ABSTRACT

PT Lestari Banten Energi is a company engaged in the industrial sector. PT Lestari Banten Energi officially operated in 2017 and is part of the Genting Group. PT Lestari Banten Energi is a Steam Power Plant with a capacity of 660 MW.

PT Lestari Banten Energi has many positions, one of which is the Technician III - IT. His job is to overcome problems related to information technology (IT) devices that exist in the corporate environment. In carrying out their duties, the Technician III - IT has a problem that is reporting problems related to IT devices from employees in other divisions not being conveyed properly. This is because the reporting system is done manually by using cable telephone or by face to face directly. In addition, Technician III – IT employees are not always in his room and causing many reports from IT Support that are not delivered. The recording of employee complaints still uses paper. This can cause waste of paper resources.

From these problems, it is necessary to have a system or application developed with the aim of helping IT Support to manage reports related to IT issues, as well as assisting employees from other divisions in reporting problems related to IT devices. Ticketing Help desk which named as Genesys is an application that is used to accommodate all problems related to IT devices in the company. By using this application, IT Support can quickly give information related to IT issues to Technician III – IT to solve the problem.

The Genesys application will be developed using codeigniter framework and MySQL database. The method that used in this research is extreme programming. Extreme programming is an application development method that is efficient, fast, and flexible, also suitable for small team and a small scope problem. By using extreme programming methods, features that can help IT Support as an admin in the Genesys application include ticket management features, employee management features, and configuration features for managing ticket services that used by employees and Technician III – IT.

Keywords: Help Desk Ticketing, Extreme Programming, Website Application Development.