



De La Salle University – Dasmariñas

Q-interaction Philippines Inc. – Technical Support System

Makati City, Philippines

An Undergraduate Special Problem

Presented to

The Faculty of Computer Science Department

De La Salle University – Dasmariñas

Dasmariñas, Cavite

In Partial Fulfillment

Of the Requirement for the degree

Bachelor of Science in Computer Science

By

Ramoncito Escasa Bernal

Julvis Cruz Magalong

Gilbert Jabel Mercado

Date

March 2002

08 MAR 2003

AKLATANG EMILIO AGUINALDO ARCHIVES



Abstract

The Software that has been created, the Technical Support System(TSS) will enable the efficiency of the Data Network Engineers (DNE) the one responsible for the technical support in Q-interaction Philippines. The DNE's performance will now be possibly monitored through the system. All in all the system will make the flow of communication much faster and effective.



TABLE OF CONTENTS

Title page	
Advisers Recommendation Sheet	
Panel's approval Sheet	
College Acceptance Sheet	
Abstract	iv
Acknowledgement	v
Table of Contents	
1.0 Introduction	
1.1 The Problem and its Background	1
1.2 Statement of the Problem	2
1.3 Statement of Objectives	
1.3.1 General Objectives	2
1.3.2 Specific Objectives	3
1.4 Scope and Limitations	4
1.5 System Methodology	5
2.0 Review of Related Literature	9
2.1 Conceptual Literature	9
2.2 Research Literature	10
3.0 The Existing System	15
3.1 Current System Overview	15
3.2 Administrative Setup	15
3.2.1 Data Collection	15
3.2.2 Processing	16
3.3 System Coverage	16
3.4 System Inputs	17
3.5 System Outputs	17



3.6 Problems and Difficulties with the Current System	17
4.0 The Proposed System	19
4.1 Description	19
4.2 Scope of the Proposed System	20
4.3 System Justification	21
4.4 System Design	22
4.4.1 Inputs	22
4.4.2 Process	22
4.4.3 Outputs	23
4.5 Architectural Design	24
4.6 Database Design	38
5.0 Summary, Conclusion & Recommendation	39
Glossary	
Bibliography	
Appendices	