

## **ABSTRACT**

*PT Lestari Banten Energi is a Steam Power Plant (PLTU) which has a capacity of 660 MW. The company was established in Banten and has been operating since 2017. The Technician III – IT position is one of the many position in PT Lestari Banten Energi. The Technician III – IT position must be responsible for the maintenance and resolution of problems that occur in the information technology devices carried out in the company. If there is a problem with the company's equipment, it is necessary to report to the Technician III – IT position for immediate resolution. To do this reporting is still done manually using a landline telephone or face to face. While the employees of the Technician III - IT position do not always suit their needs from IT Support. This can lead to the submission of reports due to delay all cannot request an answer.*

*Online problem reporting application can be a solution to improve employee reporting and assistance in the Technician III – IT position in overcoming IT-related problems that occur at PT Lestari Banten Energi. Based on these problems, an ticket application was designed with regard to the user interface as the initial display related to the application with the user. The method used in designing the user interface help desk ticketing application at PT. Lestari Banten Energi is a User-Centered Design (UCD). The UCD will discuss its users in each design for iterative product evaluation. The results obtained from this study are a design solution for the PT Lestari Banten Energi help desk ticketing application that can be accepted by users with an SUS score of 77,3.*

*Keywords: User Interface, Help Desk Ticketing, User-Centered Design, PT Lestari Banten Energi.*