

**UNIVERSITY COMPUTER SERVICES CENTER (UCSC) WEB BASED SERVICE  
REQUEST SYSTEM**

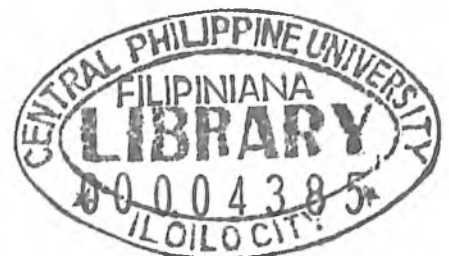
A Capstone Project  
Presented to  
The Faculty of the College of Computer Studies  
Central Philippine University  
Iloilo City, Philippines

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

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January 2016



## ABSTRACT

This study was designed to create a Web based Service Request System for the University Computer Service Center (UCSC). The system sought to automate the day-to-day operations and transactions of the UCSC to provide a more systematic process and reliable reports for the users. It focused on the following objectives: a Service Request Module that lets the requester submit a service request using a fillable web form, a Tracking Module that lets the requester check the progress of his/her service requests, a Schedule Module that can assign a service request to a technician efficiently, a Performance Monitoring Module that monitors and forecasts the performance of the technicians, and a Report Module that generates reports of service requests for assessment.

The methodology used to develop the system is the Iterative System Development Life Cycle which has the following stages: planning, requirements, analysis and design, implementation, testing, evaluation and deployment.

Results showed that the proposed Web based Service Request System helped all UCSC personnel to ease their work in terms of scheduling service requests, retrieving information, and producing reports. Also, the proposed system helped in providing the users with an accurate data that can easily be viewed in the system.