Chapter 8

Conclusion and Further Work

8.1 Introduction

The Help Desk Support system has been developed in order to facilitate the stability assurance of the ICT systems and processes of the organization. The entire system was developed in accordance with ITIL framework, a widely accepted model for the services management in the world. The system addresses all key areas of help desk management system integrated with services management, change management functions and knowledge management portal. It is important that the knowledge management portal should be further enhanced in order to provide more effective services to the organization. Knowledge Management is key to organization's information assets. Furthermore, the knowledge management portal must be extended for the user community, so that most of the day to day issues could be resolved by the users themselves (Menken, 2012).

8.2 Achievement of the Aim and the Objectives of the project

The system has been able to demonstrate key functions of the major help desk activities. The application has been able to cover help desk tick handling activities, support from the 1st level service support executives, change management initiatives and management and knowledgebase system.

8.3 Challenges of the project and Problems encountered

Main challenges found is that although there are a number of free and open source tools available, such systems cannot be tailor made within a standalone system with a narrow scope for the project. Furthermore, the application may not be able to demonstrate all functions offered by the help desk due to the complexity of the services offered. A comprehensive knowledgebase cannot be developed with a MySQL and PHP platform due to limitations of freeware.

8.4 Further work

There are a number of functions could be added to enhance the system. Admin function must be separated from some of the key functions of the help desk system. For an example, all knowledge articles are approved by the administrator. This should be handled by more responsible person familiar with ICT environment and procedures.

In real world scenario, support levels are operated at different categories i.e. Service Level 1 and 2, where most highly complex issues are addressed by the latter. The same must be adopted within the system, so that issue escalation could be streamlined.

Change Requests must be subject to number of approvals from different technical teams prior to the final approval from the Change Management body. The existem system bypasses the technical evaluations which is key to the stability of the environment. The same should be incorporated within the system.

The present system allows only one report, however the system has the capability to generate more reports backed by SQL queries.

8.5 Summary

The post implementation review must be conducted in order to obtain feedback from various parties. Such reviews often create the platform to make further improvements to the system. Also, would help for the development of systems of such nature in the future. Meanwhile, it is highly recommended that more emphasis is given to the enhancement of the knowledge management system of the application.