

Building a system for receiving and tracking technical incidents in the enterprise.

Duong Ngoc Long

Abstract: This topic focuses on building an automated system to receive and track technical incidents occurring in a corporate environment. The practical context shows that the need for effective technical incident management is very urgent to ensure the stable operation of the enterprise. The objective of the topic is to develop a system that helps reduce incident resolution time, increase productivity, and improve the quality of technical services. The research method combines both theory and experimentation to verify the system's effectiveness. The expected results from the topic will bring significant contributions to the field of information technology management in enterprises.

Keywords: Automation system, Technical incident management, Information technology, Process optimization, Enterprise