Adib Aulia Rahmansyah, 2019. **Rancang Bangun Aplikasi Integrasi** *Helpdesk* **dalam Pencatatan dan Penanganan Insiden Server secara Otomatis berdasarkan Manajemen Insiden** *Framework* **ITIL V3 (Studi Kasus : PT PE).** Skripsi ini di bawah bimbingan Ira Puspitasari, S.T., M.T., Ph.D. dan Taufik, S.T., M.Kom. Program Studi S1 Sistem Informasi, Fakultas Sains dan Teknologi, Universitas Airlangga.

ABSTRAK

PT PE dalam proses bisnisnya, menerapkan Manajemen Insiden dalam menjalankan ITSM (*Information Technology Service Management*) dengan basis *framework* ITIL (*Information Technology Infrastructure Library*) versi 3. Namun dalam praktiknya, insiden khususnya yang berkaitan dengan insiden server tidak tercatat dengan baik dan ditangani secara lambat karena sistem penanganan insiden server masih menggunakan metode manual. Untuk menangani masalah tersebut, dibuatlah sistem bernama iReporter yang mengubah sistem penanganan insiden PT PE menjadi otomatis. Sistem iReporter berlandaskan *framework* ITIL versi 3 yang digunakan PT PE. Metode rancang bangun sistem dimulai dari identifikasi dan analisis kebutuhan PT PE. Setelah itu dilakukan perancangan sistem iReporter dan dilanjutkan pembangunan sistem. Sistem iReporter berhasil melalui serangkaian pengujian yang telah dilakukan berasarkan metode *functional testing*. Hasil pengujian dan evaluasi sistem iReporter sudah sesuai yang diharapkan. Hasilnya, sistem iReporter berhasil mengotomatisasi sistem penanganan insiden server PT PE sehingga insiden server tercatat dengan baik ke sistem *helpdesk* iTop dan insiden server ditangani lebih cepat dari sebelumnya. Namun sistem iReporter memiliki batasan khususnya dalam penanganan insiden *server* secara otomatis.

Kata kunci : ITSM, ITIL V3, Manajemen Insiden, *Server*

Adib Aulia Rahmansyah, 2019. **Software Engineering of Helpdesk Integration Application In Creating and Solving Ticket Incident Server Automatically Based On Incident Management ITIL V3 Framework (Study Case: PT PE).** *Thesis Under Guidance Of Ira Puspitasari, S.T., M.T., Ph.D. And Taufik, S.T., M.Kom. Major Of Information System, Bachelor Degree, Faculty Of Science And Technology, Airlangga University.*

ABSTRACT

PT PE in its business processes, implements Incident Management in running ITSM (Information Technology Service Management) on the basis of the ITIL (Information Technology Infrastructure Library) framework version 3. However, in practice, incidents specifically related to server incidents are not well recorded and are handled slowly because the server incident handling system is still using the manual method. To deal with this problem, a system called iReporter was created that changed the PT PE incident handling system to be automated. The iReporter system is based on the ITIL version 3 framework used by PT PE. The system design method starts from the identification and analysis of PT PE's needs. After that the iReporter system design is carried out and the system development continues. The iReporter system has succeeded through a series of tests that have been carried out based on functional testing methods. The results of testing and evaluating the iReporter system are as expected. As a result, the iReporter system succeeded in automating the PT PE server incident handling system so that server incidents are well documented to the iTop helpdesk system and server incidents are handled faster than before. However, the iReporter system has limitations, especially in handling server incident incidents automatically.

Keywords: ITSM, ITIL V3, Incident Management, Server