WAWANCARA

Wawancara I

Responden   : Kiki Rahman Hakim

Jabatan   : Head Of ICT

Penanya   : Sahat Firmanton Purba

Tema   : Prosedur Sistem Berjalan

Tujuan   : Mengetahui tentang prosedur sistem berjalan dalam proses penyampaian permasalahan (pemenuhan permintaan) oleh *user* kepada ICT Support dan Mengetahui proses atau sistem yang diharapkan terkait pemenuhan permintaan dan manajemen insiden

Point utama wawancara :

1. Bagaimana prosedur sistem yang saat ini berjalan dalam proses penyampaian permasalahan pada Departemen ICT ?

2. Adakah target atau acuan yang dijadikan alat ukur, untuk mengukur kualitas kinerja dan pelayanan TI pada departemen ICT saat ini ?,

3. Jika tidak ada, menurut anda, apakah perlu ditetapkan sebuah acuan sebagai alat ukur guna meningkatkan kualitas pelayanan TI ?

4. Bagian apa sajakah yang terkait didalam penyampaian permasalahan tersebut ?

5. Apakah perlu pembagian tugas dalam menangani masalah dalam ICT ?

6. Bagaimana proses dari setiap penanganan insiden saat ini ?

7. Service desk seperti apa yang diharapkan dalam setiap penanganan masalah ?

8. Perlukah sistem penyampaian masalah yang saat ini berjalan diperbaharui ?

9. Menurut anda, pembaharuan sistem seperti apa yang tepat untuk proses penyampaian permasalahan ini ?

10. Apakah prosedur yang ada saat ini diberlakukan di / oleh ICT PT. RENDEZ INDONESIA mempermudah komunikasi *user* dengan helpdesk ?

11. Apakah sistem dan prosedur di ICT terdokumentasi secara eksplisit ?

12. Menurut anda, apakah perlu pendokumentasian dari setiap insiden yang ada beserta solusinya ? ,mengapa ?

13. Tools apa yang digunakan dalam menyampaikan setiap permasalahan ?, dan apa kendalanya ?

14. Tools seperti apa yang diharapkan untuk mempermudah user dalam menyampaikan setiap permasalahan ?

15. Menurut anda, apakah perlu ditetapkan sebuah acuan sebagai alat ukur kinerja pelayanan ICT. Yang seperti apa ?

Hasil Wawancara

Dari hasil wawancara antara penulis dan Head of ICT, Kiki Rahman Hakim, didapati beberapa resume yaitu :

1. Hal pertama yang harus dilakukan oleh pengguna ketika menemui permasalahan seputar TI, baik software, hardware, email, sistem, jaringan adalah dengan menghubungi bagian ICT. Dengan cara men-dial nomor telepon ICT. Pengguna mendeskripsikan permasalahan mereka kepada Staff ICT Support, untuk kemudia diterima oleh ICT Support tersebut. ICT support tidak melakukan pencatatan secara sistematis, melainkan hanya dicatat secara manual di komputer mereka masing-masing. Dan setelah permasalahan tersebut sudah jelas, tim ICT menindaklanjuti permasalahan tersebut, jika tidak dapat diselesaikan, permasalahan di follow-up ke ICT engineer. Setelah permasalahan selesai maka tim ICT memberikan info kepada pengguna menggunakan telephone.

2. Tidak ada

3. Perlu

4. Semua bagian, divisi atau pekerja, dalam hal ini disebut pengguna, yang membantu menjalankan roda perusahaan ini, berhak mendapatkan pelayanan TI jika menemui kendala perihal TI.

5. Perlu, agar peran dan tanggung jawab ICT lebih jelas.

6. Proses yang berjalan dan prosedur saat ini masih belum tetap. Belum ada standar baku yang menjadi acuan dalam setiap pelaporan dan penanganan masalah.

7. Service desk yang bersifat proaktif, yaitu bekerja tidak hanya berdasarkan jika ada laporan dari user, tetapi harus lebih aktif terhadap pelayanan TI kepada end user.

