

SISTEM *MONITORING* TIKET PELAYANAN ADUAN GANGGUAN INTERNET DI PT. LINTAS DATA PRIMA

Irfan Fauzi¹, Choerun Asnawi²

INTISARI

Latar Belakang: Penanganan aduan gangguan internet di PT. Lintas Data Prima masih manual, menyebabkan *delay* dan kurangnya transparansi, berpotensi menurunkan kepuasan pelanggan. Penelitian ini mengembangkan sistem *monitoring* tiket berbasis web untuk digitalisasi proses tersebut.

Tujuan: Mempercepat respons, meningkatkan akurasi informasi, dan menciptakan alur kerja yang transparan bagi admin, teknisi, dan pelanggan melalui sistem *monitoring* tiket.

Metode Penelitian: Menggunakan pendekatan rancang-bangun. Identifikasi masalah dan analisis kebutuhan dilakukan melalui studi literatur, observasi, dan wawancara. Perancangan meliputi *UML diagrams* dan desain UI. Implementasi menggunakan Python (Django) dan MySQL. Pengujian fungsionalitas dilakukan dengan *black-box testing*, diikuti evaluasi dan penyempurnaan.

Hasil: Sistem TicketApp berhasil diimplementasikan, menunjukkan fungsionalitas optimal dalam pengelolaan pengguna, pencatatan, pelacakan, dan penugasan tiket aduan. Pengujian *black-box* dari 45 kasus uji menghasilkan 35 kasus lulus (77,78%) dan 10 kasus gagal (22,22%), mengonfirmasi kinerja sistem yang meningkatkan efisiensi operasional dan visibilitas pelanggan.

Kesimpulan: Sistem *monitoring* tiket ini berhasil mentransformasi penanganan aduan pelanggan di PT. Lintas Data Prima menjadi digital dan terstruktur. Ini secara signifikan mempercepat proses, meningkatkan akurasi data, dan memberikan transparansi, menegaskan solusi efektif untuk kualitas layanan dan efisiensi operasional.

Kata-kunci: Sistem *Monitoring*, Gangguan Internet, Django, MySQL, ISP

¹ Mahasiswa Informatika (S-1) Universitas Jenderal Achmad Yani Yogyakarta

² Dosen Informatika (S-1) Universitas Jenderal Achmad Yani Yogyakarta

INTERNET SERVICE COMPLAINT TICKET MONITORING SYSTEM AT PT. LINTAS DATA PRIMA

Irfan Fauzi¹, Choerun Asnawi²

ABSTRACT

Background: The manual handling of internet service complaints at PT. Lintas Data Prima results in delays and a lack of transparency, potentially diminishing customer satisfaction. This research addresses this by developing a web-based ticket monitoring system to digitalize the complaint management process.

Objective: The primary objective is to accelerate response times, enhance information accuracy, and establish a transparent workflow for administrators, technicians, and customers through the implemented ticket monitoring system.

Method: A design-build approach was employed. Problem identification and requirements analysis were conducted through literature review, observation, and interviews. Design included UML diagrams and UI. Implementation utilized Python (Django) and MySQL. Functional testing was performed using black-box testing, followed by evaluation and refinement.

Result: The TicketApp system was successfully implemented, demonstrating optimal functionality in user management, complaint ticket recording, tracking, and assignment. Black-box testing results, from 45 test cases, indicated 35 successful passes (77.78%) and 10 failures (22.22%), confirming the system's performance in enhancing operational efficiency and customer visibility.

Conclusion: This ticket monitoring system successfully transformed customer complaint handling at PT. Lintas Data Prima into a digital and structured process. It significantly accelerates resolution, improves data accuracy, and provides transparency, affirming an effective solution for service quality and operational efficiency.

Keywords: Monitoring System, Internet Disruption, Django, MySQL, ISP

¹ Mahasiswa Informatika (S-1) Universitas Jenderal Achmad Yani Yogyakarta

² Dosen Informatika (S-1) Universitas Jenderal Achmad Yani Yogyakarta