



DEVELOPMENT OF HELPDESK SYSTEM

IN PT JASA TEKNOLOGI INFORMASI

UNDERGRADUATE THESIS

Submitted as one of the requirements to obtain

Sarjana Komputer (S.Kom.)

By:

CANI RISKI BATE'E

012201900016

FACULTY OF COMPUTING

INFORMATION SYSTEM STUDY PROGRAM

CIKARANG

SEPTEMBER 2023

**DEVELOPMENT OF HELPDESK SYSTEM
IN PT JASA TEKNOLOGI INFORMASI**

By
Cani Riski Bate'e
01220190016

Approved by:



Ronny Juwono, S.Pd., M.T.
Thesis Advisor



Ronny Juwono, S.Pd., M.T.
Program Head Information System



Ir. Rila Mandala, M.Eng., Ph.D.
Dean of Faculty of Computing

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ABSTRACT

Currently, the system for reporting and complaining about problems on some E-Channel, as project support software at PT Jasa Teknologi Informasi only uses email and Slack (chat application) which tend to be ineffective due to the possibility of missing emails or chats. Also, the complaint process must go through the Project Management Officer (as project admin) and not directly to the technician so that the complaint resolution process may take longer. To overcome this problem, a Web-Based Helpdesk Information System was designed by implementing three types of users, namely Admin, Technician, and Employee. This Helpdesk System for this final project will use Rapid Application Development (RAD) and use PHP and MySQL databases. The features that will be developed in this helpdesk system are managing users, issues, tickets, generated reports, and setting. With this Web-Based Helpdesk Information System, it is hoped that it can help employees of PT Jasa Teknologi Informasi in the process of reporting E-Channel problems to be better and faster.

ACKNOWLEDGMENTS

Praise and gratitude the writer prays to the presence of Almighty God who has given His love and mercy so that the writer can accomplish this thesis with the title "DEVELOPMENT OF HELPDESK SYSTEM IN PT JASA TEKNOLOGI INFORMASI".

The writing of this report cannot be separated from the support of many people. As an expression of gratitude, I'd like to thank to:

1. My father and my mother have given me the trust and confidence that I can strive for education even though now I live far from them.
2. My sister Citra who always be my only and best sister who I always turn to in any condition.
3. My two younger brothers Rival and Alan who are always my fun friends.
4. Ronny Juwono, S.Pd., M.T. as my final project's advisor major in Information System at President University.
5. All my friends who have been part of my college journey.

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