ABSTRACT

INFORMATION SYSTEMS DEVELOPMENT SERVICES OF SENTRAL TELEPON OTOMAT (STO) IN PT. TELKOM INDONESIA REGION BANDUNG CITY.

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PT. Telkom Indonesia Customer Care Division is a division of PT. Telkom Indonesia in charge of managing the customer service one of which data processing in the proses of development of telephone exchange service. One problem encountered is not available phone lines due to limited information on the number of customers with connection capacity Automatic Telephone Central. The data managed by this division is still using a physical document, it is difficult for employees to record the telephone exchange service and a central estimate which need to be developed.

Solution can be proposed to address the problems faced by building an information system capable of providing information quickly and accurately in order to provide the best service to customers.

Information systems based on client server provides many advantages compared with the data processing is done manually, in this case the form of handwriting techniques. The advantage given them more easily run data processing and data search process is also easier. The system is built with the waterfall method of study, consisting of the analysis phase is carried out observation of the issues to be addressed. Design phases is the process of translating the data has been analyzed. The next stage of coding is a problem solver that has been designed to be implemented in programming languages. Programming languages used are PHP and using MySQL as database server. Later stages of testing that is where the testingof application you have created is as expected and then performed maintenance for future development.

Based on the results of the alpha and betha testing is done on the system, it is known that the employee is easier to process data on the development of telephone exchange service in comparison with the manual system used previously.

Keywords: STO, Information Systems, Client-Server, Waterfall.