ABSTRAK

Proses penanganan *Trouble Ticket* pada PT Infrastruktur Telekomunikasi Indonesia sebelumnya masih dilakukan dengan bantuan *Smart Workforce Management* (SWFM) dan media komunikasi Telegram Bot. Meskipun proses tersebut dapat membantu koordinasi antara *Operation Monitoring Control* (OMC) dan teknisi, pencatatan data pekerjaan teknisi masih belum tersimpan secara terstruktur dalam *database*. Hal ini menyebabkan proses pemantauan, pencarian riwayat pekerjaan, dan penilaian kinerja teknisi belum dapat dilakukan secara objektif dan efisien. Oleh karena itu, penelitian ini bertujuan untuk merancang dan membangun Aplikasi Penilaian Kinerja Teknisi *Mobile Backup Power* dan *Technical Support* Berbasis Web pada Proses Penanganan *Trouble Ticket* di PT Infrastruktur Telekomunikasi Indonesia. Metode pengembangan sistem yang digunakan adalah metode *Waterfall*, yang terdiri dari tahap analisis kebutuhan, perancangan sistem, implementasi, pengujian, penerapan, dan pemeliharaan. Aplikasi ini dibangun menggunakan PHP, *MySQL*, HTML, CSS, *JavaScript*, dan XAMPP sebagai server lokal. Sistem yang dihasilkan memiliki tiga hak akses pengguna, yaitu Admin, OMC, dan Teknisi. Admin dapat mengelola data master dan melihat laporan kinerja teknisi, OMC dapat menginput data *Trouble Ticket* serta memantau pengerjaan teknisi, sedangkan Teknisi dapat memperbarui status pekerjaan mulai dari *respon, on site*, hingga selesai. Berdasarkan hasil pengujian menggunakan metode Black Box Testing, fitur-fitur utama aplikasi dapat berjalan sesuai dengan fungsi yang diharapkan. Dengan adanya aplikasi ini, proses pencatatan, pemantauan, pengelolaan data *Trouble Ticket*, serta penilaian kinerja teknisi dapat dilakukan secara lebih terstruktur, objektif, dan terukur.

Kata Kunci: Aplikasi, Penilaian Kinerja, Teknisi*, Trouble Ticket, Waterfall, Website*.

ABSTRACT

The Trouble Ticket handling process at PT Infrastruktur Telekomunikasi Indonesia was previously carried out with the support of Smart Workforce Management (SWFM) and Telegram Bot as a communication medium. Although this process helped coordination between Operation Monitoring Control (OMC) and technicians, technician work data had not been stored in a structured database. This condition made it difficult to monitor work progress, search work history, and assess technician performance objectively and efficiently. Therefore, this study aims to design and develop a Web-Based Performance Assessment Application for Mobile Backup Power and Technical Support Technicians in the Trouble Ticket Handling Process at PT Infrastruktur Telekomunikasi Indonesia. The system development method used in this study is the Waterfall method, which consists of requirement analysis, system design, implementation, testing, deployment, and maintenance stages. This application was developed using PHP, MySQL, HTML, CSS, JavaScript, and XAMPP as the local server. The developed system has three user access levels, namely Admin, OMC, and Technician. Admin can manage master data and view technician performance reports, OMC can input Trouble Ticket data and monitor technician work progress, while Technicians can update work status starting from response, on site, to completion. Based on the results of testing using the Black Box Testing method, the main features of the application worked according to the expected functions. With this application, the process of recording, monitoring, managing Trouble Ticket data, and assessing technician performance can be carried out in a more structured, objective, and measurable manner.

Keywords: Application, Performance Assessment, Technician, Trouble Ticket, Waterfall, Website.