ABSTRACT

E-TUTORIAL HELPDESK WEB-BASED IN INFORMATION SYSTEM CENTER DIVISION PT TELECOMMUNICATIONS INDONESIA TBK

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Helpdesk is one part of in Information System Center Division (ISC), PT Telkom Tbk having responsibility and duty as SPOC (Single Point Of Contact) to user. SPOC is interaction main gate between user with division of ISC. User served is internal user that is officer of Telkom's . Helpdesk having an grup is called as Helpdesk Agent or brief habit with HDA. All HDA must have enough knowledge about all applications ISC divison is called as Product Catalogue. Catalogue product is corps of applications detail utilized by user and managed by ISC.

Every applications in Catalogue Product have manual guidance. However, to studying it through manual guidance require very old time and sometimes difficult to understand. If there is new HDA will experience of a few constraint especially for the process of study of applications in catalogue product because all senior HDA have been occupied by report which accepted and supervisior helpdesk cannot always give tuition to all new HDA. For a while other beside, user always must served.

To answer the condition of above hence will be developed a study to HDA in the form of e-tutorial about product catalogue. With existence this application " E-TUTORIAL HELPDESK WEB-BASED IN INFORMATION SYSTEM CENTER DIVISION PT TELECOMMUNICATIONS INDONESIA TBK" expected all new HDA earn immediately know and master applications which in product catalogue.

Keyword : Helpdesk, Single Point Of Contact, product catalogue