

ABSTRACT

DESIGN OF INFORMATION SYSTEM "INTI MAINTENANCE" AS WEB-BASED MANAGEMENT OF MATERIAL IN SERVICE DESK MODULE (CASE STUDY OF PT INTI)

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PT Industri Telekomunikasi Indonesia (Persero) or PT INTI is a State-Owned Enterprise (SOE) engaged in telecommunication, electronics, informatics, electricity / energy and utilization of company's resources to produce goods and services of high quality and strong competitiveness benefit. At PT INTI, there is a SBU (Strategic Business Unit) section called SBU Broadband, which is one of the SBUs that has the task of marketing, sales operations, sales promotion and sales as well as finding new markets and suggesting new products that can marketed. Currently the SBU Broadband section uses the INTI Helpdesk website application as a complaint request management application. However, according to Head of Sales Affairs SBU Broadband Mr. Abdurrahman, there are some navigation difficulties in menubar website, so the user difficulty in choosing the menu, and the placement of less effective content.

Previously, the creation of INTI Helpdesk website was done using a buy decision that is made by an external party (outsourcing). The PT INTI Broadband SBU section wants to perform better display customization. Researchers provide solutions to the problem by designing and developing its own website (make) from the website in order to reduce costs.

Website-based information system INTI Maintenance is a material management information system using PHP programming language and MySQL database with iterative and incremental method. With the creation of INTI Maintenance module service desk is expected to assist employees in managing the complaint request for the distribution of complaints when delivery or repair components and tools used customer PT INTI. In addition, customers can also more easily submit complaints requests.

Keywords: design of information systems, websites, service desk management materials, management, PHP.