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KEY WORDS : HELP DESK SYSTEM / DATABASE SYSTEM / DOCUMENT  
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SIRIPORN HAYUK : A HELP DESK SYSTEM FOR COMPUTER NETWORK  
USING LOTUS NOTES. CASE STUDY: I-NET SERVICE GROUP, BANGKOK BANK  
PUBLIC COMPANY LIMITED. THESIS ADVISORS: PIROJANA SUVANASUTHI M.ENG.  
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A Help Desk system for a computer network is a system which collects and files data  
concerning daily operation in the form of electronic data (electronic documents). The system will  
help in reducing work steps and time in querying data.

The system design is based on the concept of Client/Server architecture, Workflow  
Automation and Knowledge Management. Lotus Notes software was chose to develop this  
system because it has special features in data workflow and document management. Lotus Notes  
is also used as a standard system in our organization and worldwide.

The system helps in querying information and problems can be solved more quickly.  
Document tracking can be done more easily than in previous systems that use paper documents  
because the system keeps log of every process. Therefore, it reduces the expense of managing  
paper documents. Moreover, the system works as a knowledge base for searching for all  
necessary information and for officer self-learning, continually improving the knowledge of  
organizational staff and promoting the information technology to be used more widely.