

ABSTRACT

Academic Information Technology Development in the Data Management division is tasked with resolving incoming tickets related to IT service requests and complaints within the Telkom University Academic scope. In the ticketing, there are requests and complaints that are the same and repeated. For this reason, incoming requests and complaints are grouped based on the type of problem and visualized in the form of a dashboard. Analysis of the dashboard aims to provide recommendations for handling recurring ticketing in Academic Information Technology Product Development. The results of the analysis show that there are ten types of problems related to data requests and seven types of problems related to complaints. From the grouping, the five most recurring types of problems are student data, PLO CLO data, course data, changing thesis title and adding TA/PA access. Handling recommendations to minimize recurring admission of the five highest problem types include the addition of an export feature to Excel for student data requests, PLO CLO data and course data added features that can be accessed by users who have access rights. For complaints about changing the thesis title, it is recommended to add a SK reset feature to the master thesis application accessed by the Faculty Academic Services. Meanwhile, for complaints about adding TA / PA access, further coordination is needed with the Telkom University Academic Department.

Keywords: Dashboard, Ticketing, Academic