



De La Salle University - Dasmariñas

**Monitoring of
Field Service Report System of
UCSI Service Department (MFSR- UCSI SD)**

0050

An Undergraduate Special Problem
Presented to
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by

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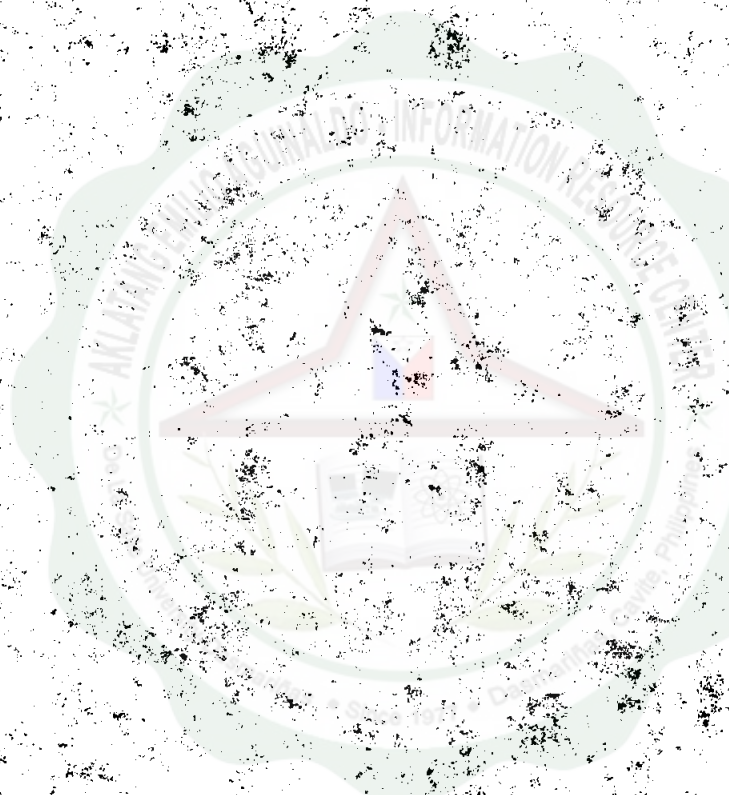




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Abstract

Monitoring for Field Service Report System

UCSI Service Department (MFSR- UCSI SD)

The monitoring of Field Service Report System of Unison Computer Systems, Inc. Service Department (MFSR – UCSI SD) is a management information system for the Service Department of Unison Computer Systems, Inc. which is located at Makati. As the company grows the workload in each day becomes greater considering the need of a user-friendly system, which will help to ease the loadwork.

This systems monitors every customer, sales representatives, service technician and service staff request of service. Primarily this serves as an agreement between customers and service center for every service request. And it also monitors the routes of every technicians in each day and every equipment used.

The MFSR – UCSI SD was developed to offer the head of service center an improved management of the departments which offers an effective control of the records and the ability to submit accurate reports to the requesting departments in a timely manner. Spiral methodology was used by the proponents in order to enhance and provide the beneficial needs of the MFSR – UCSI SD. Considering, UCSI SD has some affiliate system, the proponents recommend the future researchers to computerize In house service report system for Compaq and Non Compaq brands of equipment. And primarily the proponents like to recommend the enhancement of the MFSR – UCSI SD by providing the utilities for backing up the files in diskettes.

As a whole, an efficient management information system for the Service Department will give the entire company an effective and reliable tracking of the company's properties because of the jobs that will be finished within the day. And thus render an economically feasible way of making decisions by providing forms that can be used as the basis for purchasing. Moreover, the use of such management



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Information System allows the company to gain a competitive edge or set an institutional standard for it
is an asset to the company which the customer will be satisfied for the service.

