

## **ABSTRACT**

*PT Lestari Banten Energi is a company engaged in the industrial sector. PT Lestari Banten Energi officially operates on March 28 2017 and is part of the Genting Group. PT Lestari Banten Energi is a Steam Power Plant (PLTU) company with a capacity of 660 MW.*

*PT Lestari Banten Energi has many positions, one of which is Technician III-IT. His job is to overcome problems related to Information Technology (IT) devices in the company. Technician III - IT employees experienced problems while carrying out their duties, namely reporting problems related to IT devices from employees not being conveyed properly. This is because the reporting process is still simple, using a landline telephone or face to face. Because of his job, Technician III - IT is not always in his room, causing many reports from IT Support that are not delivered and require a long time in overcoming the reported problem.*

*Based on these problems, it is necessary to develop a website-based help desk ticketing application with the aim of helping Technician III-IT employees, especially in the role of technicians in providing information and managing reports related to IT device problems quickly and accurately, named Genesys. The Genesys application was developed using a codeigniter framework and a MySQL database. This application was developed by adopting the agile concept and the method used in this study is extreme programming.*

*Extreme programming method is an application development method that is efficient, fast and flexible and is suitable for application development on a small scale and can be completed by a small team. In addition, extreme programming focuses on increasing customer satisfaction by anticipating any changes in customer needs that are fast and unpredictable. With the extreme programming method, the Genesys application is generated on the role of the technician with features that can respond to tickets assigned by IT Support to the technician, making it easier for the technician to update the ticket completion status, and the technician can change the ticket category accordingly if the user incorrectly inputs the ticket category.*

*Keywords: Ticketing Help desk, Extreme Programming, Website Application Development, agile*