

**ONLINE HELPDESK FOR MAYBANK ACCOUNT PAYABLE SYSTEM
(MAPS)**

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ABSTRACT

The aim of this project is to develop a web-based Online Helpdesk for Maybank Account Payable System. Maybank Account Payable System (MAPS) is a system currently used in Maybank to make payments to third party vendors on product and services obtained by Maybank. The users of the system will be users from Property and ISD Department in Maybank. Currently when the system users face a problem with MAPS system, there is no tool or system used to log the problem to the IT Technical Supports. The users will log the problem in a manual method by making a phone call to the IT Technical Support. Besides that, the management is also facing difficulties because there is no proper tracking to problems raised by users. The management is also facing difficulties to gauge the performance of the IT Technical Support, because the support provided is not documented within the organization. Thus, Online Helpdesk for Maybank Account Payable System is designed specifically to address the problems mentioned above. The system will automate the manual process of logging a problem to the IT Technical Support via the web-based system. With the system, there will be a proper control over the problem logged because there is an escalation process. The system will be able to determine whether a problem is resolved within the time frame allocated or better known as SLA (Service Level Agreement) timing. When the IT Technical Support closes a case, a PDF format report will be generated for the view of the IT Manager. The report will log the time the case is opened and closed. The report will also indicate whether the case has been closed within the agreed time. With this report, the IT Manager will be able to gauge the performance of the IT Technical Support and will be able to make fair decision during the KPI review.

ABSTRAK

Tujuan projek ini adalah untuk membangunkan “Online Helpdesk for Maybank Account Payable System (MAPS)”. “Maybank Account Payable System” kini digunakan di Maybank untuk membuat bayaran kepada vendor di atas perkhidmatan dan servis yang diberikan kepada Maybank. Pengguna sistem terdiri daripada dua unit iaitu Unit Informasi & Sistem Maklumat dan Unit Hartabenda. Apabila pengguna sistem menghadapi masalah dengan MAPS, mereka tidak mempunyai sistem yang boleh digunakan untuk membuat aduan mengenai masalah yang dihadapi kepada pegawai teknikal. Pengguna sistem hanya boleh membuat aduan dengan menghantar email atau membuat panggilan telefon kepada pegawai teknikal. Selain itu, pihak pengurusan juga menghadapi masalah kerana aduan yang dibuat oleh pengguna sistem tidak dapat direkod. Oleh yang demikian, “Online Helpdesk for Maybank Account Payable System (MAPS)” dibangunkan dengan tujuan untuk mengatasi masalah yang dihadapi oleh pengguna sistem and juga pihak pengurusan. Sistem ini dibangunkan dalam persekitaran yang fleksibel dan interaktif berasaskan permukaan “web”. Sistem ini juga akan menghasilkan laporan untuk pihak pengurusan apabila setiap aduan yang dibuat oleh pengguna telah disiapkan oleh pegawai IT. Setelah lengkap implementasi sistem ini, tahap efisien keseluruhan proses membuat aduan akan dapat dipertingkatkan.

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LIST OF ACRONYMS

MAPS	- Maybank Account Payable System
FAQ	- Frequently Asked Question
UML	- Unified Modeling Language
MDTB	- Maybank Desktop Banking
SLA	- Service Level Agreement
KPI	- Key Performance Indicator
PO	- Purchase Order
DO	- Delivery Order
ISD	- Information System Department
AMD	- Property Department

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APPENDIX	TITLE
A	Example of System Snapshots
B	Project Timeline – Gantt Chart

CHAPTER 1

1.0 PROJECT BACKGROUND

1.1 Introduction

The aim of this document is to develop an Online Helpdesk System for Maybank Account Payable System (MAPS) for Information Technology Department of Maybank.

