

ABSTRAK

PT Tirta Sriwijaya Maju (Perseroda) Palembang masih melakukan pelaporan kerusakan perangkat Information Technology (IT) melalui WhatsApp dan telepon sehingga data laporan, status penanganan, riwayat perbaikan, serta aset IT belum terdokumentasi secara terpusat. Penelitian ini bertujuan merancang dan membangun Sistem Informasi Information Technology Helpdesk berbasis Website menggunakan Framework Laravel. Metode pengembangan yang digunakan adalah Waterfall dengan perancangan sistem menggunakan Unified Modeling Language (UML). Sistem dikembangkan menggunakan Laravel dan basis data MySQL. Hasil penelitian berupa sistem yang mendukung pelaporan kerusakan perangkat IT, manajemen tiket, pencatatan tindakan perbaikan, pengelolaan aset IT, monitoring status penanganan, dan penyajian laporan operasional. Sistem ini meningkatkan efektivitas dan efisiensi layanan IT serta mendukung pengambilan keputusan melalui data yang tersimpan secara terpusat.

Kata Kunci : *Helpdesk , Laravel, Sistem Informasi, Ticketing, Information Technology.*

ABSTRACT

PT Tirta Sriwijaya Maju (Perseroda) Palembang still reports Information Technology (IT) equipment failures through WhatsApp and telephone, causing incident reports, handling status, repair history, and IT asset data to be inadequately centralized. This study aims to design and develop a web-based Information Technology Helpdesk Information System using the Laravel Framework. The system was developed using the Waterfall methodology, while system design employed Unified Modeling Language (UML). The application was implemented using Laravel with MySQL as the database. The resulting system supports IT incident reporting, ticket management, repair activity recording, IT asset management, handling status monitoring, and operational reporting. The system improves the effectiveness and efficiency of IT services while supporting managerial decision-making through centralized and well-managed data.

Keywords : Helpdesk , Laravel, Information System, Ticketing, Information Technology.