

## **ABSTRACT**

*PT. Telkom Multimedia Division have some sub divisions,, one of them is IS & KM (Information Technology Support & Knowledge Management). One of the duty from this sub division is to handling issues about IT in the PT. Telkom Multimedia area. As a company which run in information technology and telecommunications field, there must be much issues faced by the employees, One of the issues is fade in IT area. It must be different problem faced by employees from different sub division such as can't use email, failed connection to internet, computers problem etc. So, PT. Telkom Multimedia Division need an application which can help to manage data problems and fungtionality to be reported.*

*In this final project, we had implemented an IT Helpdesk applicaton based on web which will provide the employees who's work in IS & KM sub division to manage the data complains inputed by other employee from different sub division. The problem will be set in a diferrent status as it accomplished or did not. It is used to count the time to finish a problem. So, with this application company's performance expect to be increased.*

*This Final Project was built trough structured design and analysis with the waterfall modelling. This application was implemented using PHP and Java Script as programming languages, MySQL as database system, Adobe Photoshop, Fireworks MX and Dreamweaver MX as graphical design software. And also Microsoft Visio as a tools for modeling system.*

*Key word : Portal, Waterfall. Client*