ABSTRACT

PEMBANGUNAN *TROUBLE TICKET SYSTEM* BERBASIS WEB PADA DIREKTORAT TIK UPI

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Directorate of Information and Communication Technology as a result of the new institute merging several Technical Implementation Unit which has a vital role for Universitas Pendidikan Indonesia, this was due to become the backbone of information technology governance of the university system to university governance good, transparent and accountable. In addition to being the backbone of the organization's governance, the Directorate of ICT should provide optimum services for UPI academic activities both in the field of information systems service, maintenance and service network owned internet access.

Information Technology Service Management is a method of managing information technology systems is philosophically centered on the consumer's perspective of IT services to business enterprises. At present many companies are using IT service management to support their company

To be able make Universitas Pendidikan Indonesia to a good university governance, transparent and accountable, there was made a trouble ticket system application to be able to implement IT service management so that they can meet academic services for UPI, and all problems related to information technology and communications UPI can be solved in the environment by ICT Directorate..

Keyword : Technology Information , Service, Governance