

## ABSTRACT

Nowadays, we need the maintenance and technical support information system to support information needs and to provide data processing and information related services to every department and all users in the organization. The growth in using the computing services is so rapid. The new technologies are never easy to learn by users so the maintenance and technical support information system for IT equipment must be provided to the end users facilities with a user-friendly system.

The new proposed system in this system development project will be developed from the existing system that has been processed manually to a computerized information system to perform the following activities:

- To control the service to be accomplished in desirable time.
- To keep and retrieve records of requests from users.
- To record hardware usage for inventory control.

The new information system is able to fulfill the end-user's requests and indirectly gives benefit by reducing unnecessary paperwork and the errors of the process flow. Moreover, it will increase satisfaction to the customers and help the management monitor the process of the jobs and performance of the ongoing system.