

ABSTRACT

PT Len Industri (Persero) is one company that utilizes information technology to help improve the existing processes in the company. The care of the device used for this information is also important. PT Len Industri (Persero) has a work unit to perform maintenance devices such as work units.

Work Unit of Information System at PT. Len Industries (Persero) has implemented a reporting system of computer and network problems, but in its application the stages performed using data paper data will be vulnerable to damaged, lost data and data stacking. Based on these conditions then the cost of a computerized system that uses the ticketing system for computer and network reporting. This computerized system of Open Source is the Helpdesk Ticketing System application using the PDCA (Plan-Do-Check-Action). This methodology uses Plan (analysis and design), Do (simulation), Check, and Act. The purpose of this application is to make this computer and network to provide convenience in performing computer and network repair solution found by employee, recording of computerized data, and reporting to Manager of Information System Work Unit at PT. Len Industri (Persero).

The end result of this research is the Helpdesk Ticketing System application using computer and network functions, from requests, and data reports for the Information System Work Unit Manager.

Keywords: Maintenance Open Source, Helpdesk Ticketing System, PDCA