

IT Service Help Desk

1.	Name of the Project	IT Service Help Desk
2.	Objective/ Vision	<p>Developing a web application which is directed to the employee's in a company. Our goal is to serve as the simulation to them.</p> <p>This system will be owned by a Company, to serve for their people. This web application will incorporate all requirements needed for the interaction between Project team (who work on the resources allocated) and IT support team (i.e. Network administrator's, who provide requirements needed for the project people) and get the project team members solved, like installations, access to other resources across the network, etc.</p> <p>This integrates other services like online and 'any place' access of this application. It provides a complete concoction of solutions to all IT Service management problems like installations, network resource allocation so on and so forth. It will usher an environment which will not only provide unlimited services to the Project team but also help the Reporting Managers, IT Support team to function effectively and efficiently.</p>
3.	Users of the System	<p>(ALL the EMPLOYEES in a company separated as)</p> <p>A. Project team members B. IT Support Team</p>
4.	Functional Requirements (Atleast Eight)	<p>i. The entire employee's are provided with Unique Login ID, with which they can get into the Website.</p> <p>ii. The website guide them to solve their problem through the tutorials (.pdf, .doc) provided.</p> <p>iii. If not the Project member can raise the Ticket (request with unique number) and check the status of the same, while the IT support team can raise the Request and also check and Update or Solve the Ticket raised by the Project Team.</p> <p>iv. They are provided with list of problems usually occurred which can be selected while raising the request. There is also a space provide to describe their problem.</p> <p>v. Depending upon the request type the ticket is even directed to Reporting Manager for Approval status to be updated.</p> <p>vi. The raising, update and closure of the ticket is informed to the members who raised the ticket and the one who Updated/solved the same through the Email along with Time/Date</p> <p>vii. The ticket owner (who raises the request) is provided with Reopen option to again raise the same problem if ticket is closed without proper solution.</p> <p>viii. The Ticket if not solved as per the Service Level Agreement (SLA) the ticket is more prioritized automatically.</p> <p>ix. IT support team is provided with the flexibility of sharing the Tickets.</p> <p>x. Total tickets solved can be listed and viewed.</p>

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Table of Contents Help Desk Manual Template

1. Understanding the eBook Help Desk Manual Template
 - The Rise of Digital Reading Help Desk Manual Template
 - Advantages of eBooks Over Traditional Books
2. Identifying Help Desk Manual Template
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Help Desk Manual Template
 - User-Friendly Interface
4. Exploring eBook Recommendations from Help Desk Manual Template
 - Personalized Recommendations
 - Help Desk Manual Template User Reviews and Ratings
 - Help Desk Manual Template and Bestseller Lists
5. Accessing Help Desk Manual Template Free and Paid eBooks
 - Help Desk Manual Template Public Domain eBooks

- Help Desk Manual Template eBook Subscription Services
- Help Desk Manual Template Budget-Friendly Options
- 6. Navigating Help Desk Manual Template eBook Formats
 - ePub, PDF, MOBI, and More
 - Help Desk Manual Template Compatibility with Devices
 - Help Desk Manual Template Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Help Desk Manual Template
 - Highlighting and Note-Taking Help Desk Manual Template
 - Interactive Elements Help Desk Manual Template
- 8. Staying Engaged with Help Desk Manual Template
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Help Desk Manual Template
- 9. Balancing eBooks and Physical Books Help Desk Manual Template
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Help Desk Manual Template
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Help Desk Manual Template
 - Setting Reading Goals Help Desk Manual Template
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Help Desk Manual Template
 - Fact-Checking eBook Content of Help Desk Manual Template
 - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks

14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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