

**DEVELOPMENT OF JOB TRACKING SYSTEM USING COLLABORATIVE SOFTWARE PACKAGE: CASE STUDY IN TECHNOLOGY INFORMATION SYSTEM MANAGEMENT DIVISION**

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**ABSTRACT**

This research proposes a Job Tracking System in division of Information Technology Management (ITM), Mahidol University that is an extended work of an existing Microsoft SharePoint project of ITM division.

The job tracking system utilizes data concerning staff information and staff levels to create a workflow and to help responsible staff to operate their tasks more effectively with less failure. Related technologies in this research are Microsoft SharePoint 2010™ and Cloud Technology. These two technologies are easy to implement in terms of the information sharing center, and easy access from anywhere with security via website as a portal respectively.

The result of the research shows that integrating a new Job Tracking System makes a better result than before. The user can work faster, it is easy to manage and less prone to error. Thus, this research could demonstrate as a best practice for other future work in a related domain.

**KEY WORDS: TRACKING SYSTEM / JOB TRACKING / TASK TRACKING, CLOUD TECHNOLOGY / MICROSOFT SHAREPOINT 2010™**

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