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Help Desk Support and Incident Management System

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MSCIT/09/046

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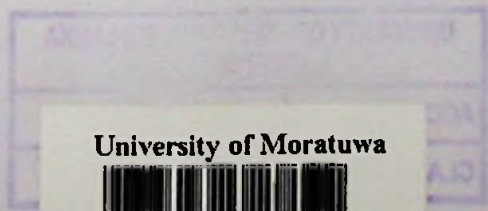
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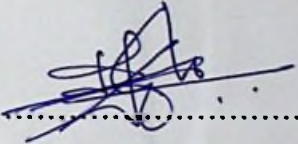
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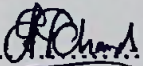
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Abstract

Deutsche Bank AG is a German global banking and financial services company with its headquarters in Frankfurt, Germany. It employs more than 100,000 people in over 70 countries, and has a large presence in Europe, the Americas, Asia-Pacific and the emerging markets. Deutsche bank operates a franchise in Sri Lanka with a single branch office in Colombo. The branch operations are carried out by number of service and business divisions namely Global Markets, Global Transaction Banking, Payments and Customer Services, Trade Services and other support divisions. Deutsche Bank operates in a highly complex technological platform and information technology infrastructure is an integral part of its operation. Therefore the high availability of such infrastructure is key to its operations.

It is important that necessary steps are taken for the assurance of stability of IT infrastructure. Deutsche Bank takes several approaches in order to achieve the same. As a proactive measure, bank ensures the deployment of state of the art infrastructure. However, in order to address possible issues and requests arising from systems and users, bank maintains a Service Desk and Support staff to attend to various issues reported on a day to day basis.

The project has been centered on an implementing a Help Desk Support System where the help desk staff would be able to log incident tickets into the system and monitor until the closure. Once a ticket is raised on the system, the same could be monitored through until its closure. The same system would enable to raise a change request system if the closure of the incident ticket requires changes to the existing infrastructure setup of the organization. The entire Help Desk System is based on the industry best practice, IT Infrastructure Library (ITIL) methodology. The ITIL process outlines the key concepts on proactive and reactive measures taken on reported incidents as well as possible eventualities, in order to ensure system stability. The proposed system would be aligned on the key concepts where it involves with users, support staff and technical expertise to maintain stability.

Contents

Chapter 1 - Introduction	1
1.1 Introduction	1
1.2 Background and Motivation	2
1.3 Problem in Brief	3
1.4 Aim & Objectives	5
1.5 Proposed Solution	6
1.6 Dissertation Structure	7
1.7 Summary	8
Chapter 2 - Literature Review	8
2.1 Introduction	9
2.2 What is a Help Desk and how is it implemented?	9
2.3 Leading Service Management Software	11
2.4 Evaluation between proposed solution vs. Similar Products	14
2.5 Information technology Infrastructure Library	15
2.6 What is Service management?	16
2.7 ITIL's role in Service Management	16
2.8 Incident management	17
2.9 Activities of the Incident Management process:	18
2.10 Problem Management	19
2.11 Why use incident management?	21
2.12 Incident Management Life Cycle	23
2.13 Implementing incident management	24
2.14 Change Management	25
2.15 Problem Management	25
2.16 Summary	26
Chapter 3 - Technology Adapted	27
3.1 Introduction	27
3.2 Technological Architecture	28
3.3 XAMPP	28
3.4 PHP	29

3.5 MySQL	29
3.6 APACHE	30
3.7 Java Scripts	30
3.8 HTML5	30
3.9 Windows Operating System	30
3.10 Summary	31
Chapter 4 - The Approach	32
4.1 Introduction	32
4.2 Approaches in Analysis and Designing	35
4.3 System Users	37
4.4 Inputs, Processes and Outputs	38
4.5 Summary	41
Chapter 5 - Analysis and Design	42
5.1 Introduction	42
5.2 ER Diagram	45
5.3 Functional Diagram	46
5.4 Use Case Diagram	47
5.5 Sequence Diagram	48
5.6 Database Implementation	49
5.7 Summary	50
Chapter 6 - Implementation	51
6.1 Introduction	51
6.2 User Logon Console	52
6.3 Admin Console	52
6.4 Creation of users	53
6.5 Knowledgebase	56
6.6 Summary	61
Chapter 7 - Evaluation	62
7.1 Introduction	62

7.2 Black Box Testing	62
7.3 User Interface Testing	63
7.4 Functional testing	64
7.5 Acceptance testing	66
7.6 Evaluate System	66
7.7 Summary	69
Chapter 8 - Conclusion and Further Work	70
8.1 Introduction	70
8.2 Achievement of the Aim and the Objectives of the project	70
8.3 Challenges of the project and Problems encountered	70
8.4 Further work	71
8.5 Summary	71
References	72
Appendix	73
1.1 Table Structures of the Database	73
1.2 Test Results	76

List of Tables

Table 4.1: The process flow	36
Table 5.1: Phases of Systems Development Life Cycle	39
Table 5.2: Structure of the table 'USER'	45
Table 5.3: Structure of the table 'DEPARTMENT'	45
Table 5.4: Structure of the table 'SUPPORT_TEAM'	45
Table 5.5: Structure of the table 'CATEGORY'	45
Table 5.6: Structure of the table 'CR'	46
Table 5.7: Structure of the table 'FAQ'	46
Table 5.8: Structure of the table 'KNOWLEDGE_ARTICLES'	47
Table 5.9: Structure of the table 'TICKET_DATA'	47
Table 7.1: Black Box Testing	61
Table 7.2: Test Cases – User Interface Testing	62
Table 7.3: test Cases – Functional Testing	64
Table 7.4: Quality Assurance Testing	67



List of Figures

Figure 1.1 – Proposed Solution	7
Figure 2.1 – Overview of ITIL	11
Figure 3.1- High level technology architecture	22
Figure 3.2 – Application Layers	23
Figure 5.1: ER Diagram	41
Figure 5.2: Functional Diagram	42
Figure 5.3: Use Case Diagram	43
Figure 5.4: Sequence Diagram	44
Figure 5.5: Database Implementation	48
Figure 6.1: XAMPP Control Panel	49
Figure 6.2: Main login screen of Help Desk System	50
Figure 6.3: The Admin Control Panel	51
Figure 6.4: Creation of new users	51
Figure 6.5: Creation of support categories	52
Figure 6.6: Creation of Support teams	53
Figure 6.7: Creation of FAQ Articles	53
Figure 6.8: Add Knowledge Articles	54
Figure 6.9: Creation of Knowledge Articles	54
Figure 6.10: Create incidents	55
Figure 6.11: Escalate incidents	56
Figure 6.12: Access pending incidents	56
Figure 6.13: Closure of incidents	57
Figure 6.14: Raising Change Requests	58
Figure 6.15: Change Request Manager Console	58
Figure 6.16: Attending to Change Requests	59