8. Perlu, sehingga proses dan prosedur menjadi lebih jelas dan pelayanan menjadi lebih proaktif.

9. Sistem harus mampu mencatat setiap permasalahan dan pelaporan terkait insiden, dimana data tersebut nantinya dapat digunakan sebagai bahan evaluasi dan planning kerja ICT.

10. Tidak, karena masih bersifat manual dan tidak tetap.

11. Belum.

12. Perlu, agar semua insiden yang ada lebih terkontrol dan tercatat.

13. Kurang mempermudah, hal ini karena proses pengaduan masih sangat bersifat tradisional, yaitu menggunakan telepon.

14. Sebuah aplikasi yang dapat mencatat semua permasalahan yang masuk, dan dapat membuat laporan insiden perbulan. Dimana aplikasi tersbut berjalan dan memanfaatkan infrastruktur yang sudah ada. agar semua permasalahan dapat tercatat dan didokumentasikan secara sistematis. Dan jika ada permasalahan yang sama, atau permasalahan sering timbul tim ICT dapat melihat solusi yang sudah tercatat, ini akan sangat membantu kinerja kami. Dokumentasi tersebut juga nantinya akan menjadi bahan evaluasi tim ICT untuk planning kerja kedepannya.

15. Perlu, dimana acuan tersebut nantinya dapat dijadikan tolak ukur untuk

menilai pelayanan ICT, acuan dapat berupa SLA yang disepakati antara departemen ICT dan departemen lain.

Wawancara II

Responden	: Erick Chaniago
Jabatan	: Staff Pelaksana ICT Support
Penanya	: Sahat Firmanton Purba
Tema	: Prosedur Sistem Berjalan
Tujuan	: Mengetahui tentang prosedur sistem berjalan dalam proses penyampaian permasalahan (pemenuhan permintaan) oleh *user* kepada ICT Support dan Mengetahui proses atau sistem yang diharapkan terkait pemenuhan permintaan dan manajemen insiden

Point Utama Wawancara II

1. Pada bagian ICT ini menangani apa saja ?
2. Adakah permasalahan yang selama ini terjadi di pada bagian ICT ?
3. Masalah seperti apa yang terjadi ?
4. Siapa yang bertanggung jawab atas penanganan tersebut ?
5. Bagaimana cara anda dan staff ICT menyelesaikan setiap permasalahan yang dilaporkan user kepada anda ?, Apakah ada kerjasama tim ?, apa saja kendala yang dihadapi dalam menyelesaikan permasalahan tersebut ?
6. Adakah pencatatan masalah yang terjadi selama ini ?
7. Menurut anda, apakah perlu pendokumentasian dari setiap insiden yang ada beserta solusinya ? ,mengapa ?
8. Adakah pelaporan untuk permasalahan yang terjadi ke pihak atasan ?
9. Jika tidak ada, Laporan seperti apa yang anda harapkan ?
10. Menurut anda, perlukah adanya sistem service desk untuk manangani setiap permasalahan yang terjadi , mengapa ?

11. Menurut anda, apakah perlu pendokumentasian dari setiap insiden yang ada beserta solusinya ? ,mengapa ?

12. Tools apa yang digunakan dalam menyampaikan setiap permasalahan ?, dan apa kendalanya ?

13. Tools seperti apa yang diharapkan untuk mempermudah user dalam menyampaikan setiap permasalahan ?

14. Menurut anda, perlukah adanya sistem service desk untuk manangani setiap permasalahan yang terjadi , mengapa ?

Hasil Wawancara II

1. Menangani permasalahan seputar *software back office* (Microsoft Office,Adobe,dll), *hardware*, email, sistem dan jaringan.

2. Ada

3. Misalnya ada saja software yang crash, Sistem Netsys Bug, Tidak bisa kirim email, dll.

4. Tim ICT.

5. Kami terkadang langsung menangani via telepon, atau kami pending atau jika memungkinkan kami langsung mendatangi lokasi terjadinya masalah yang harus ditangani. Dalam menyelesaikan permasalahan yang terjadi staff ICT masih bersifat individual dan terdapat ketergantungan terhadap keahlian individu, sehingga ini sangat menyulitkan. Saya berharap adanya nya transfer pengetahuan dan kerjasa tim dalam setiap menyelesaikan masalah.

