

ABSTRACT

MyIndihome Technician is an application used to monitor the work of technicians and technicians must complete the work within the specified timeframe. So that technicians are not constrained by the MyIndihome Technician application, PT. Neuronworks Indonesia provides a Maintenance Support Operational Services division that oversees the MyIndihome Technician operational team in carrying out support and maintenance on the MyIndihome Technician application. The MyIndihome Technician operational team provides technical support for several other applications used in the MyIndihome Technician application, namely Identity Management Technician (IDMT) and Online Acceptance Test (UT Online).

In carrying out an internship for 2 semesters at PT. Neuronworks Indonesia, has successfully completed 4407 cases. The most cases were in June as many as 1849 cases. And the case that often appears is ODP straightening because of the difference in ODP that has been determined during the installation of indihome and ODP services used by technicians.

Keywords: MyIndihome Technician, Identity Management Technician, UT Online