

## DAFTAR GAMBAR

Gambar 4.1. Struktur Organisasi Penelitian.....	15
Gambar 4.2. Diagram Alur Penelitian.....	15
Gambar 5.1. Grafik Permasalahan Pada Sistem Dafinci.....	15
Gambar 5.2. Use Case Diagram.....	18
Gambar 5.3. Activity Diagram Login .....	28
Gambar. 5.4. Activity Diagram input form complain.....	29
Gambar. 5.5 Activity Diagram status complain.....	30
Gambar. 5.6 Activity Diagram Melihat FAQ .....	30
Gambar. 5.7 Activity Diagram Mengola FAQ.....	31
Gambar. 5.8 Activity Diagram Mengola Data User .....	32
Gambar. 5.9 Activity Diagram Mengola Data SLA .....	33
Gambar. 5.10 Activity Diagram Melihat Agenda Kerja .....	34
Gambar. 5.11 Activity Diagram Melihat Log Pengguna .....	34
Gambar. 5.12 Activity Diagram Cek Profile .....	35
Gambar. 5.13 Activity Diagram Edit Profile .....	36
Gambar. 5.14 Activity Diagram Edit Data Complain.....	37
Gambar. 5.15 Activity Diagram Laporan Helpdesk .....	38
Gambar. 5.16 Activity Diagram Laporan Kinerja .....	39
Gambar. 5.17 Activity Diagram Laporan Status Complain.....	39
Gambar. 5.18 Activity Diagram Laporan KMS ( Explicit ) .....	40
Gambar. 5.19 Activity Diagram Laporan KMS ( Tacit ).....	41
Gambar. 5.20 Squence Diagram Login.....	42
Gambar. 5.21 Squence Diagram Input Form Complain .....	43

Gambar. 5.22 Squence Diagram cek status complain.....	44
Gambar. 5.23 Squence Diagram melihat FAQ .....	45
Gambar. 5.24 Squence Diagram mengelola FAQ.....	46
Gambar. 5.25 Squence Diagram Melihat Laporan helpdesk .....	47
Gambar. 5.26 Squence Diagram Melihat Laporan Kinerja.....	48
Gambar. 5.27 Squence Diagram Melihat Laporan KMS (Explicit).....	49
Gambar. 5.28 Squence Diagram Melihat Laporan KMS (Tacit).....	50
Gambar. 5.29 Class Diagram .....	51
Gambar. 5.30 Rancangan Struktur Navigasi Aplikasi IT Helpdesk .....	58
Gambar. 5.31 Rancangan Layar Login .....	61
Gambar. 5.32 Rancangan Menu Dashboard .....	61
Gambar. 5.32 Rancangan Layar Menu History .....	62
Gambar. 5.34 Rancangan Layar Menu Complain.....	62
Gambar. 5.35 Rancangan Layar Menu Calendar .....	63
Gambar. 5.36 Rancangan Layar Menu FAQ .....	63
Gambar. 5.37 Rancangan Layar Menu User Log .....	64
Gambar. 5.38 Rancangan Layar Menu SLA.....	64
Gambar. 5.39 Rancangan Layar Menu Explicit.....	65
Gambar. 5.38 Rancangan Layar Menu Tacit .....	65