

ABSTRACT

IT device failure reporting at PT Kereta Cepat Indonesia China was previously carried out manually using WhatsApp and Excel, which often led to data recording errors. This study aims to design a web-based reporting system using a User-Centered Design approach to improve efficiency and meet user needs. The system was evaluated using Black Box Testing, User Acceptance Test (UAT), and Google Lighthouse. The results show that all features functioned properly, with average Lighthouse scores of: Performance 96,13; Accessibility 91,60; Best Practices 96,60; and SEO 89,80; The system successfully improves data recording accuracy and reporting process efficiency.

Keywords: Reporting System, User-Centered Design, UAT, Black Box Testing, Lighthouse