

## **ABSTRACT**

PT Lestari Banten Energi is a company engaged in the industrial sector. PT Lestari Banten Energi officially operated in 2017 and is part of the Genting Group. PT Lestari Banten Energi is a Steam Power Plant (PLTU) with a capacity of 660 Mega Watt (MW).

PT Lestari Banten Energi has many positions, one of which is Position Technician III - IT. His job is to overcome the problems related to Information Technology (IT) devices that exist in the corporate environment. In carrying out their duties, Position Technician III - IT has unresolved problems, namely reporting problems related to constraints or damage to IT devices from employees in other divisions not being conveyed properly. This is because the reporting system is still done manually, that is by using a landline telephone or by face to face directly. Because of his job, Technician-III - IT was not always in his room, which caused many reports of IT Support to be delivered. Recording complaints from employees also still uses paper. This can cause waste of paper resources.

From these problems, it is necessary to have a system or application developed with the aim of making it easier for employees to report issues related to IT automatically. That way, ticket reports from employees can be managed by IT Support and can be completed by technicians. Ticketing Help desk is a website application that is used to accommodate all problems related to IT devices in the company. By using the application, employees can easily provide information regarding IT issues so that Technician III - IT can be quickly resolved.

The help desk ticketing application named Genesys will be developed using a CodeIgniter framework and a MySQL database. The method used in this research is extreme programming. The extreme programming method is an application development method that is efficient, fast, flexible, and suitable for teams with a small number of members and a small scope of problems. By using the extreme programming method, features are produced that can help employees as users of the Genesys application including the features of making tickets, checking ticket status, and monitoring progress & tracking tickets.

**Keywords:** Ticketing Help desk, Extreme Programming, CodeIgniter, MySQL, Website Application Development.