

## ABSTRACT

In this final project that was developed a assistant application called “*Customer Care HelpDesk Speedy*” by problem study in the Business Departement of Kandatel Bali, where there are 3 user at this program that is *manager* as a report receiver, *official* user, and *Admin* that can organizing all things of the application. This program is a assistant application that have functions for saving and organizing the information about the speedy customer. It is good for organizing the customer identity data, organizing troubles data, organizing the vendor data, organizing the ISP data that used by customer, appearing the data history, and until to organizing the user data from this application.

Development this final project using *Life Cycle Method*, it was chosen because it offers the way to make software that more evident. Some resources that needed of the development this application are : Apache server, organizing MySQL database and programming by PHP.

Keywords : Speedy, Admin, Official, Life Cycle Method, Apache, PHP, My Sql.