**INTRODUCTION**

Technology is defined as a device, material, or sequence of mathematical coded electronic instructions created by a person’s mind that is built, assembled, or produced and which is not part of the natural world. With the help of the Internet, technologies became powerful in our society at present. It has contributed prodigious and enormous impacts in different fields such as medicine, education, and many more. But we cannot deny the fact that not all technologies are perfectly built - this is the reason why technologies are still in progress, it needs improvements. With this, there will be possible technical issues that can be encountered by the users, and it needs to be solved.

Many of us especially the students coming from different schools and universities have a lot of concern regarding the technical issues within their school campus. A lot of problems encountered where a certain website or programs should be used during the exam period, specifically during online classes, or other concern with regards to technical problems. These problems are frequently reported to the teachers when in fact resolving regarding the technical issues encountered are not part of their job. It can become an annoying and stressful part of a teacher with this matter.

The aim of the study is to create a web application in which you can send directly your personal or technical concerns to the right person which is the technical staff in the company. It is a big help to the students and teachers, and the school itself.

Teknoy’s Technical Concern System is a web-application that can be used for the Technical Support Group (TSG) as well as to students who are enrolled in a current semester to provide their technical concerns (if any) like the Moodle account, institutional account, etc. This system aims to provide a smooth process to resolve the technical issues or problems that the students are encountering. The first one to be entertained by the staff will be those concerns that are submitted first. Since it is like *First Come, First Serve*, every time an admin misses a concern in chronological order, an error will prompt. In this process, there will be no hassle in following-up the concern, and it would greatly help the administration and students.

There are various proposed features on this project so that students or users can no longer be dealing with hassle since we will be creating features that will make their life comfortable. Technology is defined as “purposeful intervention by design”, and technological practice as the activity through which technological outcomes are created and have impact in the world. Those technological features made the life of the people easier.

This project will answer and solve any technical problems encountered by the students or users because it has features that will make this web-application more interesting and helpful. It has the user login feature to protect the privacy of the user and also for users to have their accounts to use when needing to address some concerns. Both the admin and compliant can log in to their accounts, each of the accounts has their unique features depending on what type the account is. The main feature of the user account is to be able to create or address their concerns. There is also this feature where the user can view his/her recent concerns. It has also the feature where a user can rate the service of the system depending on how the system managed to help the complaint. There are other features that will allow the users to view, edit and update their own concerns in case they enter unnecessary complaints. Once they’ve done creating their concerns, those concerns will be reflected to the admins view and provide feedback to a certain concern. The delete feature will give them freedom to delete their own complaint or concern. All the features of this system will surely be very useful for the better improvement of the university by the help of our project “Teknoy’s Technical Concern System”.

This project also focuses on the users or students to easily use the system since it does not require any complex operation on the user side. The main features of the users on this system is to be able to create concerns, as well as managing their own concerns. On the admin side, concerns submitted by the users will be shown in a dashboard. The importance of this feature is to give the admin the ability to easily track and monitor concerns of the users. The dashboard will show the details of a certain user and their concerns in chronological order. If the admin misses a concern that should be the next one to be entertained, an error will prompt. In this way, there will be no concern that will be missed. The admin can notify and set out feedback to the certain user if their concerns will be implemented. One of the features on the admin side is to be able to create announcements which will be shown in the landing page. This includes discussions, update logs, bug fixes, new features, etc.