

## **ABSTRACT**

*MDF Kandatel Kopo Bandung, was one of Telkom Central branch which has 250 new Speedy connection requests per month or 8-9 PSB per day (2009). The MDF employee must record customer transaction and data, which is done only by 2 employees. The employees must also perform the jumpering the process of in accordance with the transaction was undertaken. Installed capacity at the MDF connection is 40 thousand connections, which means so many port connections that must be managed to keep the channel run well. Therefore, employees are difficult to identify the location of device port that will be done according to the transaction and slow down the process of jumpering. The process for one transaction can take about 1 hour. In addition, there are many internship participants in the MDF, which is difficult for employees to monitor the activities and gives an performance assessment of internship participants.*

*Therefore, a special information system for management purposes at the MDF is required, to manage device data, customer data, internship participants and its performance in MDF, the transaction data done by MDF. This information system was designed and developed using Joint Application Development (JAD) method in order to comply to the requirments of the user.*

*Information system developed is able to facilitate the employee in the MDF to search the port data, input customer and transactions data, monitor the activities of internship participants, and inform the predicted cable length.*

**Keywords:** *Main Distribution Frame (MDF), Joint Application Development (JAD), Jumper, Port, Local Area Network (LAN).*