6. Tidak ada.

7. Perlu, agar semua permasalahan dapat tercatat dan didokumentasikan dengan baik. Dan jika ada permasalahan yang sama, kami ICT dapat melihat solusi yang sudah ada dan mengikuti langkah langkah perbaikan sesuai dengan solusi tersebut, ini akan sangat membantu kinerja kami.

8. Ada, biasanya secara lisan.

9. Perlu, agar membantu pekerjaan kami, agar mempermudah pengguna dalam menghubungi kami dan tentunya dengan adanya sistem pekerjaan kami

menjadi lebih terkontrol.

10. Perlu, agar semua insiden yang ada lebih terkontrol dan tercatat.

11. Masih menggunakan telepon, dan proses yang berjalan masih bersifat manual.

12. Sebuah aplikasi yang dapat mencatat semua permasalahan yang masuk, dan dapat membuat laporan insiden perbulan. Dimana aplikasi tersbut berjalan dan memanfaatkan infrastruktur yang sudah ada. agar semua permasalahan dapat tercatat dan didokumentasikan secara sistematis.   Dan jika ada permasalahan yang sama, atau permasalahan sering timbul tim ICT dapat melihat solusi yang sudah tercatat, ini akan sangat membantu kinerja kami. Dokumentasi tersebut juga nantinya akan menjadi bahan evaluasi tim ICT untuk planning kerja kedepannya

13. Perlu, agar setiap permasalahan yag ada dapat di tracking karana masalah dicatat oleh sistem tersbut, dan dengan sistem akan diketahui status ticket, prioritasnya dan katogori pelayanan TI apa yang paling sering mengalami ganguan.

