

ABSTRAK

PT Eurotek merupakan perusahaan yang bergerak dibidang jasa sekuritas dimana perkembangan perusahaan serta mobilitas *IT Support* yang semakin tinggi, membutuhkan suatu sistem informasi penjadwalan *Ticketing Support*. Sistem ini menerapkan konsep *client server* yang memanfaatkan fasilitas internet yang bisa diakses pada aplikasi *web browser*. Dalam penelitian ini penulis menggunakan aplikasi berbasis web sebagai objek pembuatan sistem informasi. Metode pembuatan sistem ini menggunakan SDLC (*Software Development Life Cycle*) yang memiliki lima tahap, yaitu analisa, perancangan, implementasi, pengujian, dan pemeliharaan sistem. Sistem ini mampu membuat, membaca, mengubah dan menghapus (CRUD) kegiatan *IT Support* yang mencakup jadwal setting internet *customer, maintenance indoor* maupun *outdoor, training*, dan demo produk. Dengan sistem ini diharapkan mampu meningkatkan kinerja *IT Support*.

Kata kunci: Ticketing Support, Web, SDLC, Kinerja



ABSTRACT

Eurotek ltd is a company engaged in the service of security system and the mobility of IT Support more higher certainly requiring a system of scheduling information Ticketing Support. The system implements a client server concept that utilizes the internet facilities that can be accessed on the web browser application. In this study, the authors used a web-based application as an object of manufacture of system information. Methods of making the system uses the SDLC (Software Development Life Cycle), which has five stages, consist of analysis, design, implementation, testing, and maintenance of the system. This system is able to create, read, modify, and delete (CRUD) IT Support activities which include schedules customer internet setting, indoor and outdoor maintenance, training, and product demos. With this system is expected to improve the performance of IT Support.

Key Word: Ticketing Support, Web, SDLC, performace.



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