

Helpdesk Online Form

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Out of the many services the Helpdesk offers, responding to service requests is one of the most frequent ticket requests received. Such requests range from sending SMS to user groups, creating department emails to reserving video conference rooms. Given the recurring nature of these, DoIT has decided to convert these forms to online forms. The project consisted of three main steps:

1. Convert the traditional form submission process to online forms that can be accessed and filled by users via the helpdesk site
2. Notify managers for approvals
3. Automate the process of generating tickets in the help desk ticketing system.

The Online Forms project utilized the capabilities of SharePoint 2010 to eliminate input of common fields across forms multiple times, e.g. user's banner id, department and additional basic information. These fields have been grouped in a separate HTML file and used as a content editor web part in other pages. SharePoint Web parts are web

page components that can display data from a variety of sources including lists, search results and forms. They are usually used to modify portions of a web page or even an entire SharePoint page. Then, for each form, a webpage has been created that included the web part and the other unique fields for that specific form.