SOURCE CODE APLIKASI MANAJEMEN SERVICE DESK

login.php

```
<!DOCTYPE html>
<html lang="en">

<head>
    <meta charset="utf-8">
    <title>Login - Aplikasi Service Desk</title>

    <meta name="viewport" content="width=device-width, initial-scale=1.0, maximum-
scale=1.0, user-scalable=no">
    <meta name="apple-mobile-web-app-capable" content="yes">

    <link href="public/css/bootstrap.min.css" rel="stylesheet" type="text/css" />
<link href="public/css/bootstrap-responsive.min.css" rel="stylesheet" type="text/css" />

<link href="public/font-awesome/css/font-awesome.css" rel="stylesheet">
<link href="public/css/style.css" rel="stylesheet" type="text/css">
<link href="public/css/pages/signin.css" rel="stylesheet" type="text/css">

</head>

<body>
    <div class="navbar navbar-fixed-top">
    <div class="navbar-inner">
            <div class="container">

                    <a class="btn btn-navbar" data-toggle="collapse" data-target=".nav-
collapse">
                            <span class="icon-bar"></span>
                            <span class="icon-bar"></span>
                            <span class="icon-bar"></span>
```

```
                            </a>

                            <a class="brand" href="#">
                                    Aplikasi Service Desk
                </a>
            </div> <!-- /container -->


    </div> <!-- /navbar-inner -->


</div> <!-- /navbar -->


<div class="account-container">
    <h1 class="form-signin-heading"><i class="icon-lock"></i> Login</h1>
    <div class="content clearfix" id="login">
            <form action="view/Login/cek.php" method="POST">
             <div class="well">
                    <div class="login-fields">
                            <div class="field">
                                        <label for="username">Username</label>
                                        <input type="text" id="txt_username"
name="var_usn" value="" placeholder="Username" class="form-control username-field"
/>
                            </div> <!-- /field -->
                            <div class="field">
                                        <label for="password">Password:</label>
                                        <input type="password" id="txt_password"
name="var_pwd" value="" placeholder="Password" class="form-control password-
field"/>
                                </div> <!-- /password -->
                </div>
                    </div> <!-- /login-fields -->


                    <div class="login-actions">
```

```
                    <button class="button btn btn-danger btn-large" type="sbmit"
id="btnLogin">Login</button>
                        </div> <!-- .actions -->
               <div id="div2"><div id="loaderLogin" ></div></div>
           </form>
   </div> <!-- /content -->
</div> <!-- /account-container -->
<br><br>
<div class="extra">
  <div class="extra-inner">
   <div class="container">
    <div class="row">
        <div class="col-lg-6">
           <h4>Main Office</h4>
           <ul>
              <li><a href="javascript:;">Komp. Citra Business Park Blok D No.6</a></li>
              <li><a href="javascript:;">Jl. Peta Barat, Kalideres</a></li>
              <li><a href="javascript:;">Jakarta Barat 11840-Indonesia</a></li>
              <li><a href="javascript:;">Tlp : (+62-21) 29020447 </a></li>
              <li><a href="javascript:;">Fax : (+62-21) 29020448 </a></li>
           </ul>
        </div>
        <!-- /col-lg-3 -->
        <div class="col-lg-6 text-right">
           <h4></h4>
           <ul>

           </ul>
        </div>
        <!-- /col-lg-3 -->
     </div>
    <!-- /row -->
   </div>
```

```
   <!-- /container -->
 </div>
 <!-- /extra-inner -->
</div>
<!-- /extra -->
<div class="footer">
 <div class="footer-inner">
  <div class="container">
   <div class="row">
    <div class="col-lg-12 text-center"> Sahat Firmanton Purba &copy; 2015 Esa Unggul
University</div>
    <!-- /col-lg-12 -->
   </div>
   <!-- /row -->
  </div>
  <!-- /container -->
 </div>
 <!-- /footer-inner -->
</div>
<script src="public/js/jquery-1.7.2.min.js"></script>
<script type="text/javascript" src="public/wp-content/themes/piha/js/top-bar.js" ></script>
<script type="text/javascript" src="public/wp-content/themes/piha/js/bsa-ads.js"
></script>
<script src="js/bootstrap.js"></script>

<script src="public/js/signin.js"></script>
<!--Dynamically creates analytics markup-->
</body>
</html>
<script>

</script>
```

cek-login.php

```php
<?php
session_start();
$base_url = 'http://'.$_SERVER['HTTP_HOST'].'/servicedesk';
$conn = mysql_connect('localhost','root','');
$db   = mysql_select_db('db_servicedesk',$conn);
if(isset($_POST['var_usn']) AND isset($_POST['var_pwd'])){
   $username = addslashes($_POST['var_usn']);
   $password = addslashes($_POST['var_pwd']);
   $check    = mysql_query('select * from user where username="'.$username.'" AND
password="'.md5($password).'" ');
   $row      = mysql_fetch_array($check);
   if(mysql_num_rows($check)==0){
      echo 'Username atau Password Salah !';
   }
   else{
      $_SESSION['username'] = $username;
      $_SESSION['level'] = $row['level'];
      $_SESSION['id'] = $row['id_user'];
      header('location:'.$base_url.");
   }
}
?>
```

