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

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ABSTRACT

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

1. INTRODUCTION

1. 1 Background Problem

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.

1. 2 Study Objectives

The purpose of this research is to build an e-tutorial as a learning tool about the applications in the catalogue products for Helpdesk Agent (HDA).

While the goal is as follows:

1. Facilitate learning applications summarized in the product catalogue.
2. In order for the new HDA obtain preliminary information about the applications that are managed by ISC quickly and independently without

unobstructed space and time and do not interfere with busy handling of reports on Helpdesk.

1.2 Limition Problems

In order to achieve the goal of what has been disclosed, it is necessary to limit the problem for discussion not deviate from the object of research. Limitation of issues discussed include :

1. E-tutorials are summarized in the catalogue products includes Email, KYPAS, Notadinas, Remedy, and SRA.
2. Users of this application addressed to the HDA, especially newly joined HDA in the IS Center.
3. This application is made is an internal learning tool and created in the internet.
4. Software
   a. The operating system used by Microsoft Windows XP.
   b. Tools used to build this application is PHP and MySQL.
   c. Web browser Internet Explorer, Mozilla Firefox and Google Chrome.
5. Hardware
   a. The hardware used in building applications is the processor speed of at least 1.8 GHz, 512 MB RAM. 20 GB hard drive to store data as well as an Ethernet Card.
   b. The hardware used in accessing the application is processor speed of at least 1.5 GHz, 256 MB RAM, 4.3 GB hard drive and an Ethernet Card.
6. The method of analysis used in this application development based on structured data streams, where the tool used to describe the data model is Entity Relationship Diagram (ERD), whereas to describe the functional model of Diagram Context and Data Flow Diagrams (DFD).

2. MODELS, ANALYSIS, DESIGN, AND IMPLEMENTATION

2. 1 Procedure Adaptation For New HAD

Procedure process adaptation of new HDA is step process study of HDA concerning catalogue product. As for step process adaptation of new HDA, that is :

1. Supervisor give product catalogue manual guidance to every new HDA.
2. New HDA must know and learn through guidance manuals.
3. If the new HDA already know and study the manual, the product catalog manual is returned to the supervisor and then stored as an archive.
4. But if not new HDA obliged to study repeat all manual guide on Catalogue Product.

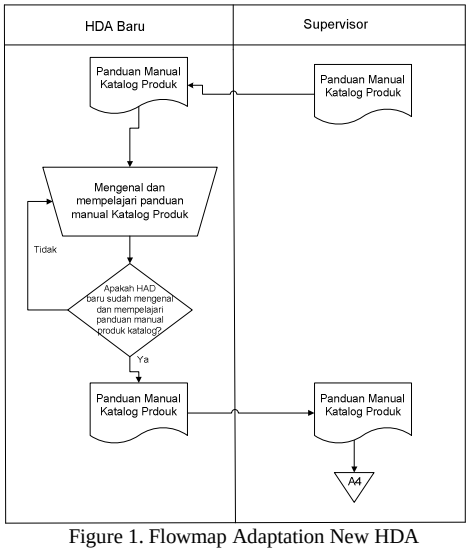


Figure 1. Flowmap Adaptation New HDA

2. 2 Procedure Process Complaint Handling

The procedure process complaint handling is the stage of the complaints handling process undertaken to solve solution of the user. The complaint handling process steps,, that is :

1. Users send a user complains to HDA.
2. HDA who receives the report will record and will conduct an investigation to dig a clearer description.
3. HDA then analyzed in order to complete its own report.
4. HDA confirm the solution to users who have been reported and the process for handling reports have been completed in full.

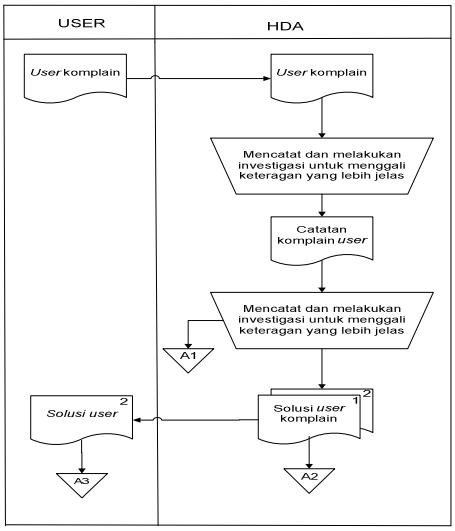


Figure 2. Flowmap Process Complaint Handling

2. 3 ERD (Entity Relation Diagram)

ERD is used to systematically describe the various entities and components of the present system of data and relationships between each of these entities. To see the connectedness between the existing entities will be described as :

