

## DAFTAR ISI

HALAMAN JUDUL.....	i
LEMBAR PENGESAHAN TUGAS AKHIR .....	ii
LEMBAR PERNYATAAN KEASLIAN .....	iv
ABSTRAK .....	v
KATA PENGANTAR.....	vii
DAFTAR ISI.....	x
DAFTAR GAMBAR .....	xiv
DAFTAR TABEL.....	xvii
<b>BAB I PENDAHULUAN .....</b>	<b>1</b>
1.1 Latar Belakang .....	1
1.2 Identifikasi Masalah .....	5
1.3 Tujuan Penelitian.....	5
1.4 Batasan Masalah.....	6
1.5 Manfaat Penelitian.....	6
1.6 Metodologi .....	7
1.7 Jadwal .....	10
<b>BAB II LANDASAN TEORI.....</b>	<b>11</b>
2.1 Service Desk .....	11
2.2 Information Technology Infrastructure Library (ITIL) .....	12
2.2.1 ITIL Service Support .....	14
2.2.2 ITIL Service Support .....	15
2.3 Metode Gap Analysis .....	22
2.3.1 Gap Analysis (Manajemen Konsep) .....	23
2.3.2 Gap Analysis (Teknologi Informasi Konsep) .....	25
2.4 PHP. ....	27

2.4.1 Kelebihan.....	28
2.4.2 Cara Kerja PHP .....	29
2.5 Web Server .....	29
2.6 jQuery.....	30
2.7 Database Management System .....	31
2.7.1 MYSQL.....	31
2.8 Extreme Programming.....	32
2.8.1 Tahapan-tahapan kerangka kerja Extreme Programming .....	35
2.8.2 Penerapan Extreme Programming .....	36
2.8.2 Keuntungan dan Kerugian .....	38
2.9 UML.....	38
2.9.1 Use Case Diagram .....	42
2.9.2 Class Diagram .....	43
2.9.3 State Machine Diagram .....	45
2.9.4 Activity Diagram .....	46
2.9.5 Sequence Diagram.....	46
2.9.6 Collaboration Diagram .....	47
2.9.7 Component Diagram.....	47
2.9.8 Deployment Diagram .....	48
2.10 Bisnis Proses Modeling Notation (BPMN).....	49

**BAB III GAMBARAN UMUM DAN KERANGKA PEMIKIRAN..... 50**

3.1 Gambaran Umum Perusahaan .....	50
3.1.1 PT. Rendez Indonesia.....	50
3.1.2 Visi .....	50
3.1.3 Misi.....	50
3.1.4 Struktur Organisasi.....	51
3.1.5 Departemen ICT .....	52
3.2 Proses Bisnis .....	53
3.3 Analisa Masalah .....	56

3.3.1 Analisa Kondisi Service Desk Saat Ini .....	57
3.3.2 Analisa Kondisi yang diharapkan Sesuai Kerangka Kerja ITIL59	
3.3.3 GAP Analisis Service Desk Saat ini dengan ITIL .....	60
3.3.4 Service Level Agreement .....	68
3.4 Kerangka Pemikiran .....	75

## **BAB IV HASIL DAN PEMBAHASAN ..... 78**

4.1 Rencana Solusi Pemecahan Masalah .....	78
4.1.1 Use Case Diagram .....	78
4.1.2 Class Diagram .....	80
4.1.3 Activity Diagram .....	81
4.1.3.1 Activity Diagram Client.....	82
4.1.3.2 Activity Diagram First Line Support .....	83
4.1.3.3 Activity Diagram Second Line Support .....	85
4.1.3.4 Activity Diagram ICT Manager.....	87
4.1.4 Sequence Diagram.....	88
4.1.4.1 Sequence Diagram Login.....	88
4.1.4.2 Sequence Diagram Create Ticket.....	89
4.1.4.3 Sequence Diagram Pemenuhan Permintaan.....	91
4.1.4.2 Sequence Diagram Report .....	93
4.1.5 State Machine Diagram .....	94
4.1.5.1 State Machine Diagram Client.....	94
4.1.5.2 State Machine Diagram First Line & Second Line Support .....	95
4.1.5.3 State Machine Diagram ICT Manager .....	97
4.1.6 Collaboration Diagram .....	98
4.1.7 Component Diagram.....	99
4.1.6 Deployment Diagram .....	100
4.1.9 BPMN Diagram.....	101
4.2 Implementasi Sistem .....	102

4.2.1 Form Login.....	102
4.2.2 Menu Utama User (Penguna) .....	104
4.2.2.1 Tampilan Depan (Home) .....	104
4.2.2.2 Tampilan Menu Ticket.....	106
4.2.2.3 Form Create Ticket .....	107
4.2.2.4 View dan Update Ticket .....	108
4.2.2.5 Menu Knowledge Base .....	109
4.2.3 Menu Utama First Line Support .....	111
4.2.3.1 Tampilan Depan (Home) .....	111
4.2.3.2 Form Proses Ticket .....	113
4.2.3.3 View dan Update Ticket .....	116
4.2.3.4 Menu Knowledge Base .....	118
4.2.4 Menu Utama Second Line Support.....	120
4.2.4.1 Tampilan Depan (Home) .....	120
4.2.4.2 Form Proses Ticket .....	121
4.2.4.3 Menu Knowledge Base .....	122
4.2.5 Menu Utama ICT Manager.....	124
4.2.5.1 Tampilan Depan (Home) .....	124
4.2.5.2 Menu Report .....	126
4.2.5.3 Menu Setup.....	130
4.2.5.3.1 Setup Data User .....	130
4.2.5.3.1 Setup Data Perusahaan .....	131
4.3 Pengujian Sistem .....	132
<b>BAB V KESIMPULAN DAN SARAN.....</b>	<b>134</b>
5.1 Kesimpulan.....	134
5.2 Saran.....	135
5.3 Keterbatasan Skripsi.....	136

<b>DAFTAR PUSTAKA .....</b>	<b>137</b>
<b>DAFTAR RIWAYAT HIDUP .....</b>	<b>138</b>
<b>LAMPIRAN</b>	