

ABSTRACT

Many people stated that education is the key to a better life since it is a very important need for humans. Since many people already realize the importance of education, many people take the college level of education. However, during this pandemic, academic activities were disrupted because the government required educational institutions to conduct learning at home. Therefore, every university has provided information technology services to deal with the IT issues. However, in practice, there are still shortcomings in the web based learning management system (LMS) because the traffic load received is very large. Therefore, it is highly demanded to estimate the IT service completion time. This paper proposes a Multi-Layer Feed-Forward Artificial Neural Network (MFANN) as a prediction-methods for the time completion. The experimental results show that the R2 percentage of MFANN is 16.69%.

Keywords : estimation, information technology services, MFANN