

ABSTRACT

Section Helpdesk Telkom IS Center as SPOC for user's report handling need an information medium about products that managed by Telkom IS Center and used by users, if there's any report about that products, HDA can handle faster and easier. With this application hoped that communication process between HDA and solver can be done easy and fast.

To finish development of application, this research using two research methods. First method is collect data with direct observation, questioner, interview with guide from company, literature study for support theories that can help solve the problem. Second method used to make this application which have step that is system engineering to develop system, analyse application's necessary, scheme application and design interface, code from design which designed with make application's programs and testing to programs that already made and then maintenance application. This application is made using PHP version 5 as programming language, Macromedia Dreamweaver as script editor, Mysql as database, Adobe Photoshop as image editor, Outlook Express as e-mail client. Application product information center of Telkom IS Center base on web cover product catalogue data, FAQ, newsflash, polling and shoutbox.

Keyword : product catalogue, documentation, searching, communication, report handling.