# *ABSTRACT*

*Ease of access to services is a crucial aspect in increasing customer satisfaction, including in gas providers. To support this, the company provides a Digital Service System that allows customers to carry out various activities independently, such as viewing bills, recording meters, and submitting services. In order for this system to continue running optimally, a troubleshooting and debugging process is required which is carried out by operational time. This final project discusses the process of identifying, analyzing, and resolving technical obstacles that arise in the system, as well as compiling documentation in the form of bug reports. This process focuses on data management and handling customer complaints handled by the Maintenance Support Operational Services (MSOS) division. Through this activity, it is hoped that the quality and performance of digital services can continue to be improved. In addition, the existence of this system also contributes to the achievement of the Sustainable Development Goals (SDGs) point 7, namely clean and affordable energy, through transparent, fast, and efficient services.*

*Keywords: Digital Service System , Maintenance Support Operational Services (MSOS), bug report*