

ABSTRACT

In supporting internet service customer service, PT. Telkom Indonesia developed an application based on Geographic Information System (GIS) to manage customer data accurately and integratedly. However, in its operational process, this application often experiences technical constraints such as authentication errors, feature disruptions, and data inconsistencies, which can hinder the service installation process and reduce service quality. To overcome this, PT. Telkom Indonesia collaborates with PT. Neuronworks Indonesia in forming a Maintenance Support team tasked with troubleshooting and managing data on the application. This report aims to describe the process of identifying and handling bugs reported by users, which is carried out through constraint analysis, repairs based on Standard Operating Procedures (SOP), and verification of repair results using tools such as database Y and support tools X. With proper handling, application operations can run smoothly, response time to customers can be reduced, and service quality can be increased. This topic also supports the achievement of Sustainable Development Goals (SDG) number 9, namely Industry, Innovation, and Infrastructure.

Keywords: Troubleshooting Aplikasi, Bug Report, Geographic Information System