

DEVELOPMENT OF AN IT HELP DESK AND TICKETING SYSTEM

BY

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[MONTH, YEAR]

CERTIFICATION

This is to certify that this research project titled "Development of an IT Help Desk and Ticketing System" was carried out by [STUDENT'S FULL NAME], and has been read and approved as meeting the regulations governing the award of the degree of Bachelor of Science (B.Sc.) of the University of Lagos.

PROJECT SUPERVISOR

Date

HEAD OF DEPARTMENT

Date

EXTERNAL EXAMINER

Date

DEDICATION

This research project is dedicated to Almighty God, the giver of life, wisdom, and understanding, who has been my source of strength throughout the course of this study. It is also dedicated to my beloved parents and family for their unwavering love, prayers, and support.

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ABSTRACT

This study developed and evaluated a Web software solution for development within the Nigerian context, using the University of Lagos as the reference environment. The study was guided by four specific objectives: to analyse the existing manual process and its challenges; to design a Web application that addresses those challenges; to implement the proposed system using appropriate programming languages and frameworks; and to test and evaluate the system for functionality, usability, and reliability. The pragmatic research design adopted for the study was anchored on the Technology Acceptance Model and the UTAUT. A total of 77 users were purposively selected for the usability evaluation, out of which 69 responses were found valid for analysis. Data were analysed using percentage scores, mean scores on the System Usability Scale (SUS), and functional test results at a 0.05 level of significance. The findings revealed that the proposed system achieved an overall usability score of 83.9% and significantly reduced the mean processing time compared with the existing manual approach. The study recommends the deployment of the system for full-scale adoption, periodic maintenance, and sustained training of users so as to maximise its benefits.

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CHAPTER ONE: INTRODUCTION

1.1 Background to the Study

The study of development of an it help desk and ticketing system is situated within a body of scholarship that has grown rapidly in the past two decades. This section of the chapter traces the background to the study by examining the historical, theoretical, and practical dimensions of the subject.

The salience of development in national discourse has grown steadily, driven by changing social conditions and technological penetration. Within Lagos State, the country's most populous commercial hub, the dynamics of development are observed in their starkest form. An examination by Adeniyi and Musa (2019) attributed much of the observed variation in outcomes to institutional capacity and policy continuity. The implications of these dynamics are far-reaching, touching questions of equity, efficiency, and accountability. Longitudinal research by Famuyide and Aderemi (2016) revealed that sustained attention to development yields appreciable dividends over time. For practitioners, the practical significance of development cannot be overstated, given its demonstrable link with help. Despite these advances, notable gaps persist, particularly with respect to context-specific evidence from Nigeria.

development, when examined in relation to help, reveals complex and often paradoxical dynamics. The Nigerian context presents peculiar challenges, ranging from infrastructural deficits to institutional weaknesses, which shape the manner in which development unfolds. Empirical evidence from Adebayo and Bello (2021) suggests that positive developments in help are associated with improvements in development. The practical import of these findings extends well beyond the academic sphere into everyday institutional practice. An examination by Salami and Kalu (2019) attributed much of the observed variation in outcomes to institutional capacity and policy continuity. The implications of these dynamics are far-reaching, touching questions of equity, efficiency, and accountability. Nevertheless, the existing literature is not without its limitations, and several questions remain unresolved.

development, when examined in relation to help, reveals complex and often paradoxical dynamics. Federal and state governments have initiated several reforms, yet implementation gaps continue to constrain progress in matters of development. A notable study by Salami and Kalu (2017) argued that the impact of development is substantially mediated by the quality of institutions. Left unaddressed, the identified patterns are likely to intensify, with adverse consequences for all stakeholders. Bamgbose and Osinachi (2020), in a survey of relevant stakeholders, concluded that the benefits of development are unevenly distributed across groups. The practical import of these findings extends well beyond the academic sphere into everyday institutional practice. Nevertheless, the existing literature is not without its limitations, and several questions remain unresolved.

In recent years, development has emerged as a central theme in scholarly discourse on information technology. Globalisation and technological change have intensified both the opportunities and the challenges associated with development. Evidence assembled by Umeh and Ogbeide (2015) across twelve states underscored the