



COMPLAINT MANAGEMENT SYSTEM IN COLLEGE USING WEBSERVICES

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Abstract -While Location Based Services (LBS) can make our lives more comfortable and productive, it may cause an invasion of privacy by disclosure and commercial use of location information. Nowadays, location-based services are widely utilized, including identifying user locations. In our project we proposed location-based services. Here we are going to solve the particular areas problems like water problem, electricity problem and sewage problems in a particular area. Once we are going to file complaints in this website that's will be moved on to particular department. Then they will view our complaints after that they will response our complaints. Once the problem will solve that information send to the user. here we also add the file upload part for the user. Here the data gets encrypted and stored. If the dept want users file they should give the request to the kdc . kdc will response for the admin dept.

Keywords- *Service-oriented architecture; Quality of Service; multivariate time series*

I. INTRODUCTION

What is Secure Computing?

Computer security (Also known as cyber security or IT Security) is information security as applied to computers and networks.

The field covers all the processes and mechanisms by which computer-based equipment, information and services are protected from unintended or unauthorized access, change or destruction. Computer security also includes protection from unplanned events and natural disasters. Otherwise, in the computer industry, the term security -- or the phrase computer security -- refers to techniques for ensuring that data stored in a computer cannot be read or compromised by any individuals without authorization. Most computer security measures involve data encryption and passwords. Data encryption is the translation of data into a form that is unintelligible without a deciphering mechanism.



A password is a secret word or phrase that gives a user access to a particular program or system.

II. WORKING CONDITIONS AND BASIC NEEDS IN THE SECURE COMPUTING:

If you don't take basic steps to protect your work computer, you put it and all the information on it at risk. You can potentially compromise the operation of other computers on your organization's network, or even the Functioning of the network as a whole.

1. Physical security:

Technical measures like login passwords, anti-virus are essential. (More about those below) However, a secure physical space is the first and more important line of defense. Is the place you keep your workplace computer secure enough to prevent theft or access to it while you are away? While the Security Department provides coverage across the Medical center, it only takes seconds to steal a computer, particularly a portable device like a laptop or a PDA. A computer should be secured like any other valuable possession when you are not present. Human threats are not the only concern. Computers can be compromised by environmental mishaps (e.g., water, coffee) or physical trauma. Make sure the physical location of your computer takes account of those risks as well.

2. Access passwords:

The University's networks and shared information systems are protected in part by login credentials (user-IDs and passwords). Access passwords are also an essential protection for personal computers in most circumstances. Offices are usually open and shared

spaces, so physical access to computers cannot be completely controlled. To protect your computer, you should consider setting passwords for particularly sensitive applications resident on the computer (e.g., data analysis software), if the software provides that capability.

3. Prying eye protection:

Because we deal with all facets of clinical, research, educational and administrative data here on the medical campus, it is important to do everything possible to minimize exposure of data to unauthorized individuals.

4. Anti-virus software:

Up-to-date, properly configured anti-virus software is essential. While we have server-side anti-virus software on our network computers, you still need it on the client side (your computer).

5. Firewalls:

Anti-virus products inspect files on your computer and in email. Firewall software and hardware monitor communications between your computer and the outside world. That is essential for any networked computer.

6. Software updates:

It is critical to keep software up to date, especially the operating system, anti-virus and anti-spyware, email and browser software. The newest versions will contain fixes for discovered vulnerabilities. Almost all anti-virus have automatic update features (including SAV). Keeping the "signatures" (digital patterns) of



malicious software detectors up-to-date is essential for these products to be effective.

7. Keep secure backups:

Even if you take all these security steps, bad things can still happen. Be prepared for the worst by making backup copies of critical data, and keeping those backupcopies in a separate, secure location. For example, use supplemental hard drives, CDs/DVDs, or flash drives to store critical, hard-to-replace data.

8. Report problems:

If you believe that your computer or any data on it has been compromised, your should make a information security incident report. That is required by University policy for all data on our systems, and legally required for health, education, financial and any other kind of record containing identifiable personal information.

Benefits of secure computing:

- **Protect yourself - Civil liability:**

You may be held legally liable to compensate a third party should they experience financial damage or distress as a result of their personal data being stolen from you or leaked by you.

- **Protect your credibility -**

Compliance:

You may require compliancy with the Data Protection Act, the FSA, SOX or other regulatory standards. Each of these bodies stipulates that certain measures be taken to protect the data on your network.

- **Protect your reputation – Spam:**

A common use for infected systems is to join them to a botnet (a collection of infected machines which takes

orders from a command server) and use them to send out spam. This spam can be traced back to you, your server could be blacklisted and you could be unable to send email.

- **Protect your income Competitive advantage:**

There are a number of “hackers-for-hire” advertising their services on the internet selling their skills in breaking into company’s servers to steal client databases, proprietary software, merger and acquisition information, personnel detail

- **Protect Blackmail:**

A seldom-reported source of income for “hackers” is to-break into your server, change all your passwords and lock you out of it. The password is then sold back to you. Note: the “hackers” may implant a backdoor program on your server so that they can repeat the exercise at will

- **Protect your investment - Free storage:**

Your server’s harddrive space is used (or sold on) to house the hacker's video clips, music collections, pirated software or worse. Your server or computer then becomes continuously slow and your internet connection speeds deteriorate due to the number of people connecting to your server in order to download the offered wares.



