**CHAPTER-1**

**INTRODUCTION**

* 1. **Introduction**

In general every organization has a ledger book which consists the details of all hardware peripherals such as computers, monitors, printers, keywords etc. Every time a user faces a issue with the peripherals he/she has to report it to the technician. Now the technician must note it down and work on it. After repairing the system, he/she will report it back to the manager

**Existing system**

Currently all hardware peripherals don’t have a digitalized record making things difficult for the lab techs to solve whenever a problem arises. All complaints regarding the systems has to be manually forwarded to technician using phone call or leaguer which often results in delay of solution. Even after rectifying no one knows the result except the technician. Administrates are left blind regarding the peripherals used and status reports.

**Proposed system**

By adapting to a maintenance system, we would be able to have a centralized record of all peripherals available in every lab and department. Whenever a student or a faculty faces an issue regarding system performance, he/she would be able to login into the HMS and raise a token. Each technician will be assigned the work to be done automatically and the status of the peripherals will be available to the administrator.

**Conclusion**