A REPORT SUBMITTED IN PARTIAL FULFILLMENT
REGULATION GOVERNING THE AWARD OF THE
DEGREE OF
BSC (HON) COMPUTING FOR BUSINESS AT THE
UNIVERSITY OF NORTHUMBRIA AT NEWCASTLE

PROJECT REPORT

CENTRALIZED DATABASE SYSTEM FOR TECHNICIANS
VIA NETWORK AND WIRELESS DEVICES

2005

NAME: LUKWAGO JUDE
STUDENT ID: 99106763
SUPERVISOR: MR. INERJIT SINGH
SECOND MARKER: MRS: CHOLE THONG
DATE: 1ST SEPTEMBER 2005
ABSTRACT

Direct communication between two people can be very useful when facing technical support issues. However, most support technicians are often left alone when trying to resolve a problem. At times, they may need assistance from a database or another technician when they are having difficulty in resolving the matter at hand. However, communication over a cellular phone may not be sufficient enough. Centralized database for technician via wireless and network devices can be used to aid support technicians in these matters.

In addition, Centralized database for technician via wireless and network devices provides a dynamic database for users to access so that they can search for issues that are have already been resolved before. This database can be tailored to the needs of the users of the system, providing an ample form of documentation for future reference. Furthermore, we use the WAP wireless markup language for the software development of this application for mobile devices such as laptops. By using wireless mobile technology in conjunction with instant messaging and a dynamic database, our application serves to minimize the downtime in resolving trouble-shooting matters. This will settle technical support issues much faster, saving time and effort.