ABSTRACT

Technological advancements demand efficient *server* resource management, particularly at the Faculty of Industrial Engineering, Telkom University. Increasing IT service complexity due to growing users and applications necessitates effective monitoring *system*s. Although New Relic is utilized, its implementation has not fully leveraged advanced features for *real-time* performance analysis and decision-making. This study aims to develop and optimize a New Relic-based *dashboard* for more efficient *server* management. Using the PDCA (Plan-Do-Check-Act) methodology, the research identifies resource allocation challenges and proposes solutions by integrating New Relic's key features, such as custom metrics, *alert*s, and visualizations. Data collection involves observations, interviews, and questionnaires, then analyzed by FRI laboratory assistants. The expected outcomes include improved *server* performance, operational efficiency, and enhanced IT services for academic and administrative purposes. This study also provides a framework for other institutions to adopt and optimize monitoring tools like New Relic.

Keywords—***dashboard system, resource management, server, New Relic, Telkom University.***