detail-ticket.php

```php
<?php
session_start();
include "../../public/connection.php";
?>
<script>
$(document).ready(function() {
   $('#dataTables-detail-ticket').dataTable();
   $(".form_datetimeIticket").datetimepicker({format: 'yyyy-mm-dd hh:ii'});
});
```

```
</script>
<div class="">
   <div class="row">
     <div class="col-lg-12">
        <div  class="pull-right"><br><a  href="#dialog-ticket"  id="0"  class="btn btn-
danger tambah btn-xs" data-toggle="modal"> Add Ticket</a></div>
        <div class="table-responsive">
        <table class="table table-bordered table-hover" id="dataTables-detail-ticket">
          <thead>
            <tr>
               <th class="text-errort">ID Ticket</th>
               <th>Name</th>
               <th>Request Date</th>
               <th>Company</th>
               <th>Departement</th>
               <th>Category</th>
               <th>Problem</th>
               <th>Priority</th>
               <th class="center">Status</th>
               <th class="center">Wishlist</th>
               <th class="center">Close Date</th>
               <th>Technician</th>
               <th>Service</th>
               <th>Process</th>
            </tr>
          </thead>
          <tbody>
            <?php
            $ticket = new Ticket();
            if(($_SESSION['level']) == 1){
               $select = $ticket->select();
               $select->from();
               $select->where('id_user = ?', $_SESSION['id']);
```

```
                    $select->order('tgl_lapor', 'DESC');
            }else{
              $select = $ticket->select();
              $select->from();
              $select->order('id_kategori', 'DESC');
            }
            $data = $ticket->fetchObj($select);
            foreach($data as $row){
              $ticket->load($row->id_ticket);
              if(($row->id_kategori)    !=    NULL){$kate    =    $ticket->kategori-
>nm_kategori;}else{$kate = "-";}
              if(($row->id_status)    !=    NULL){$stat    =    $ticket->status-
>nm_status;}else{$stat = "-";}
              if(($row->wishlist)    !=    NULL){$wish    =    "<b    class='text-
pink'>Wishlist</b>";}else{$wish = "-";}
              if(($row->tgl_selesai)    !=    NULL){$tglSelesai    =    $row-
>tgl_selesai;}else{$tglSelesai = "-";}
              if(($row->id_teknisi)    !=    NULL){$teknisi    =    $ticket->teknisi-
>nm_lengkap;}else{$teknisi = "-";}
              if(($row->id_prioritas)    !=    NULL){$prio    =    $ticket->prioritas-
>prioritas;}else{$prio = "-";}
              if(($row->escalate) != NULL){$esc = "danger";}else{$esc = "-";}
              if(($row->total_jam) == NULL){
                $service = "-";
              }else{
                if(($row->id_prioritas) == 1){
                  if(($row->total_jam) > 24){$service = "BURUK" ;}
                  elseif(($row->total_jam) > 10){$service = "BAIK" ;}
                  else{$service = "SANGAT BAIK";}
                }elseif(($row->id_prioritas) == 2){
                  if(($row->total_jam) > 5){$service = "BURUK" ;}
                  elseif(($row->total_jam) > 3){$service = "BAIK" ;}
                  else{$service = "SANGAT BAIK";}
```

```php
      }elseif(($row->id_prioritas) == 3){
        if(($row->total_jam) > 3){$service = "BURUK" ;}
        elseif(($row->total_jam) > 2){$service = "BAIK" ;}
