Problem Solving With a Internet Database ‘The Hit-List’

Farrukh Farid
University Continuing Education, San Jose State University, California, USA.
Tel: (408) 924-2675, Fax: (408) 924-2666, E-mail: ffarid@cemail.sjsu.edu

Abstract: University Continuing Education, San Jose State University, has built a database using MSQL software. The database is used by the non-technical staff to enter their day to day computer related problems. This database, named “The Hit-List”, resides on the department’s Intranet and is checked regularly by the technical staff. Tasks to troubleshoot and resolve problems are assigned to different technicians according to their skill level. The database was designed using W3Msql interface, and is not dependent on any particular browser. The strength of the database is that it can be worked on from anywhere over the internet...

The database also helps the Director of Technology to manage and supervise the technical support staff. It can be determined that if a technician closes more tasks on the “hit-list,” he/ she is consequently providing better service to the users. This helps to quantify staff evaluations, and can result in better biannual reviews and promotions. It also helps the Director to find out which technician is weak in resolving problems, and who needs to improve his/ her skills in order to help the customers more efficiently.

In conclusion, the database is very cost effective, and can meet the demands of the modern day web technology era. It is a fast, reliable and a very effective way of keeping in contact with our daily technical issues.

Acknowledgements

The author wishes to thank Marc Graham whose good will, enthusiasm and dedication helped design the database.