# ABSTRACTION

In the modern era, Information Systems has become something very important in all aspects of life, as well as for an enterprise, Information Systems have become pillars of support in each of the company's business processes. Therefore, maintenance information system must be good in order not to cause a problem. In a company, often raised the question both in terms of technical or business, and a lot of problems that are not mapped, causing confusion in the process of resolving it, his cause from human resource who have access to the information system related to settlement which he faces up to does not exist her system is set. Ticket & Information Systems Issue Tracking will make the process of maintenance issues, distribution issues to the relevant divisions as well as monitoring the process and its outcomes. Next will come the performance report as well as precautions can be taken to be a problem. This web-based mobile applications can be accessed by a browser on any device whether desktop, notebook or smartphone to ease the terms of access anytime and anywhere.

Keywords : Issue Ticket, Tracking, Problem Management, Software Engineering

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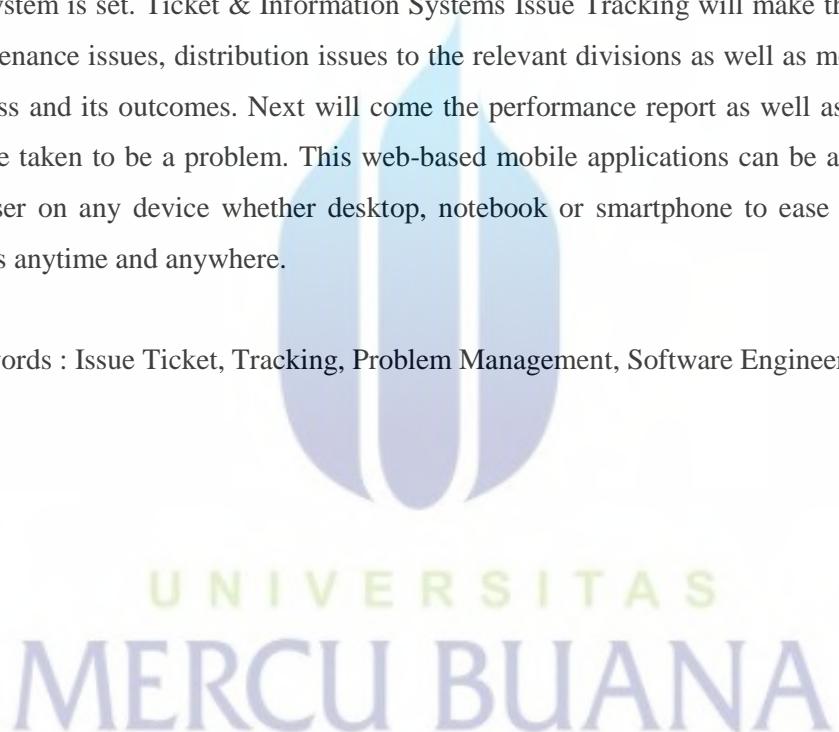
ABSTRAK

Di era modern saat ini, Sistem Informasi sudah menjadi sesuatu yang sangat penting di setiap lini kehidupan, begitu pun juga untuk suatu perusahaan, Sistem Informasi sudah menjadi pilar pendukung dalam setiap proses bisnis perusahaan. Oleh sebab itu Sistem Informasi harus di *maintenance* secara baik agar tidak menimbulkan suatu masalah. Dalam suatu perusahaan, sering sekali timbul permasalahan baik dari segi teknis atau bisnis, dan banyak permasalahan itu tidak dipetakan sehingga menimbulkan kebingungan dalam proses penyelesaian nya, penyebab nya mulai dari SDM yang belum akses akan sistem informasi terkait cara penyelesaian yang dia hadapi hingga memang tidak ada nya sistem yang mengaturnya. Sistem Informasi *Issue Ticket & Tracking* akan melakukan proses maintenance issue, distribusi issue kepada divisi yang terkait serta monitoring proses dan hasil nya. Selanjutnya akan didapat laporan akan performa serta bisa diambil tindakan pencegahan akan suatu masalah. Aplikasi berbasis *mobile* web ini bisa diakses oleh browser di semua perangkat baik desktop, notebook atau smartphone sehingga memudahkan dalam hal akses kapanpun dan dimanapun.

Kata Kunci : Issue Ticket, Tracking, Problem Management, Rekayasa Perangkat Lunak