

**DEVELOPMENT OF CvSU – SC COMPUTER LABORATORY TROUBLE
TICKETING SYSTEM**

Undergraduate Thesis
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In June 2015, he decided to continue his studies at Cavite State University – Silang Campus to pursue his degree in Information Technology. He took his 200 hour of On-The-Job training on June 2018 to August 2018 at Unicapital Inc.

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ABSTRACT

BAUYON, JOHN ERICK M., LAMADRID JOHN MICHAEL N. Development of CvSU-SC Computer Laboratory Trouble Ticketing System. Undergraduate Thesis Bachelor of Science in Information Technology, Cavite State University-Silang Campus, May 2019. Adviser Mr. Erwin L. Cahapin.

The design and development of the system was conducted from April 2018 to May 2019 at Cavite State University-Silang Campus. The research of information and records was gathered in CvSU-Silang Campus. The general objective of the study is to develop CvSU Silang Campus computer laboratory trouble ticketing system., for the technician of computer laboratory. The system was developed using various software such as Visual Studio 2015 for programming using Visual Basic language, Adobe Photoshop for editing logo, and xampp for mysql database. The researchers used modified waterfall model which has five stages of development process. Modified waterfall model is a step by step procedure in every development, communication between the developer and user to get the exact output of the system. The result showed that the evaluation of the software has a mean score of 4.2540 in all criteria. This indicates an excellent in functionality, reliability, usability, efficiency, maintainability, and portability of the system. As the conclusion, all indicators were rated excellent with satisfactory rating. The application obtained summary remark of excellent indicating all IT experts and DIT faculty in CvSU-Silang.

TABLE OF CONTENTS

	Page
BIOGRAPHICAL DATA	iii
ACKNOWLEDGMENT	v
ABSTRACT	vii
TABLE OF CONTENTS	viii
LIST OF TABLES	x
LIST OF FIGURES	xi
LIST OF APPENDIX TABLE	xii
LIST OF APPENDIX FIGURES	xiii
LIST OF APPENDICES	xiv
INTRODUCTION	1
Statement of the Problem	2
Objective of the Study.....	2
Significance of the Study.....	3
Time and Place of the Study	3
Scope and Limitations of the Study.....	3
Definition of Terms.....	5
Conceptual Framework of the study.....	6
REVIEW OF RELATED LITERATURE	8
Synthesis.....	14
0METHODOLOGY	15
Research Design.....	15
Research Method.....	15
Population and Sampling	18
Respondents of the Study.....	18
App/Study Evaluators.....	18
Research Instruments.....	19

Data Gathering Procedure.....	20
RESULTS AND DISCUSSIONS.....	21
Operational Procedures.....	32
SUMMARY, CONCLUSION AND RECOMMENDATION.....	37
Summary.....	37
Conclusion.....	38
Recommendations.....	38
REFERENCE.....	39
APPENDICES.....	41

LIST OF TABLES

Table	Page
1 Evaluation of the developed system according to Functionality.....	24
2 Evaluation of the developed system according to Reliability.....	25
3 Evaluation of the developed system according to Usability.....	26
4 Evaluation of the developed system according to Efficiency.....	27
5 Evaluation of the developed system according to Maintainability.....	28
6 Evaluation of the developed system according to Portability.....	29
7 Result on the overall mean score for the software.....	30

LIST OF FIGURES

Figure	Page
1. Conceptual Model.....	6
2. Modified Waterfall Model.....	16
3. Context Diagram DFD	17
4. Log-in Form.....	21
5. Admin Dashboard.....	21
5.1. User Dashboard.....	22
6. Visual Studio 2015.....	22
7. System Database.....	23
8. Application in Desktop.....	32
9. Log-in form of application.....	32
10. User Dashboard.....	33
11. Admin Tickets.....	33
12. Add Ticket Form.....	34
13. Admin Dashboard.....	34
14. Admin Ticket.....	35
15. Reports.....	35
16. Accounts.....	36
17. Admin Setting.....	36

LIST OF APPENDIX TABLES

Appendix Table		Page
1	Evaluation Instrument.....	47
2	Gantt Chart.....	59
3	Bill of Materials and Supplies	61

LIST OF APPENDIX FIGURES

Appendix Figure	Page
1 Login form.....	63
2 Admin Dashboard.....	63
3 Admin Tickets.....	64
4 Reports.....	64
5 Admin Settings.....	65
6 User Dashboard.....	65
7 User Tickets.....	66
8 User adding form.....	66
9 Curriculum Vitae.....	68
10 Photo Documentation.....	73
11 Routing Slip.....	76

LIST OF APPENDICES

Appendix Figure	Page
A. Request Letter.....	42
B. Certification.....	44
C. Sample Evaluation Instrument.....	46
D. Time Table of Activities.....	58
E. Budgeting Estimate.....	60
F. Screenshot of the Application.....	62
G. Curriculum Vitae.....	67
H. Photo Documentation.....	72
I. Routing Slip.....	75