

ABSTRAK

Yusuf Habibie (11145410), Sistem Informasi Pengolahan Data Tiket Laporan Pelanggan Berbasis *Web* Pada *Corporate Mobile And Administrator Operation* PT Indosat Ooredoo Tbk

Di Indonesia yang perekonomiannya sedang berkembang, kebutuhan jasa telekomunikasi dan koneksi data untuk para pelaku bisnis khususnya terus meningkat. Persaingan antar provider penyedia jasa telekomunikasi pun semakin sengit dalam menyediakan layanan yang berkualitas. Berdasarkan hasil riset dan permasalahan yang tersebut penulis merancang sebuah sistem informasi helpdesk berbasis web menggunakan metode *waterfall*. Dari hasil pengujian sistem informasi tersebut diharapkan dapat terpenuhinya *service level assurance* (SLA) dan meningkatkan kualitas layanan PT. Indosat Ooredoo Tbk hal tersebut sesuai dengan misi divisi *Global Service Assurance* yaitu *Service Excellent*.

Kata Kunci: *Helpdesk, Telekomunikasi, Sistem Informasi, SLA, Service Excellent.*



ABSTRACT

Yusuf Habibie (11145410), Ticket Data Of Customer Report Processing Information System Web Based On Corporate Mobile And Administrator Operation PT Indosat Ooredoo Tbk

In Indonesia where the economy is expanding, the need for telecommunication services and data connections for business people in particular continues to increase. Competition among providers of telecommunication service providers is increasingly fierce in providing quality services. Based on the results of such research and problems, the authors designed a web based helpdesk information system using waterfall method. From the results of testing the information system is expected to be fulfilled service level assurance (SLA) and improve the quality of service PT. Indosat Ooredoo Tbk in order to comply with the mission of the Global Service Assurance division is Service Excellence.

Key Word: Helpdesk, Telecommunication, SLA, Service Excellent, Information System .

