ABSTRACT

Information Technology Research and Services Unit (RiYanTI) is a part of the IT Center Directorate (PuTI) which is responsible for technology quality management, content management, and user services that receives complaints about technological infrastructure constraints experienced by the Telkom university community. The large number of services provided by PuTI caused RiYanTI to receive many complaints (incident tickets) and requests, this caused long queues for handling complaints and requests (tickets). The impact of long ticket queues causes a long time for handling problems or complaints from the Telkom university community this can lead to quality performance or SLA (Service Level Agreement) are not met, this is what causes the findings when an ISO 20000-1 audit is carried out which is a standard or guideline for IT service management systems in Puti. Not only has an impact on the SLA, the length of the ticket queue also has an impact on the disruption of application development because existing resources are used to complete tickets so that it is likely to produce an unstable application which will trigger an increase in the number of tickets received by RiYanTI. Therefore the solution given is to build a recommender system that can provide recommendations for problem solving solutions based on completed ticket data. The filtering method used is Content Based filtering and the evaluation process is carried out by calculating precision, recall, and F1-Score to observe the accuracy of the filtering recommendations and do User Testing (User Judgment) to see whether the system built is appropriate and able to provide solutions to user.

Keyword : SLA,*recommender system*, *content based filtering,user testing*