

ABSTRACT

PT Adicipta Inovasi Teknologi or AdIns is an IT Solution Company which has product called CONFINS (Consumer Finance and Leasing Solution). Production CONFINS department is in charge of maintenance CONFINS system and gives services to client. Outstanding ticket and aging ticket is a Key Performance Indicator (KPI) of Production department. There are outstanding ticket target for every team and mandays target for employee in every month. Production Support System have some features to meet the needs of Production Department in monitoring the target. These features include recording outstanding ticket target and mandays employee, recording daily activity that is more standard, get outstanding ticket and mandays data from JIRA system, provide information and achievement report of outstanding ticket target for every team and mandays target for every employee, daily activity report, and monthly report for management. With these features, every member in Production department can monitor the whole target and report can be provided effectively and doesn't need manual processing, as well as employee performance can be monitored through daily activity report.

Keyword : *Outstanding Ticket, JSON, Get OS Ticket Realization, Fill Daily Activity, Black Box, Web Based Information System*



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ABSTRAK

PT Adicpta Inovasi Teknologi atau AdIns yang merupakan perusahaan penyedia solusi berbasis teknologi informasi dengan produknya yaitu CONFINS (*Consumer Finance and Leasing Solution*). Departemen Production CONFINS bertugas melakukan *maintenance* sistem CONFINS dan memberikan pelayanan kepada *client*. *Outstanding ticket* dan *aging ticket* merupakan *Key Performance Indicator (KPI)* departemen Production. Setiap bulan ditentukan target *outstanding ticket* pada setiap tim dan target *mandays* karyawan setiap bulannya. Sistem informasi *Production Support System* menyediakan fitur-fitur yang memenuhi kebutuhan departemen Production dalam *monitoring* target. Fitur-fitur tersebut antara lain pencatatan target *outstanding ticket* dan *mandays employee*, pencatatan *daily activity* yang lebih standard, penarikan data *outstanding tiket* dan *mandays* dari sistem JIRA, adanya informasi dan laporan pencapaian target *outstanding ticket* setiap tim dan target *mandays* setiap *employee*, laporan *daily activity*, dan laporan bulanan untuk manajemen. Dengan fitur ini, setiap anggota departemen Poduction CONFINS dapat bersama-sama memonitor target tim dan target secara keseluruhan dan laporan dapat disajikan lebih cepat dan tidak perlu pengolahan manual, serta kinerja karyawan juga dapat dipantau melalui laporan *daily activity*.

Kata kunci : *Outstanding Ticket, JSON, Get OS Ticket Realization, Fill Daily Activity, Black Box, Sistem Informasi Berbasis Web*