        else{$service = "SANGAT BAIK";}
      }
    }

    echo "<tr class='".$esc."'>
      <td>".$row->id_ticket."</td>
      <td>".$ticket->user->nm_lengkap."</td>
      <td>".$row->tgl_lapor."</td>
      <td>".$ticket->user->perusahaan->nm_perusahaan."</td>
      <td>".$ticket->user->departemen->nama_departemen."</td>
      <td>".$kate."</td>
      <td>".$row->val_ticket."</td>
      <td class='text-center'>".$prio."</td>
      <td class='center'>".$stat."</td>
      <td class='center'>".$wish."</td>
      <td class='center'>".$tglSelesai."</td>
      <td class='center'>".$teknisi."</td>
      <td class='center'>".$service."</td>
      <td class='text-center'>";
    if($_SESSION['level'] == 1){
      $comment_detail = new Comment_detail();
      $s = $comment_detail->select();
      $s->from();
      $s->where('comment_rep like ?', "%$row->id_ticket%");
      $d = $comment_detail->fetchObj($s);
      foreach($d as $w);
      if(!empty($w->id_cd)){
        $id = $w->id_cd;
      }else{$id = $row->id_ticket;}
      echo "<a  href='#pesan-pills' id='".$id."'  class='view_pesan_Masuk
```

```
text-success'><i class='icon-envelope'></i></a> ";
                }else{
                    echo        "<a        href='#ticket-pills'        id='".$row->id_ticket."'
class='view_ticket_user'><i class='icon-pencil'></i></a> ";
                }
                if($_SESSION['level'] == 4 ){
                    echo "<a href='#' id='".$row->id_ticket."' class='hapus_ticket'><i
class='icon-trash'></i></a>";
                }
                echo "</td></tr>";
            }
            ?>
        </tbody>
    </table>
    </div>
    </div>
  </div>
</div>
<div  id="dialog-ticket"  class="modal  fade"  tabindex="-1"  role="dialog"  aria-
labelledby="myModalLabel" aria-hidden="true">
  <div class="modal-dialog">
    <div class="modal-content">
     <div class="modal-header">
      <button     type="button"     class="close"     data-dismiss="modal"     aria-
label="Close"><span aria-hidden="true">&times;</span></button>
       <h4 class="modal-title" id="myModalLabel">Create Ticket</h4>
     </div>
     <form class="form-horizontal" id="form-user">
      <div class="modal-body">
        <div class="form-group">
          <label class="control-label col-sm-3" for="tgl_lapor">Request Date</label>
          <div class="col-sm-4">
            <input      type="text"      class="form-control      form_datetimeIticket"
```

```
name="tgl_lapor" id="tgl_lapor">
            </div>
        </div>
        <div class="form-group">
          <label class="control-label col-sm-3">Subject</label>
          <div class="col-sm-5">
             <input type="text"  class="form-control" name="subject">
          </div>
        </div>
        <div class="form-group">
          <label class="control-label col-sm-3">Problem Detail</label>
          <div class="col-sm-5">
             <textarea name="val_ticket" class="form-control"></textarea>
          </div>
        </div>
      </div>
      <div class="modal-footer">
        <button      class="btn      btn-danger"     data-dismiss="modal"     aria-
hidden="true">Cancel</button>
        <button        id="0"        class="btn      btn-success      buat-ticket"
type="button">Create</button>
      </div>
    </form>
  </div>
</div>
```

