

ICTMD Computer Maintenance Management System

A Capstone Project
Presented to
The Faculty of the College of Computer Studies
Central Philippine University
Iloilo City, Philippines

In Partial Fulfillment of the
Requirements for the Degree
Bachelor of Science in Information Technology

By:
Atordido, Richard
Fabrigar, Danemm Chris
Laab, Ryan Karl
Malificiar, Jan Ludger
Sornito, Isaac

March 2011



Abstract

ICTMD Computer Maintenance Management System is a job ordering system which develops the manual and paper processing of information. The job order is no longer written on a request form, unlike the previous analogue system. The clients can send a job order to the ICTMD through the network. This will help minimize (the phones busy) problems encountered with busy phone lines. The system can queue the job order send through network according to their priority level – a feature which the old system is not capable of. The client can view and monitor their job status. This feature has been made viable through the use of the network, which the technician uses to send updates. The job ordering process will be reduced by the Computer Maintenance Management System. This offers added productive time for each job order, hence improving job quality. The systems objectives are as follows; using the bar code reader device, human errors will eliminate when entering ITE ID to the system for IT equipments verifications, registering IT equipments will give security that unauthorized personnel cannot change details of the equipment parts, preview the back logs of the Job Requests to the clients.