

# MASSEY UNIVERSITY – HRM: User and Hardware Inventory Database, Website, IT Support Role

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## BICT (Applied) Industry Project

This project, undertaken by Jamie Munn, was divided into three individual parts:

1. The design and development of a user and hardware inventory database
2. The design, development and implementation of a user support website
3. An 18 week role of providing IT support to academic staff and postgraduate students of the Human Resource Management, HRM, School at Massey University, Palmerston North campus.

### User and Hardware Inventory Database

This project started with a user requirements interview followed by the design and development of the database.

The design documentation for the database included: user requirements analysis, an ERD, and data dictionary.

The development stage of the project followed an evolutionary process. It was developed using MS Access, as the users wanted to maintain the application and had access to and knowledge of the application.

The application is used to identify the user's workspace and associated infrastructure for IT support and track the status of the associated hardware.

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### User Support Website

This project was initialised with a user requirements interview followed by the design documentation, including a sitemap and storyboard of the website.

The second stage involved the development of the content for the support pages. During this stage, tutorials were created which were specifically aimed at the users needs.

The final stage of this project was uploading the content and layout using Typo3 which is the HRM content management system. The HRM school now has timely information, and some interactive tutorials for user support issues available to staff and students.

### IT Support Role

The 18 week role of providing IT support for the staff at HRM involved the troubleshooting and problem solving of both common and sometimes not so common IT issues.

The tasks for this role varied greatly from: computer system hardware and software upgrades and maintenance to virus removal and relocation of PC's throughout the department.

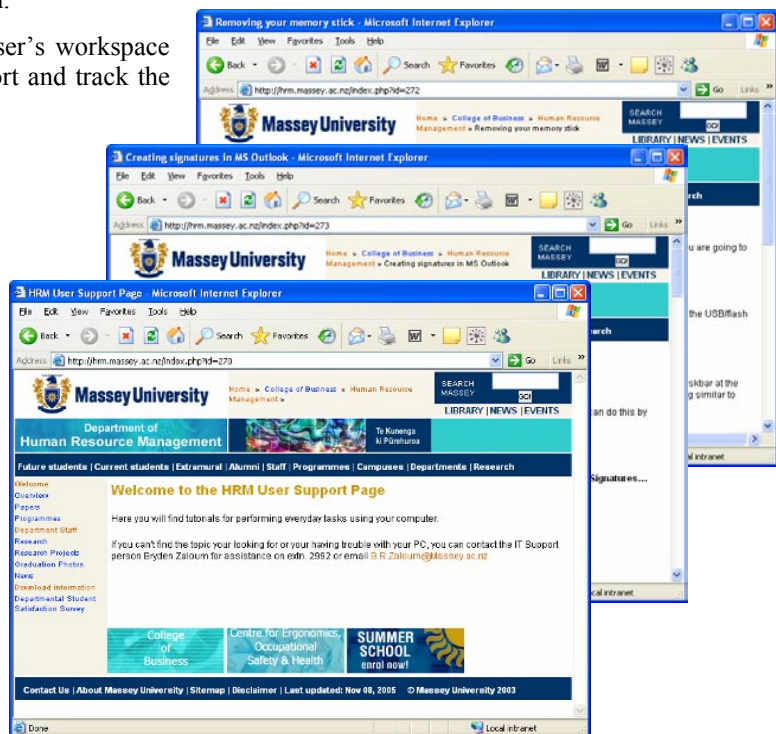


Figure 1. User Support Website