ABSTRACT

The occurrence of errors in software and hardware used by employees PT.Pindad (persero) in the division that can interfere with work activities, making the orsis experiencing difficulties in implementing improvements or actions caused by the lack of effective and efficient help of the complaint, the constraints of time and distance between ORSIS division to another division and limited personnel to handle the problem or request.

In its implementation to achieve these goals, the steps undertaken in this study is collecting data, observation, analysis system using structured analysis and design method and implemented using PHP, with MySQL database and in modeling visually to build a solution in software engineering by using Microsoft visio 2007 and Dreamweaver.

This helpdesk system as a means of reporting errors or requests related to repair damage to software or hardware. This helpdesk information systems in the wake is expected to assist the user in the reporting of error or damage quickly.

Key words: Systems, Information, Helpdesk, PT.Pindad