This chapter will give a basic overview and glimpse of the system. The background of this system will be described in this chapter. By reviewing this chapter, one will understand the functionality of the system. Chapter one will be divided into few categories as follows:

- ✓ Background of problem
- ✓ Problem Statement
- ✓ Project Objectives
- ✓ Project Scope
- ✓ Project Limitation
- ✓ Project Importance/ Significance
- ✓ Description of Solutions
 - IS / IT Solution
 - i. Hardware Solution
 - ii. Software Solution

1.2 Background of Problem

The system is mainly developed for Maybank Account Payable System or better known as MAPS System. MAPS System is a payable system used by Maybank to pay vendors for their goods purchased and services used. MAPS system is a vendor-based system introduced in Maybank for the past two years.

The main users of this system is divided into two categories from two different departments, which is the Property Department and ISD (Information System Department) or better known as IT Management Department. The Property Department user does all the processing for goods or services incurred by the bank while ISD Department does all the processing incurred by Information Services Division. Once all the processing has been done via the system, the property manager within the specified time frame will make the payment to the vendors or the banks.

The processing that takes place includes processing of invoices, purchase orders and delivery order in the system. All of the information will be fed into the system to enable the processing. Besides that, invoices, purchase order and delivery order will also be uploaded to the MAPS server by third party vendors. The invoices, purchase order and delivery order will be automatically picked up by the system by time-triggered jobs to continue the processing within the system. Once all of the processing is complete, the Property Department manager will perform the MDTB process. The MDTB process is a process performed to pay the entire amount due to the vendors within a specific time frame allocated via the system.

The main problematic situation identified in this context is, the unclear processes of task involved. Many of the clerks are not clear of each processing which takes place within the system. There isn't any existing documentation, which documents the usability and the processes

of the system. Often the system users require assistance from the IT technical support to complete the daily task and chores.

Besides that, the automated uploading of invoices, purchase order and delivery order by the vendor very often fails due to network failure. When the automated job is not successful, the processing for the day cannot be continued and this will impact the MDTB process.

In a daily situation when the documents are not uploaded automatically, users will have to inform IT technical support about the problem faced. Then the IT technical support will have to request for the data (invoice, purchase order, delivery order) from the third party vendor. Once the vendor has emailed the required files, then the IT technical support will have to upload the files manually to the server and complete certain encryption processes before the users can use those files.

Users always face problems when they require assistance from IT technical support. Most of the time the technical support cannot be contacted and there is no tool to log the problem automatically for the technical support to attend to the problem later. The users have to keep on trying to contact the technical support until they manage to log the problem.

Upon receiving the complaint, the IT technical support will have to raise this matter to the third party vendor for data. All of these processes take a few hours or sometimes even a day to complete. This will affect the performance of the users because until the data is available no processing can be done.

Besides that, when this processes is not completed as scheduled, the MDTB (Maybank Desktop Banking) process which involves payment made to vendors will also be delayed. This delay is a significant delay to the management because when the payment is delayed, vendors will not proceed with the services or goods to be delivered until the payment has been made.

The MDTB process itself often incurs a lot of problem whereby those processes cannot be continued without IT technical supports guide and assistance. This process is a crucial process in Maybank and can only be done by the Property Manager. This process is really crucial as it involves millions of ringgits to be paid to the vendors on a weekly basic. When the manager hits problem with the MDTB process, technical support has to reinterface the files manually to continue with the processing. Besides that the manager also often faces problem such as network failure during the MDTB process as the process takes a long duration to interface the files to make the payment. This is the biggest challenge for the management because the delay to get in touch with the technical support and there is no system or tool to log the problem even though the technical support cannot be reachable. With a tool to log the problem, the technical support can take quicker action to solve the users problem.

Inline with the problems faced by the users as mentioned, the technical support themselves are facing problem. One of the most significant problem faced is that there is no proper tracking of problems attended to by the technical staff. Most of the technical staff finds it difficult to justify the support provided during review of KPI (Key Performance Indicator). The reason is because there is no system to track the problems logged by the users and to track the support provided by the technical support. During the review of KPI, it is difficult to gauge the performance of the technical support since there is lack of tracking done.

