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Helpdesk System At PT Himalaya Everest Jaya Jakarta

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Abstract— PT Himalaya Everest Jaya, a company engaged in importers, exporters of electricity and mechanics. In its daily life, PT Himalaya Everest Jaya has used information technology in its operational activities. But problems are often found in supporting operational activities in the field. Where this can hamper the work of every employee who uses it. The problems that often occur include hardware, software, and network connections. Current problem submission is still not effective because employees who have problems must contact the IT directly or by using the telephone. Likewise with recording problems, because the EDP / IT still records every problem using a paper that can be lost or damaged at any time. Therefore, an integrated Helpdesk application is needed and can be accessed quickly by employees and the EDP / IT division. The method used in designing this application is based on the Web, to find out which system is running, the author uses several tools such as Flowmap and UML (Unified Modeling Language), while the system development method uses the Waterfall method. The supporting software used is Xampp, and MySQL as the builder and program documentation. With the existence of a web-based system that has been connected to this database, the process of delivering and handling complaints is expected to be resolved properly and quickly in its handling.

Keywords-Helpdesk, UML, Complaint, Application, EDP

I. INTRODUCTION

In companies, each division plays a role in the process of running a company, especially in the EDP (Electronic Data Processing) division. EDP is part of IT, the EDP Division plays an important role, especially in the Information and Communication Technology (ICT) section. Every network, computer, hardware, and software device are the responsibility of the EDP division. Every problem related to ICT will be handled by EDP. But unfortunately, many companies limit the number of workers from the EDP division. As a result they are required to work harder in solving each problem.

At present there are many large companies that apply the application report to find out the company's performance. The report is very useful for the company by reporting what problems arise. With this report the company will know what problems are being faced by the company. A report that can also help management to see the development of the company.

However, currently there are no applications that have been used by PT. Himalaya Everest Jaya to

provide systematic reports. All recordings of reports, monthly reports, replacement of units, and calculation of problems related to EDP are still done manually. This can have a negative impact, including: there is a risky problem recorded repeatedly, problems that are forgotten are recorded because of the busy operators in receiving calls, work that is left behind and forgotten, solving unordered problems, employees or users who do not understand problems on the computer will experience confusion in reporting the problem to anyone because of the many different divisions in each problem handling and also a lack of user knowledge of computer problems.

Based on the above problems, it needs a wellintegrated Helpdesk application so that accessing data on the Helpdesk can be done easily and quickly to search and measure problem levels and access reports by the head of the IT division. Problems can be handled properly and produce the right solution. In addition, to facilitate access by those who need it, this application will be built on a web-based basis. Helpdesk applications are important to use for companies because basically the helpdesk is a





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complementary part of a service function and is responsible as a source of service and as a source of other problem solving. [1]

RESEARCH PREVIOUS

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- [3] A journal entitled "PENGEMBANGAN MODEL SISTEM INFORMASI APLIKASI HELPDESK ONLINE PT. MUSTIKA MEMADATA". This study discusses the design of online helpdesk application modeling aimed at dealing with the problem of monitoring customer complaints by PT. Mustika Memadata. The results to be achieved are designing an appropriate helpdesk application to overcome the company's problems.
- [4] A journal entitled "SISTEM INFORMASI PADA IT-HELPDESK **UNIVERSITAS** AMIKOM YOGYAKARTA BERBASIS WEB". This study discusses how to build information systems for users, consumers and management of IT Helpdesk. The IT Helpdesk provides several forms of services that can be utilized by the academic community at AMIKOM Yogyakarta University in using ICT services. Services of this unit include installation, software troubleshooting, service and computer maintenance.
- [5] A journal entitled "Perancangan Sistem Informasi Helpdesk Menggunakan Framework ITIL V3." The purpose of this study is to analyze the appropriate ITSM framework in the development of the Helpdesk, Information System at PT Len Industri (Persero) which is one of the organizations of State-Owned Enterprises (BUMN). Helpdesk services provided include repairs to hardware, software, and networks.

I. LITERATURE REVIEW

A. Helpdesk System

The Helpdesk is a Single Point Of Contact (SPOC) which is a communication facility between customers or users and a support team in a product or service provider company. To facilitate the company in handling complaints and questions from customers. [2]

II. PROPOSED METHOD

The research method used is :

• Method of collecting data

- 1) Library study: references used in this study include, among others, journals and books related to the helpdesk system.
- 2) Observation: direct observation of the help desk process that is running, studying the shortcomings that exist and making temporary conclusions of the problems that occur in order to facilitate the process of data collection.
- 3) Interview: Question and answer is conducted in a structured manner by giving several questions directly to the head of the IT department.
- The analytical method used is a qualitative method.
- The processing/design method used is by the waterfall method, which is the execution of a system carried out sequentially or linearly. Design depiction using UML (Unified Modeling Language) diagrams.

III. RESULTS AND DISCUSSION

A. Analysis of The Running System

The diagram used to analyze the running system can be seen in the figure 1 flowmap diagram of the system running.



figure 1. Flowmap of The Running System





B. Design of The Proposed System

The diagram used to design the proposed system is a flowmap diagram, UML diagram (Use Case, Sequence, and Class Diagram), chart of the applications structure and interface design.

• Flowmap of The Proposed System

Flowmap diagram of the proposed system can be seen in figure 2 and figure 3 below.



Figure 2. Flowmap of The Proposed System for User



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Use Case Diagram

Figures 4 and 5 show Use Case Diagram of The Proposed System.



Figure 4. Use Case Diagram for User





Sequence Diagram •

> Sequence diagram can be shown in figures 6 and 7.



Tidak ganti

СЕК Ganti unit

Figure 2. Flowmap of The Proposed System for Admin





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Figure 7. Sequence Diagram for Admin

Class Diagram

Class Diagram on the proposed system can be seen in figure 8.



