

ABSTRACT

Recurring issues in IT services require a systematic approach to prevent similar problems from happening again and to ensure the optimal availability of services. Therefore, this study aims to design and develop a Problem Management (PM) application to assist the service desk team at PuTI (Center for Information Technology) in managing incidents, identifying root causes, and formulating long-term solutions. The development method used is a front-end approach based on Angular v8, integrated with a backend API. The main features of the application include problem reporting, classification by category, objective, service, CI origin, resolution, status, and priority, as well as a chatbot for quick problem search and follow-up tracking. Testing results show that the application improves the effectiveness of problem tracking, accelerates root cause identification, and supports collaboration among executors in formulating solutions. This application also contributes to enhanced problem knowledge documentation that can be utilized to prevent the recurrence of issues. This study concludes that a structured Problem Management system supports IT service objectives by providing preventive solutions and strengthening overall service management.

Keywords: IT Services, Service Management, Long-Term Solutions, Angular V8, Web Application