

ABSTRACT

The management of IT service problems plays a role in maintaining operational continuity and enhancing service quality. This case study aims to design a web-based problem management application to streamline issue handling at the IT Service Desk of Telkom University. The application is developed to facilitate ticket input, task assignment, and data tracking, ensuring efficient identification and resolution of underlying issues. Key features include data entry modules, real-time task monitoring, and automatic reporting functionalities. The system design follows the Agile development methodology, implemented using the Laravel framework for the backend and MySQL for the database. This application is expected to improve problem management efficiency, reduce resolution times, and minimize recurring issues within the IT service environment.

Keywords: Problem Management, IT Service desk, Web Application, Issue resolution