ABSTRACT

INDIHOME SERVICE DISMANTLING INFORMATION SYSTEM WITH PROTOTYPING METHOD USING YII FRAMEWORK

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An organization or company requires management of its assets. Telkom as a state-owned company (State-Owned Enterprise) which is engaged in information and communication technology services and telecommunications networks in Indonesia has many assets spread throughout Indonesia. In managing one of its products, namely IndiHome, Telkom needs to do one of the important jobs, namely dismantling or removing NTE (Network Terminal Equipment) assets at the homes of customers who stop subscribing to IndiHome services, which is commonly called dismantling. However, there are still difficulties in managing the dismantling of the IndiHome service so that the reports are often inaccurate. This is also due to the fact that dismantling requests by customers can be submitted through various channels, including the dismantling channel for IndiHome services through the call center, dismantling channels for IndiHome services through PT. INTI, or channel dismantling IndiHome services through PT. TA (Telkom Access). For this reason, this final project research will build an information system design and information system features, especially in planning the dismantling of Indihome services. One method to make it easier to identify process problems in a company quickly is the Prototyping method which is divided into five stages, namely communication, rapid planning, rapid design models, prototyping, and deployment and feedback. This method is the right choice because in general this method is chosen because of the limited time for discussion with the resource persons, the limited time for analysis and complex design of the company's system and the confidentiality of company data. The designed information system can facilitate the planning of dismantling IndiHome services so that the Service Manager does not have to plan the dismantling of IndiHome services from the many dismantling service channels. The feature is also able to ensure the accuracy of the address, contact person and schedule of revocation with the customer so that the technician can carry out the revocation to the customer's house according to the schedule and the right address.

Keywords: *Asset, Planning, Dismantling, Prototyping, Yii Framework*