

ABSTRACT

PT Kereta Cepat Indonesia China (KCIC) IT Data Center & Operation Network Bureau still uses a manual system in reporting IT device damage, which causes obstacles in recording and monitoring repair history. To overcome this problem, an IT Maintenance Report website was developed that allows real time damage reporting through an online form on the website. The system stores data in a temporary database and provides an interactive dashboard to monitor reports, device statistics, and repair status. With user access levels (reporter, handler, administrator), this website is expected to support the smooth operation of IT Infrastructure & Railway System at PT KCIC.

Keywords: Information System, IT Malfunction Reporting, IT Maintenance, PT KCIC, Dashboard Monitoring