


Project Id/No	<b>ONLINE HELP DESK</b>
Project Name	Summer Internship project
Project Members	<b>Supervisor's:</b> Mr. Anjani Kumar, Cluster Innovation Centre, University of Delhi <b>Student(s):</b> Chetan Raghav, Prince Soni, Rupal Gupta, Yashasvi Khanna
Abstract	The issue of time management and information availability is very paramount in university life, especially in a vast university like University of Delhi. Therefore we intend to automate the university information exchange system by bringing in intranet based software which will allow the authorized users to connect directly to the university administration via this software. This software is intended to cover various facilities available in the University campus such as class-rooms, labs, hostels, mess, canteen, gymnasium, computer centre, faculty club etc. as well as the status of service requests for the various facilities in the campus. Registered users (students, faculty and non-teaching staff) will be able to log in a request for service for any of the supported facilities. These requests will be sent directly to the concerned personnel in the respective administrative department, who will resolve the requests as valid users of the system. The entire information will be maintained as a database system and only authorized users will be allowed to retrieve the necessary information. Since only authorized users are allowed access, history of user activity and service requests will be maintained, which can be used for further improvement of the university services. This work can be further extended for all the amenities and departments in the campus region. Web app can be designed for the ease of users.
Project Photo	
Project Report	-