

Application for Recording Operational Activities in the Helpdesk Division

(Case Study : PT.Maybank Indonesia, Tbk)

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Abstract: Helpdesk is a solution to help handle customer / user needs related to questions, services, technical support, or complaints against IT operations within the company. During the operational process the Helpdesk requires an application that can record its activities and as a reference for management in considering assessment and performance helpdesk personnel. Under these conditions the author designs an application to record operational activities in the helpdesk division. Research Methods conducted include data collection in the form of literature studies and field studies in the form of interview observations as well as for the process of designing the author using the model. UML (The Unified Modeling Language) for problem identification and analysis, needs analysis, system design, system implementation and testing, the language used is .NET and for the database the author uses SQL Server.

Keywords: Research, Helpdesk, Operational IT, UML, .Net, SQL Server

1. INTRODUCTION

The need for information and use of computer applications, encourage the formation of a system that is able to accommodate activities and problems for employees while working in the office. A company must have a helpdesk division that can connect between several operational parts with the helpdesk division. Through the helpdesk division every operational section gets help from problems found in the use of software and hardware in one company.

Based on this background the problems that will be studied in designing the application are: How to design an application so that it can help helpdesk employees in managing the information received from the user ? How to make the application easy to record in operation ? How can the recording application help management in managing information ?

So as not to be too far from the actual goal, the writer limits the problem described as follows: Application This recording is designed using analysis pieces in the helpdesk division, this recording application uses ASP.net programming language and uses Microsoft Sql Server, this Recording Application can help management in managing information because management can see the helpdesk division performance report on a monthly basis.

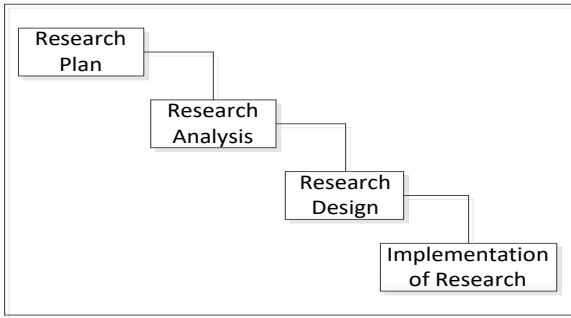
2. RELATED WORKS

In conducting research, researchers conduct data collection using the method : Library, Observation, Interview. On the method library researchers use several scientific journals that researchers have summarized, example : helpdesk theory, According to Hendra Santoso (2014: 1)

[19] The Helpdesk system is an application to provide information to customers or users related to the product or service provided. Theory of Active Server Pages, Active Server Pages (ASP) is a web setting that is used to build dynamic and interactive web pages. Active server pages are facilities provided by Microsoft to facilitate the creation of Web Server applications. This is possible by combining the components of Hyper Text Markup Language (HTML) with Visual Basic Script (VBScript).

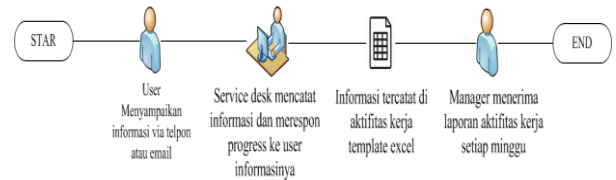
one of the scientific journals that the researcher quotes is from Agus Irawan, Nanda Krisna Setiyorini : Rancang Bangun Aplikasi Helpdesk Dengan Menggunakan Pendekatan Knowledge Management System Pada Seksi Teknisi PT. Indah Kiat Pulp & Paper Tbk. Jurnal ProTekinfo Vol.4 Agustus 2017, Issn 2406-7741, E-issn 2597-6559, 2017 conclusions that can be taken are Constraints and difficulties often experienced by technicians in managing reports of damage and in providing handling

Observation, The researcher made observations directly in the Helpdesk Division. Interview, The researcher conducted interviews with several speakers at the Helpdesk Division regarding the running system in the Helpdesk Division. In this study using the flow diagram as follows:

