

УДК 004:372.8

М. Янфай, У. Обінна, М. Ньярадзаї, Р. Золотий

(Тернопільський національний технічний університет імені Івана Пулюя, Україна)

АСПЕКТИ ФОРМУВАННЯ ЗАПИТІВ ТЕХПІДТРИМКИ НА ПІДСТАВІ КОРИСТУВАЛЬНИЦЬКИХ ДАНИХ

UDC 004:372.8

M. Yanfai, U. Obinna, M. Niaradzai, R. Zoloty

ASPECTS OF FORMATION OF TECHNICAL SUPPORT REQUESTS ON THE BASIS OF USER DATA

Automation of technical support departments (OTPP) – a task on today it is known and widespread. We can talk about a huge number of successful implemented projects in different industries, in companies of different scales, with using various automation tools. When we talk about automation OTPP, we always mean the introduction of an automated tool from the group Help Desk software. In fact, the concept of HelpDesk has become an analogue the concept of OTPP, which suggests that currently most IT services in one way or another have revised their approach to the structure and processes of IT management. Support plays an important role in helping users. Modern, a comprehensive consulting service is a front office for the entire IT organization and can handle most user needs and requests without the help of professionals.

Customer support is the only point of contact with the IT organization that provides timely solution of their problems. In other words, if the customer service does not spend time for an endless search for professionals who can solve their problems. Often The help desk not only handles external requests from users, but these complaints were initiated within the IT organization, for example, incidents resolved automatically or manually by IT staff, identified or received service requests from other IT organizations of departments. The scientific problem is that Help Desk services are analogs software product of the master's thesis are only a way of transfer general information from the user about the application to the specialist. No software the analogue product does not have the functionality of transmitting system information that would provide the ability to identify the problem without the need for a specialist user's computer. The presence of such functionality would allow on average speed up the processing of applications and save time as specialist and user. The object of research is the process of user support. Subject research is the process of forming an application for technical support with taking into account the receipt of system and user data.

The relevance of this work is that the solution to the problem irrational spending of working time of specialists and satisfactory quality maintenance allows to reduce the load on the working staff of the department technical support, reduce waiting times, increase employee confidence in department.

To substantiate the relevance of IT development, the existing ones were analyzed analogues of systems / services according to four main criteria for HelpDesk services: cost, request reception, SLA policy and automation of requests. To understand the need for process automation, the main ones were identified research methods: observation and comparison, the results of which showed that the load indicator of the manager and the processing time of applications is unsatisfactory, which means that the process needs automation. The analyzed literature led to the use of implementation methods, based on a stable understanding of the advantages and disadvantages of these methods. As a DBMS "MySQL" was chosen because it is characterized by high speed, stability and easy to use. To justify the feasibility of creating a master's thesis was determined its value, which lies in the implementation of one of the possible solutions to the problem irrational spending of working time of specialists and satisfactory quality maintenance, which reduces the burden on the staff of the department technical support and reduce the processing time of requests to the technical department.