ABSTRACT

Information for Service System is the customer information for computer services. Information for service system will serve as an integral part of information services to the management. Information for service system is designed to provide the data consistency and timely information as it will leverage information systems to achieve competitive advantage that ultimately leads to increased profitability. Information for service system is developed based on the network computing technology.

Currently, there is no customer information and service information at the service department that everyone can share and use efficiently.

The area under study of this system includes, customer service record,repair record and report generation. The major reports product are customer service information,i.e. customer support report, service report, repair report, and the analysis report.

These outputs will be an effected tool for better decision making by the management with regards to the customer issues.

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