

DAFTAR ISI

ABSTRAK	ii
<i>ABSTRACT</i>	iii
LEMBAR PENGESAHAN	iv
LEMBAR PERNYATAAN ORISINALITAS	v
KATA PENGANTAR	vi
DAFTAR ISI	i
DAFTAR GAMBAR	v
DAFTAR TABEL	viii
DAFTAR LAMPIRAN	x
DAFTAR ISTILAH	xi
Bab I PENDAHULUAN	1
I.1 Latar Belakang.....	1
I.2 Perumusan Masalah.....	4
I.3 Tujuan Penelitian.....	4
I.4 Manfaat Penelitian.....	5
I.5 Batasan Penelitian	5
I.6 Sistematika Laporan	6
Bab II TINJAUAN PUSTAKA.....	7
II.1 Logistik.....	7
II.2 Aplikasi <i>Website</i>	9
II.3 <i>Service Management</i>	10
II.4 <i>System Development Life Cycle (SDLC)</i>	11
II.4.1 <i>Waterfall</i>	11
II.4.2 <i>Extreme Programming (XP)</i>	12
II.4.3 <i>Prototyping</i>	13

II.5	<i>Unified Modelling Language (UML)</i>	14
II.5.1	<i>Use Case Diagram</i>	15
II.5.2	<i>Activity Diagram</i>	16
II.5.3	<i>Sequence Diagram</i>	17
II.5.4	<i>Class Diagram</i>	18
II.5.5	<i>Deployment Diagram</i>	18
II.6	<i>Framework Laravel</i>	19
II.7	<i>Usability Testing</i>	20
II.8	<i>Blackbox Testing</i>	21
II.9	<i>System Usability Scale (SUS)</i>	21
II.10	<i>Systematic Literature Review (SLR)</i>	24
II.10.1	<i>Model PRISMA</i>	25
II.10.2	<i>Penelitian Terdahulu</i>	27
II.11	<i>Alasan Pemilihan Metode Pengembangan</i>	30
Bab III	METODE PENYELESAIAN MASALAH	32
III.1	<i>Kerangka Berpikir</i>	32
III.2	<i>Sistematika Penyelesaian Masalah</i>	34
III.2.1	<i>Initial Planning</i>	35
III.2.2	<i>Design</i>	36
III.2.3	<i>Prototyping</i>	36
III.2.4	<i>User Evaluation</i>	36
III.2.5	<i>Development</i>	36
III.2.6	<i>Testing</i>	37
Bab IV	PENYELESAIAN MASALAH	38
IV.1	<i>Pengumpulan Data</i>	38
IV.2	<i>Tahap Initial Planning</i>	39

IV.2.1	Analisis Proses Bisnis <i>Targeting</i>	39
IV.2.2	Analisis Kebutuhan Fungsional	42
IV.2.3	Analisis Kebutuhan Nonfungsional	46
IV.2.4	Analisis Aktor	47
IV.3	Tahap <i>Design</i>	49
IV.3.1	<i>Use Case Diagram</i>	50
IV.3.2	<i>Use Case Scenario</i>	51
IV.3.3	<i>Activity Diagram</i>	61
IV.3.4	<i>Sequence Diagram</i>	73
IV.3.5	<i>Class Diagram</i>	83
IV.3.6	<i>Deployment Diagram</i>	84
IV.3.7	Membuat <i>Wireframe</i>	84
IV.3.8	Membuat <i>Design Low Fidelity (Lo-Fi)</i>	85
IV.3.9	Membuat <i>Design High Fidelity (Hi-Fi)</i>	97
IV.4	Tahap <i>Prototyping</i>	109
IV.5	Tahap <i>User Evaluation</i>	110
IV.6	Pengembangan Sistem	110
IV.6.1	<i>Landing Page</i>	110
IV.6.2	<i>Login</i>	111
IV.6.3	<i>Dashboard Admin</i>	112
IV.6.4	<i>Approval Akun LSP</i>	113
IV.6.5	Master Data Kontainer	114
IV.6.6	Master Data Layanan	115
IV.6.7	Master Data Kategori Barang.....	116
IV.6.8	Manajemen Komplain.....	118
IV.6.9	<i>Frequently Asked Questions (FAQ)</i>	119

Bab V	VALIDASI DAN IMPLIKASI	120
V.1	<i>Blackbox Testing</i> Iterasi Pertama	120
V.2	<i>Usability Testing</i> Iterasi Pertama.....	123
V.3	<i>System Usability Scale</i> Iterasi Pertama.....	125
V.4	Perbaikan Berdasarkan <i>Feedback</i> Iterasi Pertama	126
V.5	Evaluasi	132
V.6	<i>Deployment</i>	133
Bab VI	KESIMPULAN DAN SARAN	134
VI.1	Kesimpulan	134
VI.2	Saran	134
Daftar Pustaka		136
Lampiran		142