

## ABSTRACT

This System Development project presents the analysis and design of Service System. The project is developed to solve the problems of time-consuming as well as data inaccuracies. The objectives of this project are to improve the effectiveness and efficiency of Service System.

The study of this project begins with the required definition and analysis of the existing system. Information system analysis and design tools such as context diagrams, dataflow diagrams, data dictionaries, entity relationship diagram, and structure charts are used to analyze both the existing and proposed systems. Candidate solution matrix is also used to compare various alternatives in order to come with the most effective solution. Capital budgeting models such as the payback method, the cost-benefit ratio, and the net present value are used to evaluate the proposed system.

It was found out that the new computerized system is implemented using 10Base-T LAN with one server, ten clients, and five printers. Softwares for the purposed system are window 2000, MS Office 2000, McAfee Virus Scan, and Microsoft Visual Basic 6.0. Based upon payback period method, it shows that the initial investment will pay for itself after 2.2 years. In term of degree of achievement, the proposed system can process data about 70 times faster than the existing system.

To further improve the proposed system, it is recommended that a newer requirement in order to link departments faster and to save time. All data are kept in database form so that it will allow users accessing the system more easily and faster.