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INFORMATION SYSTEM DEVELOPMENT AND MANAGEMENT OF A COMPUTER REPAIR SERVICE

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РОЗРОБКА І УПРАВЛІННЯ ІНФОРМАЦІЙНОЮ СИСТЕМОЮ СЕРВІСУ З РЕМОНТУ КОМП'ЮТЕРІВ

In this work, I shall lay about a process for the development and management procedure of a small business specializing in Personal Computer Repairs. PC Repair will provide computer and technical consulting (repairs, training, networking and upgrade service) to local small businesses as well as home PC users. The service will focus on responsiveness, quality, and creating and retaining customer relations. PC Repair is initially formed as a sole proprietorship. PC Repair will at first be a home office start-up, utilizing one studio room in the owner's home and serving customers in the local area. Its goal shall be to set a standard for on-site computer solutions through fast, on-site service and response. Customers will always receive one-on-one personal attention at a very affordable price. Customers will receive the highest quality of customer service available. Employees will receive extensive training, a great place to work, fair pay and benefits, and incentives to use their own good judgement to solve customers' problems.

In the management section of this work, it will include the creation of a system concerned with making better the workflow of the service. This system shall make the process of scheduling work tasks much easier and better computerized. By this system, the supervisor or a higher level designated employee can alter the schedule of any employee working under him to assign a new task or edit a current standing task. The supervisor or a higher level designated employee can check whether an employee is free during a particular time or during a future scheduled time. Thus the top level management can easily alter or fix the process of scheduling, and be able to edit or change the appointment which is then reflected immediately to the related employee, bypassing the need of direct contact between the employer or supervisor or high level staff and the employee resulting in the saving of lot of time and work overhead as well as potentially leading to better workflow. The system even has the option for only viewing the employee's activities or appointments. This feature enables the ability of not needing to have direct contact to the respective employee's database and activities. There is an option where only the supervisor or a top-level employee can have direct access to the employee's activities, he can change the appointments of the employees working under him. No other employee of the same designation or same level of hierarchy can do this. It shall also be concerned with the process of the flow of data within the service and how it shall be monitored and used to make the entire service better. It will entail graphs and flowcharts plotting the potential movement of clients or customers within the service from a day to day aspect, the roles of the employees and the payment scheme for workers and the employer.

The development part of this work shall include the processes concerned with the initial startup business plan for the Computer Repair (PC Repair) service. This will range from specifying the Mission/Goal, Services Offered, Start-up Requirements such as Office Hardware and Software to be used, Market Analysis, Liabilities, Competition and Funding.