Chart of Application Structure

Figure 9 shows the chart of application structure



Figure 9. Chart of Application Structure

• Design of Interface

The interface is the final result of the proposed system design which can be seen in the pictures below.







Figure 10. Login Interface

SignUp	
Sign op	
Nama Lengkap	
Email	
Password	0
Ulangi Password	0
Jenis Kelamin	٠
SIGN UP	
Already have an account	- Sign In

Figure 11. Sign Up Interface



Figure 13. Admin Home Interface

A Helpdesk System					
			🕈 HOME	TICKET	L DEDI -
My Request	Tisket / Circule New Tisket				
Create New Ticket	ID User				
	No PC 001				
	Subject Topk Masslah				
	Keluhan				
	Choose File No file chosen				
	Submit Resot		Activate Wi	ndows	
	Figure 14. New T	icket Interfa	ce		



Figure 15. My Ticket Interface





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A HOME I ADMIN L DEDI -

EDP Computer

Previous 1 Next

Ded

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Helpdesk System							
						t HOME	£ ADMN 1 ADM
Data Master	Adrin	Toist					
Jser List	Lint	of all tiple	at the second				
Technillion List	List	of all tick	(et				
Division Info	Number o	f tickets: 5					
Services	Show 1	0 T entries				Search:	
List all Tickets	No	Ticket No.	11 Subject	11 Keluhan	11 Assign To	1. Status	Aksi
Assignment	1	6	Test Subject user	test lagi dan lagi	DEd	Pending	Update Delete
Trial Califica	2	25	Komputer tidak mau menyala	Komputer tidak mau menyala tolong		Pending	Update Delete
	3	13	Test gamber	test memasukan gambar	Admin	Done	Update Delete
	4	14	Test gamber	test memasukan gambar 2	Admin	Assign	Update Delete
	5	15	Test gambar	test memasukan gambar 3	Dedi	Assign	Update Delete
	Showing	1 to 5 of 5 entries					Previous 1 No





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Data Master	Adrin /	User List						
User List Technition List	List	User						
Division Into	Number of	User: 4						
Division Into Services	Number of Show 1	User 4					Search	
Division Info Services List all Tickets	Number of Show 1 No 1	User 4	11 Nama 1	Jenis Kelamin	11 Email	Jabatan	Search:	Aksi
Division Into Services List al Tickets Assignment	Number of Show 1 No 1 1	User 4 D • entres ID User 2	11 Nama 1 maryadi	Jenis Kelamin Pras	Email m@gmail.com	Jabetan	Search: No HP 100985778998	Aksi
Division Info Services List all Tickets Assignment FPDAT Form	Number of Show 1 No 1 1 2	User 4 D entres ID User 2 7	11 Nama 1 maryadi dedie	Jenis Kelamin Pris Pris	Email Email d@gmail.com	Jabetan Ob	Search: No HP 0998778998	Aksi Vipdala Dakla Vipdala Dakla
Division Into Services List all Tickets Assignment FP2AT Form Ticket Solution	Number of Show 1 No 1 1 2 3	User 4 ID User 2 7 10	Nama maryadi dedie dedi maryadi	Jenis Kelamin Pria Pria Pria	Email Email m@gmail.com d@gmail.com d@gmail.com dm@gmail.com	Jabatan Ob	Search: No HP 0998778998	Aksi Sedar Deele Tedar Deele



List of ticket assignment

Create New Assignment

Show 10 • entries

2018-08-18 13

Showing 1 to 1 of 1 entries

Helpdesk System

Services

O My Assignmen FP2AT Form

E Ticket Solution



		# 1	ione 🚽 Aomin
Admin / FPQAT / New FPQAT			
Create New FP2AT			
No Takes			
Your current active no ticket is 15			
Your current active no ticket is 15 Submit Paset			
Tour current active no ticket is 15 Submit Passet Name Barang Masukkan Niema Barang	Juniah Masikon Junish Barang	Harpa Harpa Borang	
Visur current active no ticket in 15 Submit Recet Nama Barang Masakkan Nama Barang Masakkan Nama Barang	Juriah Masikan Jurish Barang Masikan Jurish Barang	Harga Harga Borang Harga Borang	

Figure 21. New FP2AT Interface

Helpdesk System							
					🔒 НОМЕ	∄ ADMIN 💄 DE	EDI +
Services	Admin	Sekai					
List all Tickets My Assignment FP2AT Form Ticket Solution	List Create N Show	List of Solution					
	No 1	No Solusi	No Ticket	11 Nama Teknisi	1. Solusi		ni.
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	2	4	6	DEdi	Test solusi apakah berulang atau tidak		
	Showing	1 to 2 of 2 entries				Previous 1 N	ext

Figure 22. Solution Interface

V. CONCLUSIONS AND SUGGESTIONS

Based on the research that has been done, some conclusions can be taken as follows:

- This application makes it easy for employees or users to report problems related to their computer devices and also see the status of these problems.
- All records are carried out in one application • which can be accessed by each user according to their role in the ticket flow.
- Searching for solutions to damage is easier • because each problem records in one application that can be accessed by all EDP division members.

A Helpdesk System A HOME # ADMN & DEDI Kode Teknie No Ticket Submit Reset My Active Assignment

Figure 18. My Assignment Interface

Figure 19. New Assignment Interface



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Based on the results of research and analysis carried out at PT Himalaya Everest Jaya, suggestions for development are needed, namely:

- This application system can be further developed, such as adding details of changing ticketing status, email connection.
- This application is not only used in web browsers, but can be used on mobile devices.
- Backup data to anticipate data loss/damage.
- Good cooperation between system users, so that the desired results and objectives in this application can be achieved.

VI. REFERENCES

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