

ABSTRACT

With the development of data processing application technology in monitoring and handling royal incidents that facilitate and meet the needs of employees in the scope of work as a means of supporting work efficiently and can help cut time and improve the quality of work. Therefore, the ODE 4 Tools application was created to help data and information processing work, the ODE 4 Tools application functions for data storage, change management or version control which is expected to help employees in ODE 4 in monitoring and handling incidents. Before making ODE 4 Tools, a Customer Requirement Specification document was created first which contained a request for specifications of user needs, objectives and features of the system made for reference materials between developers and users which are expected to be able to facilitate application development in the next stage.

Keywords: technology, application, data, monitoring, handling incident