1.3 Problem Statement

The delays in solving the technical problems are due to improper reporting of the problems. The time taken by the IT technical support is significantly long because of few reasons as follows:

- Currently there no such system, which can be used by the users to log a problem.
- In most cases, when users face a problem and wishes to log a problem, the IT Technical support is not available and reachable. So the problem will be unknown and unsolved until the user calls the technical support again to log the problem.
- This gap of time taken for the technical support to receive the problem log and to solve the problem is significantly long.
- Due to this delay, the time taken by the users to complete their daily task is longer than allocated hence reducing the productivity of the users.

Besides all of the problems mentioned above, users are also facing problem currently to obtain information about the MAPS system. Any information in relations to the system has to be obtained from the technical support itself. There is no any procedures or guidelines provided to use the system and many of the functionalities of the system are unused.

With the statistics generated by the system, the IT Technical staff and the manager will be able to further analyze the problem faced by the system users. The statistics generated will be able to highlight the area within the system, which needs fine tuning to further improve the system.

1.4 Project Objective

The objectives of this project are as follows:

- To develop a web based Online Helpdesk for MAPS (Maybank Account Payable System). This system will be able to help users to automate the process of problem logging to IT technical support via the web-based system.
- To enable users to obtain information regarding the MAPS system via the Online Helpdesk
- To enable management to measure problems resolved by IT technical support to give them a fair rating during KPI review.
- To reduce turnaround time to complete problems logged by users.

1.5 Project Scope

The scopes of the online helpdesk are such as:

- The online helpdesk is developed mainly to support MAPS (Maybank Account Payable System) will be used by two departments namely Property Department and the ISD Department users.
- The system will be able to provide information about the processes within the MAPS system
- To log technical problem such as request for installation, and unlock of password.
- To monitor and track all problems reported to the IT Technical Support.
- To produce statistical and summarize information for the management. The data provided will be used during KPI review.

1.6 Project Importance

The system will provide some significant importance to the management as well as the users of the system. With the online helpdesk:

- Time taken to complete users daily task will be shorten since the system will be able to alert the technical staff in case of problem. Thus, it will be able to reduce delays.
- Information and knowledge sharing among users will become more effective since users will be able to gather information from the online helpdesk.
- Management will be able to keep track of support provided by the IT Technical support.
- Avoid unnecessary escalation and inappropriate resource allocation.

Online Helpdesk is expected to automate the process of problem logging and also to provide statistical information for problem analysis. Hopefully with the Online Helpdesk System, all technical problems are monitored, and escalated to the proper channel. In addition, with the system the flow or process of handling problems will become more systematic and documented.

1.7 IS/IT Solution

All the problems mentioned in the problem statement and backgrounds of statement section are the problems faced by the management and users currently in Maybank. In order to overcome this problem in the future and have less impact on the productivity, an IS/IT solution has to be introduced. The IS/IT solution identified is to develop the Online Helpdesk for MAPS System. Without the IS/IT solution, the problems faced cannot be solved because it is interconnected with IT and the resolvers of the problem are the technical support itself. The IS/IT solution will be categorized under the software and hardware requirements section.

1.8 Chapter Summary

As a conclusion, this chapter describes the background of the project and the background of problems faced by system users and IT Technical Support in Maybank. This chapter also illustrates the importance of having an online helpdesk system to address the problems and constraint faced as mentioned above. By developing the online helpdesk system, it is hoped that to a certain extend the problems will be eliminated and the daily task can be carried out smoothly.

- In future, top 10 problems encountered within the system should be listed with the possible solutions to enable users solve the problem if it does not require the assistance of the IT Technical Support.

7.4 Chapter Summary

This chapter discusses the achievement in the system implementation process, constraint and challenges faced. It also gives a brief overview of the future development, which should be done to further refine the system.

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