Figure1: Secure computing

III. LITERATURE SURVEY

The growth of mobile devices, advanced technologies and modern lifestyle drive people to develop systems that make things faster and instantly provided. SWCU Students who came from other cities need to find rooms, and room's owners need to find tenants. Based on this phenomenon, the authors tried to accommodate those by developing an application that using Location Based Service (LBS). Object oriented Business Application Development Method and Codeigniter Framework are used in this work An android-based prototype is developed shows that the application complies all listed requirements.

Enhancing utility approach for user-centered location privacy service

AUTHORS: Zhenqiang Wu

When users use location-based services to obtain accurate recommendation results, the recommendation provider needs to obtain a large amount of user's located information. At this time, users worry about their information which be leaked to abandon service, and some users even upload dummy information. Owing to the problem that the privacy of users is easy to be leaked, we proposed a user-centered location recommendation services model based on differential privacy in this paper, which makes efficient recommendations while protecting the users' location privacy.

EXISTING SYSTEM:

- All user complaints records are stored in a file.
- When other department requires any complaint information at the time, they need to call that respected department.

- Citizens cannot get the information and the current status of the complaints of all cities.

DISADVANTAGES OF EXISTING SYSTEM:

- Directly go and file a complaint in a respected department.
- It considers more time to file a complaint.
- Its require more man power.

PROPOSED SYSTEM:

It provides an easy, fast and accurate online system that helps the people to register their complaints, at any time. Allows the people to send online complaints. Allows the people to monitor their complaints. And also user can get the information once the problem was solved. Its an easy way get the information from the department. Here we are using google maps for gets the users exact location.

Secure

Java is designed to be secure in a networked environment. The Java run-time environment uses a bytecode verification process to ensure that code loaded over the network does not violate Java security constraints.

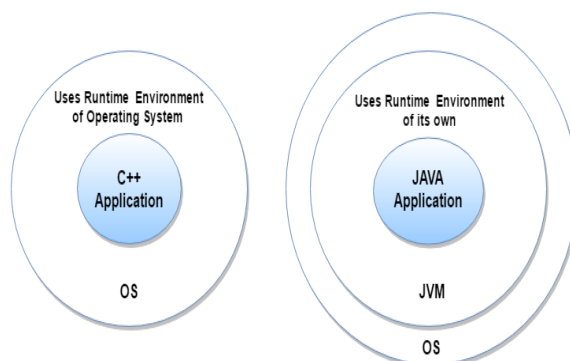


Figure2: Security

ARCHITECTURE DIAGRAM

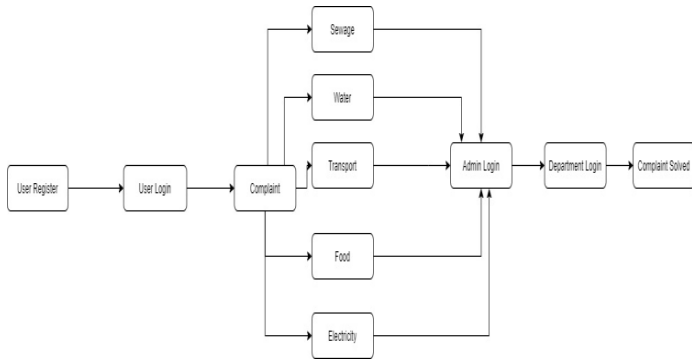


Figure3:SYSTEM ARCHITECTURE

IV. IMPLEMENTATION

MODULES

- User
- Admin

MODULES DESCRIPTION

USER REGISTRATION

- In this module, first of all User will register with proper data (where username and E-mail id must be unique for everyone).
- Once User registered than he/she can login in this system and register their complaint.
- User will mentioned their location based on the location the compliant will move on to the respected domain.
- user can also see the status of the compliant register.

Here Session is applied on this system. So, once user logout he/she cannot go back, he/she must have to login first.

4.4.2 Admin Registration

- Admin will register with proper data (where username and E-mail id must be unique for everyone).

User Login:-

- User will Login with proper data (where username and Password must be unique for everyone).

Admin Login:-

- Admin will Login with proper data (where username and Password must be unique for everyone).

ADMIN MODULE

- In this module, first of admin will login with proper email-id and password. Once admin will login, he/she can see all the compliant which is registered by users.
- Here Session is applied on this system. So, once admin logout he/she cannot go back,he/she must have to login first.

Complaint Module:-

- User will mentioned their location based on the location the compliant will move on to the respected domain.
- user can also see the status of the compliant register.
- Here Session is applied on this system. So, once user logout he/she cannot go back, he/she must have to login first.



Complaint Solved Module:-

- Once the compliant was solved the information will posted on the site so the user can easily saw their complaint status.
- Here Session is applied on this system. So, once admin logout he/she cannot go back,he/she must have to login first.

ID	NAME	ADDRESS	WATER	ELECTRICITY	TRANSPORT	FOOD	SEWAGE	STATUS
1	dinesh	chennai	yes	yes	yes	yes	yes	Solved
2	jeya	chennai	no	no	yes	no	yes	Solved

Figure5:Details

Figure3: User Registration

Figure6:Department Login

Figure4:User Login

V. CONCLUSION AND FUTUREWORK

This research proposes a method that combines collaborative filtering and multivariate time series prediction. It shows that by introducing the location information of users and services, the QoS value can be predicted more accurately. At the same time, the performance of prediction methods using multivariate time series is better than the prediction of single time variables.

In the future, we plan to improve the network structure of the multivariate time series prediction model to make it more suitable for the prediction of QoS records. Meanwhile, more QoS attributes will be predicted.

VI. ACKNOWLEDGMENT

This work is supported by National Key R&D Program of China (2018YFB1402800) and the grant of China Scholarship Council.

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