ABSTRACT

BUILD APPLICATION MANAJEMEN HCR

(HARDWARE CHANGE REQUEST) IN PT INDOSAT TBK

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PT Indosat Tbk is a telecommunication company that has been serving customers with 2G and 3G technology. Repairing damage hardware HCR (Hardware Change Request) is an effort give network to provide best service to users. System running right now are not effective and efficient, problems 2G and 3G project area west java consist 2G Nokia, 2G Ericcson, and 3G Ericcson has a different form HCR request. List execution HCR that given is not only in central office but to branch offices also. Presentation report HCR be recapitulated twice work and not up to date like desire of manager. For overcome the problem of HCR information in PT Indosat Tbk area of West Java require a Application management HCR (Hardware Change Request) used to manage HCR and facilitate the team to get information relevant with work assignments each team.

This application build with a method of development system called Waterfall and develop by object-oriented programming language. This application is presented by using UML for general description of system, And for data base, is presented by ERD (Entity Relationship Diagram). This application is based webbase to be implemented on the intranet. While database use MySQL and programming language use PHP.

Testing system consisting of alpha testing where the testing is black box testing method that focuses on functional requirements and testing beta software is field testing by giving questionnaires to employee and manager company. From the test results it can be concluded that system built has been processing input to ouput as needed PT Indosat Tbk area West Java for ease manage HCR and maximize improvement a HCR in optimizing the network telecommunications.

Keyword **:** *Telecommunication, 2G, 3G, Hardware Change Request, Information, Waterfall, MySQL, PHP, Indosat.*