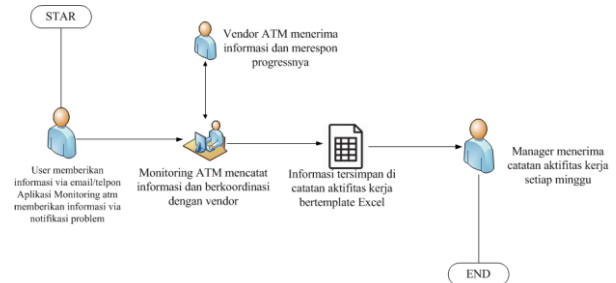


Picture 2.1. Flow Diagram

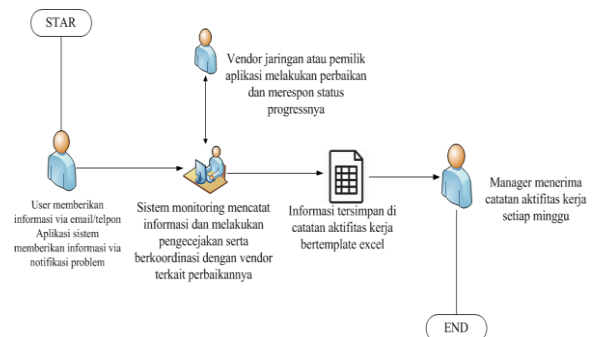
The Helpdesk Division is a part of the task of responding to and handling complaints and problems related to IT devices. There are 3 (three) workflow processes that are in the helpdesk : Servicedesk, Information is obtained from the reporter via telephone or e-mail, then the service receives and records the information in the excel template made by the manager then the service provider responds back to the reporter regarding the repair or status of the information. ATM Monitoring, Information obtained from the branch or an ATM machine problem monitoring application. Then information is recorded into an excel template created by the manager. After recording the information given to the ATM machine vendor stage 1 as a complaint there has been a problem with the ATM machine. Then stage 1 ATM machine vendors respond to the information via email for the visit. The information received will be updated status by the ATM monitoring section in the process of monitoring repair information carried out by the vendor of ATM machine level 1 to a normal ATM machine. If the ATM machine vendor stage 1 cannot solve the problems that occur at the ATM machine. The ATM level 1 vendor will provide information to the ATM monitoring department that the ATM machine will repair the level 2 ATM machine vendor and the information will be updated again, that the ATM machine problem is being handled by the ATM machine vendor level 2, then the ATM monitoring monitor information on repair process carried out by level 2 ATM machine vendors until the ATM machine returns to normal. System Monitoring, Information is obtained from the branch or monitoring the application. Then the information is recorded into the excel template created by the manager. If the information is in the form of a branch network problem, the monitoring system will check the branch network and coordinate with the network service provider for repairs, then the information that has been recorded will be updated status until the network repair process to the branch returns to normal. Then if the information is in the form of an application problem. The monitoring system will coordinate with the application to fix the application problems and the process of recording the information will always be updated until the application runs back to normal. Every week the manager receives a record of the helpdesk work activities as a report and to be managed and as a material for the issue that will be given to the parties regarding the problems that occur in the operational part of IT. Here's an overview of the recording process that is running on the helpdesk.



