

ABSTRACT

This project presents the study of Maintenance Information System for IT Integration Company. The present operation of the company is a manual system and the main objective of the project is to computerize the customer service department for improving the service to our customers.

Because the existing system is a manual system, the company provides a low quality service to our customers, has high operating costs. The computerization is a way to improve the quality service and reduce operating costs. The project covers all phases of system analysis and designs starting from gathering information requirements from the users. The proposed system is designed to solve the existing system problems. New organization chart, context diagram, and data flow diagrams are also proposed. Output designs are also provided in this project. Economic cost comparison between the existing and the proposed systems are shown, and the implementation procedures are discussed in the project.

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.