escalate-form.php

```
<?php
session_start();
```

```php
include "../../public/connection.php";

$id_ticket = $_POST['esc'];
$id_kategori = $_POST['id_kategori'];

?>
<form class="form-horizontal">
  <div class="form-group">
    <label class="form-label col-sm-2" for="id_ticket">ID Ticket</label>
    <div class="col-sm-3">
      <input   type="text"   class="form-control"   name="v_id_ticket"   id="id_ticket"
value="<?php echo $id_ticket ?>" readonly>
    </div>
  </div>
  <div class="form-group">
    <label class="form-label col-sm-2">Category</label>
    <div class="col-sm-5">
      <select class="form-control" name="v_id_user">
      <?php
      $users = new Users();
      $select = $users->select();
      $select->from();
      $select->where('level = ?', 3);
      $select->where('id_kategori is not null');
      $select->where('id_kategori like ?', "%$id_kategori%");
      $data = $users->fetchObj($select);
      $id = explode('+', $id_kat);
      foreach($data as $row){
        echo "<option value='".$row->id_user."'>".$row->nm_lengkap."</option>";
      }
      ?>
      </select>
    </div>
```

```
    </div>
</form>
```

proses.php

```php
<?php
session_start();
include "../../public/connection.php";
?>
<div class="table-responsive">
<table class="table table-striped table-bordered table-hover" id="dataTables-aplikasi">
  <thead>
    <tr>
      <th>ID Ticket</th>
      <th>Nama</th>
      <th>Tanggal Lapor</th>
      <th>Assets</th>
      <th>Problem</th>
      <th>Prioritas</th>
      <th class="center">Status</th>
      <th>Jadwal</th>
      <th>Teknisi</th>
      <th>Proses</th>
    </tr>
  </thead>
  <tbody>
    <?php
    $ticket = new Ticket();
    $select = $ticket->select();
    $select->from(array('t' => 'ticket'), array('t.*'), 'id_user');
    $select->join(array('u' => 'user'), array('u.id_user','u.nm_lengkap'), 't.id_user');
    $select->join(array('s' => 'status'), array('s.*'), 'id_status');
    $select->join(array('p' => 'prioritas'), array('p.*'), 'id_prioritas');
```

```php
    if($_SESSION['level'] == '1'){
      $select->where('t.id_user = ?', $_SESSION['id']);
      $select->where('u.id_user = ?', $_SESSION['id']);
    }
    $select->where('t.id_user = u.id_user');
    $select->where('t.id_status = s.id_status');
    //$select->where('t.id_prioritas = p.id_prioritas');
    $data = $ticket->fetchObj($select);
    foreach($data as $row){
      if(($row->id_status) == '1'){
        $status = "<span class='badge  badge-error'>   ".$row-
>nm_status."   </span>";
      }elseif(($row->id_status) == '2'){
        $status = "<span class='badge badge-warning'>".$row->nm_status."</span>";
      }elseif(($row->id_status) == '3'){
        $status = "<span class='badge badge-success'>".$row->nm_status."</span>";
      }
      echo "<tr class='odd gradeC'>
        <td>".$row->id_ticket."</td>
        <td>".$row->nm_lengkap."</td>
        <td>".$row->tgl_lapor."</td>
        <td class='center'>".$row->nm_aset."</td>
        <td class='center'>".$row->subject."</td>
        <td>".$row->prioritas."</td>
        <td class='center'>".$status."</td>
        <td class='center'>Jadwal</td>
        <td class='center'>Jadwal</td>
        <td class='center'>
          <a  href='#dialog-ticket'  id='".$row->id_ticket."'  class='ubah'  data-
toggle='modal'>
            <i class='icon-pencil'></i></a> 
          <a href='#' id='".$row->id_ticket."' class='hapus'>
            <i class='icon-trash'></i>
```

```
                </a>
          </tr>";
      }
      ?>
    </tbody>
</table>
</div>
```

resolusi-form.php

```php
<?php
session_start();
include "../../public/connection.php";


$id_ticket = $_POST['id_ticket'];


$ticket = new Ticket();
$ticket->load($id_ticket);


?>
<form class="form-horizontal">
   <div class="form-group">
      <label class="form-label col-sm-3" for="id_ticket">ID Ticket</label>
      <div class="col-sm-3">
         <input   type="text"   class="form-control"   name="v_id_ticket"   id="id_ticket"
value="<?php echo $id_ticket ?>" readonly>
      </div>
   </div>
   <div class="form-group">
      <label class="form-label col-sm-3">Category</label>
      <div class="col-sm-8">
         <select class="form-control" name="id_kategori">
         <?php
         $kategori = new Kategori();
```

```
        $select = $kategori->select();
        $select->from();
        $data = $kategori->fetchObj($select);
        foreach($data as $row){
          if(($ticket->id_kategori) == ($row->id_kategori)){
            echo      "<option     value='".$row->id_kategori."'     selected>".$row-
>nm_kategori."</option>";
          }else{
            echo            "<option            value='".$row->id_kategori."'>".$row-
>nm_kategori."</option>";
          }
        }
        ?>
        </select>
      </div>
    </div>
    <div class="form-group">
      <label class="form-label col-sm-3">Subject</label>
      <div class="col-sm-5">
        <input  type="text"   class="form-control" name="subject" value="<?php echo
$ticket->subject ?>">
      </div>
    </div>
    <div class="form-group">
      <label class="form-label col-sm-3">Resolusi</label>
      <div class="col-sm-6">
        <textarea  name="isi_penanganan"  class="form-control"><?php  echo  $ticket-
>isi_penanganan?></textarea>
      </div>
    </div>
    <div class="form-group">
      <label class="form-label col-sm-3">Accsess View</label>
      <div class="col-sm-4">
```

```
          <select class="form-control" name="level_knowledge">
             <option value="2">All User</option>
             <option value="1">ICT Only</option>
          </select>
       </div>
    </div>


</form>
```

