ABSTRACT

Nowadays, in the organization, we need a centralized information system support center to handle the organization’s information needs and to provide data processing and information-related services to every department or all users in the organization. The growth in the use of computing services was so rapid, the new technologies have never been easily learned by users. So that, the information system support of the organization must be provided facilities to use a computer system for the end user or provide a user-friendly system and including can control the processes from the starting process until the end or the job has been completed.

The new proposed system in this system development project will be developed from the existing system that has some process in manual by applying a computerized information system to perform the following activities:

- Control a services to be accomplished in agreement time.
- Keeping record every request from the user and can retrievable.
- Record hardware usage for inventory control.
- Provide a problem management facilities.
- Effective use of information services.

The benefit of a new system have not just only direct to the users but also provides indirect benefit to the organization such as reduce unnecessary paperwork, reduce error of process flow and help management to monitor the progress of jobs and performance of ongoing system.