of Engineering & Technology, Gujarat, India

Abstract- This system has been designed to allow end-users (employee) and helpdesk Specialists to log and track requests via the Internet. There is no need to install the system as we have made the system web based. So end-user can easily access it by Internet. And if any problem generates in Internet then the end-user can also access it via smart phones. In case of Easy problems the end- user can ask the solution of the problem by chatting. If the IT-executive is capable to solve the problem easily then he did not need to go and solve the problem personally as we have put the functionality of RMI (Remote Method Invocation). Through which he can access end-user's desktop from his place. And in case of some major problems the IT-executive will go personally and solve the problem after he gets the call. And some limitations are given to IT-executive to solve the problem. That he has to solve the problem however with in 4hrs. And at each hour the system will give alert to IT-executive that problem is not solved till the status is update both end- user and IT-executive side.

Keywords- ITHelpDesk,HelpDeskManger,ITManager.

I. INTRODUCTION

We have introduced some functionality here so that the work of the IT-executive became easier. In case of Easy problems the end-user can ask the solution of the problem by chatting. If the IT-executive is capable to solve the problem easily then he did not need to go and solve the problem personally as we have put the functionality of RMI (Remote Method Invocation).Through which he can access end-user's desktop from his place. And in case of some major problems the IT-executive will go personally and solve the problem after he get the call. And some limitations are given to IT-executive to solve the problem. That he has to solve the problem however with in 4hrs. And at each hour the system will give alert to IT-executive that problem is not solved till the status is update both end-user and IT-executive side.

II. LITERATURE REVIEW

While occurrence of the problem the end-user can call the Administrator to solve the problem. If the problem is solvable easily then the Administrator can also solve it using RMI. Or also tell end-user how to solve it using chatting option.

The problem must be solved with in 4hrs. As per company's rules. So that the system will fire the alarm hourly to Administrator till the status is updated both the side. Administrator can generate monthly report of the IT- executive using database.

III. WRITE DOWN YOUR STUDIES AND FINDINGS

When the employee faces some problem he/she needs to register their call to the admin for the take a support the help.

The registration may be done by their own system or fromother's system.

When the admin add call details he may have some unnecessary informationin details which come from admission department and may be some details he/she want thatis not in thatcurrent problem's details. So the admin face problem while registration of call.

Again the same problem will face the during the attend call for employee, they will alsoregister the details to the system for any call which is not in any category.

IV. CONCLUSION

We will make the company work easy and efficient to use. We will improve company system by providing paperless environment, reducing human effort and access time, enhancing communication. And so that he can complete his work in really short. The work of IT- Executive become easier and so that he can complete his work in really short.

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