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**DEVELOPMENT OF IT HELP DESK TOOL FOR
CENTRALIZED PROCESS FOR SRI LANKA
TELECOM PLC, IT GROUP**

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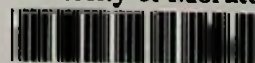
June 2013

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"This dissertation is Submitted in partial fulfillment of the
Requirement of the Degree of MSc in Information Technology
of
the University of Moratuwa"

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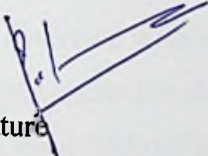
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Abstract

Sri Lanka Telecom PLC (SLT) is the pioneer Communication provider in Sri Lanka. To manage the best services to customers of SLT, it deployed mask scale Information Technology (IT) systems which maintained by IT group of the organization. Over Seven Thousand employers are using these systems and they are the internal customers or users of the IT group. SLT recently decided to improve these systems and the system maintenance to minimize outage time to users by implementing Information Technology Infrastructure Library (ITIL), ISO 27000, ISO 9001 etc standard to improve efficiency, effectiveness and information security.

It was found that the IT service desk is not centralized within the IT group and also found there is no proper tool is being used by the scattered help desk division wise. Base on that I started finding weaknesses in each area and discussed with each level of the staff from Chief Information Officer (CIO) of SLT. I really appreciate the support given from those staffs. And it was help full me to follow some audit findings under ITIL frame work.

By Studying the Service desk and Help desks process followed under each desk and the Incident Management, Service request, Problem Management, Change Management followed by each divisions of IT group of SLT. The Maturity Assessment of current service desk process, and rest of the functionalities was done and it was tabulated for each area. By identifying the weakness tabulated and proposed the solutions for each weakness together with Service levels and Responsibilities of each level.

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Acronyms and Abbreviations

Abbreviation	Description
BCP	Business Continuity Plan
BPR	Business Process Re-engineering
BSS	Billing Support System
CAB	Change Advisory Board
CARR	Capacity, Availability and Recovery Review
CIO	Chief Information Officer
CMDB	Change Management Data Base
CR	Change Request
DGM	Deputy General Manager
DR	Disaster Recovery
ER	Entity Relation
FCR	First Contact Resolution
GM	General Manager
GUI	Graphical User Interface
HIT	High Impact Training
HPIM	High Priority Incident Management
IT	Information Technology
ITGSD	IT Group Service Desk
ITIL	Information Technology Infrastructure Library
ITSM	IT Service Manager
L1	Level 1
L2	Level 2
L3	Level 3
MTCE	Maintenance
NW&EUS	Net Work and End User Support
OLA	Operational Level Agreements
OSS	Operation Support System
PLC	Public Listed Company
RFC	Request for Change
RPO	Recovery Point Objective
RTO	Recovery Time Objective
SD	Service Desk
SLA	Service Level Agreement
SLT	Sri Lanka Telecom
UAT	User Acceptance Test
WSRM	Weekly Stability Review Meeting

Acknowledgments

This Project was supported in part of IT MSc program in the Faculty of IT, University of Moratuwa. It is my duty to give my acknowledgements to all who supported, guided, instructed and advised me to bring this project success.

Prof. A.S. Karunananda was the key stake holder in my IT MSc and of this project who was dean of the faculty. With his initial project workshop and his publications support me to take the project easy and methodically. I thank him as the first person of my thanking list.

Mr. D.K. Withanage who is dean of the faculty now and guided me on various subject on this project as well as in the cause is taking my second thank of the acknowledgement.

My next thanking is to Mr. Savinda Premarathne who was the cause coordinator and also my supervisor on this project. I thank him selecting me under his supervision and guide me during the assignment.

Ms. Niranjala is the coordinator in communication among us and I thank her also. I thank other academic staffs such as Dr. Prasad Wimalaratne, Dr. Chaminda and instructors who support me on my way to complete the project.

It is my responsibility to thank to SLT all officers and other staffs on providing details and on supporting to do analysis the requirement, testing and giving comments on the system delivered.