



SDSU
presents
a thesis defense for
Master of Science
degree in
Computer Science

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GMCS 418

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A Ticketing System for IT Department

Abstract

The emphasis of the project is to build an intuitive, complete and robust web based application for internal use of an organization. This application is mainly developed for the IT department. 'Ticketing System' will play an important role in managing the work load of an IT department. This will also automate/speedup the process of getting services from the IT department. This web based application will be responsible for handling user's requests. These requests mainly consist of several types like, hardware or software request which includes problems related to hardware and software of a computer like virus infection, problems in keyboard and mouse. Another type of request is an equipment request where an employee can borrow equipment for office use. UI of this application is very simple and easy to use considering its users comes in many categories. This application can be accessed from desktop, laptop, tablets and mobile phones.

Thesis Committee

Carl Eckberg, Thesis Chair, Department of Computer Science
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