Abstract
This paper shows a model of an information system for Industrial University of Santander’s Legal Office. For its construction an action research process, guided by Soft Systems Methodology and Information System Information Systems Development concepts proposed in Soft Systems Thinking, was executed. The model include: a study about organizational situation, organizational activities modeling as Human Activity Systems, and specification of a program made up of seven projects about development of information technology to support the activities model.

Keywords
Information Systems, University Legal Office, Information Systems Planning, Conceptual Model.