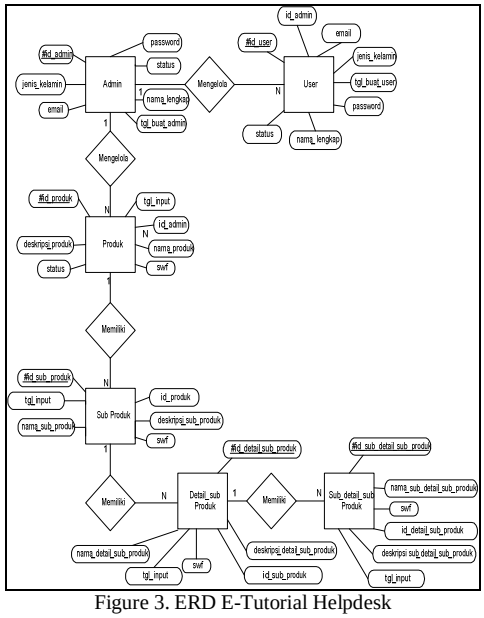


Figure 3. ERD E-Tutorial Helpdesk

2. 4 Context Diagram

The system built is described in broad outline by using a context diagram.

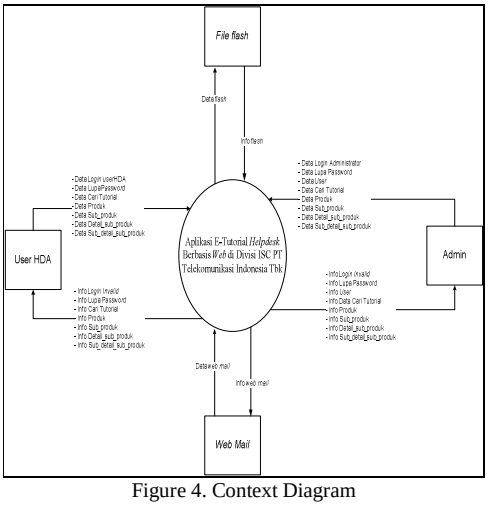


Figure 4. Context Diagram

2. 5 (DFD) Data Flow Diagram

From the diagram above context, the existing data flow in the system is described in more detail using the Data Flow Diagram.

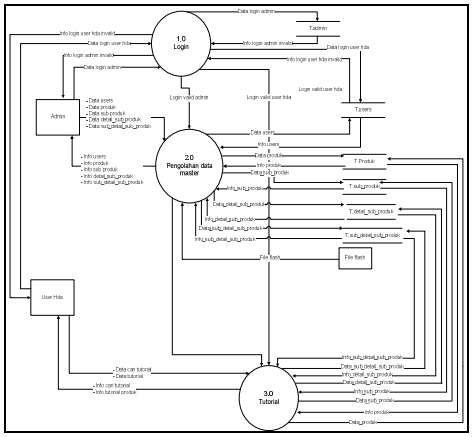


Figure 5 Data Flow Diagram

2. 6 Relation Schema

For drawing connectedness between tables in the system, use the following relation schema:

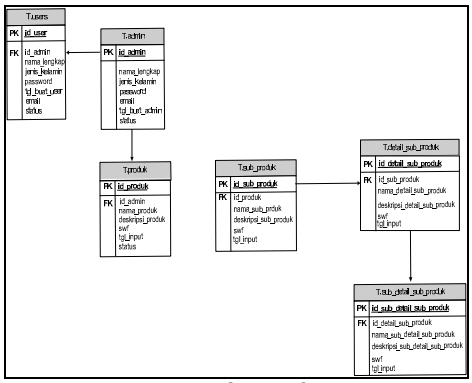


Figure 6. Relation Schema

3. RESULTS AND DISCUSSION

3.1 Testing

To ensure the implementation actually meets the needs of the conducted tests of the system. Tests performed by black box testing method that focuses on functional requirements of software.

3.2 Alpha Testing

Alpha testing is done by black box testing method which only focuses on the functional requirements only. After testing it can be concluded that :

1. Functionally, the system is able to produce the expected outputs
2. Functionally, the application was able to run properly on browsers such as Mozilla Firefox, Opera and Comodo

3.3 Beta Testing

Beta testing is testing where the testing is conducted objectively by making a questionnaire about assessing the users of applications built for next asked directly to the respondents.

Based on the results of beta testing, sought the percentage of each answer by using the formula:

Y=P/Q*100%

From beta testing can pull in the conclusion that this application easy to learn, fairly easy to use, this application has an interesting display interface and in addition the processes contained in the application can run well, but this application still has shortcomings in terms of security.

4. CONCLUSIONS AND SUGGESTIONS

From on the analysis and discussion that has been described in previous chapters, as follows :

1. Applications E-Tutorials Helpdesk ease to learning the applications that are summarized in the product catalogue.
2. Applications E-Helpdesk Tutorial help get early information about applications that are managed by ISC to new HDA.

Suggestions that could be offered based on the above conclusions are as follows :

1. Perform maintenance on the system is built.
2. Recommend to use antivirus programs are up to date. This is intended to prevent damage to programs or other data.

3. In developing the application of E-Helpdesk Tutorial developer is expected to improve the system both in terms of appearance and the deficiencies that exist in this system so that later the application is able to answer problems.
4. Every HDA is always open website E-Helpdesk Tutorial whether there was a report from a user or not.
5. The solver are encouraged to always update information on applications that are managed through the application.

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