Picture 2.2 Workflow servicedesk



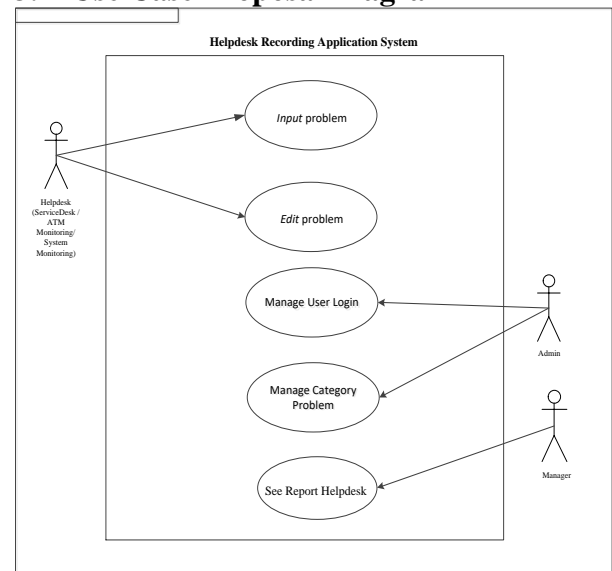
Picture 2. Workflow ATM monitoring



Picture 2.4 Workflow system monitoring

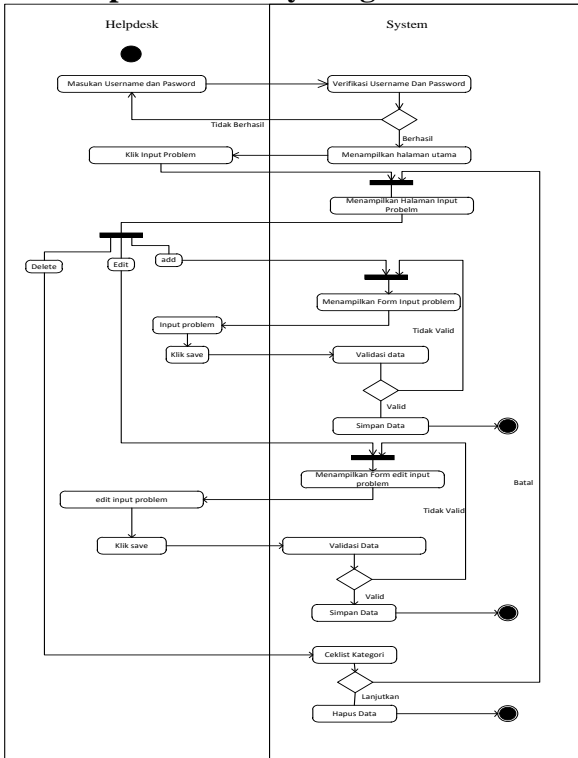
3. PROPOSED WORK

3.1 Use Case Proposal Diagram



Picture 3.1. Proposal Use Case Diagram

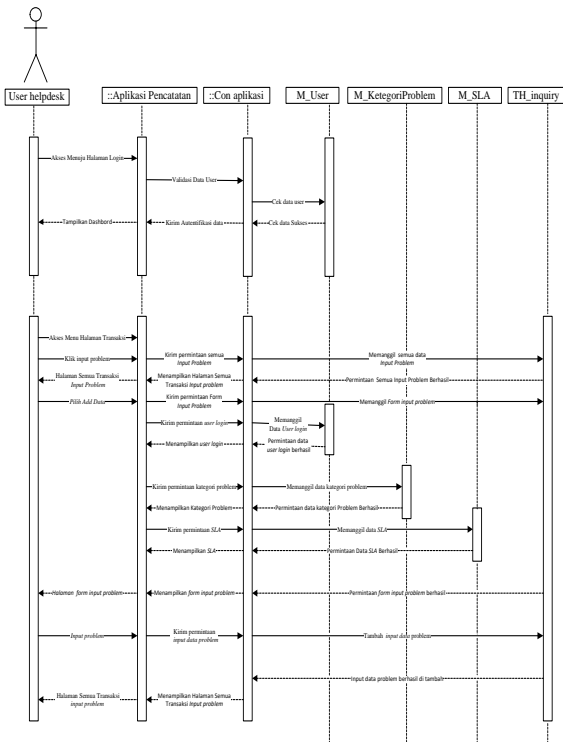
3.2 Proposed Activity Diagram



Picture 3.2 Activity Diagram Input Problem

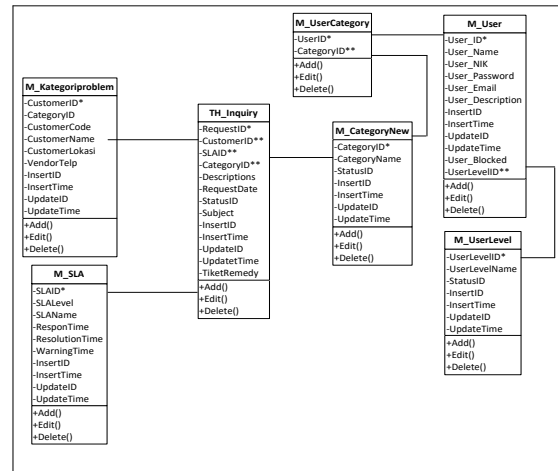
3.3 Sequence Diagram

Sequence Diagram describes the interaction between objects in and around the system (including the user, display, etc.) in the form of a message that is described against time.



Picture 3.3. Proposed Sequence Diagram Input Problem

3.4 Class Diagram



Picture 3.4 Class Diagram

3.5 Implementation of Interface

Activity Logs

RESET

LOGIN

Picture 3.5. Login Display

Input Problem

+ Save
 x Cancel

User Login : System Monitoring

Tanggal : 12/16/2018

Category : Aplikasi

Customer List : Aplikasi PCE

SLA : None

Tiket Remedy :

Problem :

Detail :

Picture 3.6. Input Problem

3.6 Application Testing Results

Tests are carried out to ensure that the designed application can function and run according to a predetermined plan. The method used in the testing process is to use Black BoxTesting.

Black Box trials attempt to determine errors in several categories such as: False or missing functions, Interface errors, Data structure errors or database access.

4. CONCLUSION

After the application is built, we can conclude that the application of recording has a very meaningful use, among

5. FUTURE SCOPE

So that the recording application has run better. So what we can suggest is: For the display of the application recording is still not full power, so it would be nice if you maximize the existing display to be better, Add functions that can be integrated by other applications such as email or can give messages via cell phone

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