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Help Desk Support and Incident Management System

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This dissertation is submitted in partial fulfillment of the
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of
the University of Moratuwa

Declaration

I declare that this dissertation does not incorporate, without acknowledgment, any material previously submitted for a Degree or a Diploma in any University and to the best of my knowledge and belief, it does not contain any material previously published or written by another person or myself except where due reference is made in the text. I also hereby give consent for my dissertation, if accepted, to be made available for photocopying and for interlibrary loans, and for the title and summary to be made available to outside organization.

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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. Deutsch 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.

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