ticket-form.php

```php
<?php
session_start();
include "../../public/connection.php";


$id_ticket = $_POST['id_ticket'];


$ticket = new Ticket();
$ticket->load($id_ticket);
if($_SESSION['level'] != 1){
if(($ticket->id_status) != NULL){
   $id_status = $ticket->id_status;
   $id_kategori = $ticket->id_kategori;
   $id_prioritas = $ticket->id_prioritas;
   $isi_penanganan = $ticket->isi_penanganan;
   if($ticket->wishlist > 0){
      $wishlist = "checked";
   }else {$wishlist = "";}
   if($_SESSION['level'] != 4){
      $kategori = new Kategori();
      $kate = $kategori->select();
      $kate->from();
      $kate->where('id_kategori = ?', $id_kategori);
      $dek = $kategori->fetchObj($kate);
```

```
      foreach($dek as $ro);
      if(($ro->akses) == 0){
         $tombolesc = "";
      }else{
         if(($ticket->escalate) != NULL){
            $tombolesc = "";
         }else{
            $tombolesc = "<a href='#dialog-escalate' id='".$id_ticket."' class='btn btn-xs btn-
success btn-xs Escalate-ticket' data-toggle='modal'>Escalate</a>";
         }
      }


   }
}else{
   $id_status = "";
   $id_kategori = "";
   $id_prioritas = "";
   $isi_penanganan = "";
   $wishlist = "";
   $tombolesc = "";
}
?>
<form class="form-horizontal" id="form-perusahaan">
   <div id="pesan" style="display:none"></div>
   <div class="form-group">
      <label class="control-label col-sm-2" for="id_ticket">No Ticket</label>
      <div class="col-sm-3">
         <input type="text" id="Proses_id" name='Proses_id_ticket' class="form-control"
value="<?php echo $id_ticket ?>" readonly>
         <input       type="hidden"      value="<?php       echo       $_POST['id_pes']      ?>"
name="id_pes_proses">
      </div>
   </div>
```

```
    <div class="form-group">
      <label class="control-label col-sm-2" for="NIK">NIK</label>
      <div class="col-sm-3">
        <input   type="hidden"   id="Proses_id"   name='Proses_id_ticket'   class="input-
medium" value="<?php echo $id_ticket ?>" >
        <input   type="text"   id="Proses_nik"   name='Proses_nik'   class="form-control"
value="<?php echo $ticket->user->NIK ?>" readonly>
      </div>
    </div>
    <div class="form-group">
      <label class="control-label col-sm-2" for="nm_lengkap">Full Name</label>
      <div class="col-sm-4">
        <input       type="text"       id="Proses_nm_lengkap"       class="form-control"
name="Proses_nm_lengkap"   value="<?php   echo   $ticket->user->nm_lengkap   ?>"
readonly>
      </div>
    </div>
    <div class="form-group">
      <label class="control-label col-sm-2" for="perusahaan">Company</label>
      <div class="col-sm-3">
        <select class="form-control" name="Proses_perusahaan" id="Proses_perusahaan"
readonly>
          <?php
          $st = $ticket->select();
          $st->from(array('p' => 'perusahaan'), array('p.*'));
          $da = $ticket->fetchObj($st);
          foreach($da as $rw){
            if($id_perusahaan == ($ticket->user->id_perusahaan)){
              echo "<option   value='".$ticket->user->id_perusahaan."'   selected>".$rw-
>nm_perusahaan."</option>";
            }else{
              echo "<option   value='".$ticket->user->id_perusahaan."'   readonly>".$rw-
>nm_perusahaan."</option>";
```

```
                }
            }
            ?>
        </select>
    </div>
</div>
<div class="form-group">
    <label class="control-label col-sm-2" for="Departemen">Departement</label>
    <div class="col-sm-3">
        <select class="form-control" name="Proses_departemen" id="Proses_departemen"
readonly>
            <?php
            $st = $ticket->select();
            $st->from(array('d' => 'departemen'), array('d.*'));
            $da = $ticket->fetchObj($st);
            foreach($da as $rw){
                if($id_departemen == ($rw->id_departemen)){
                    echo "<option value='".$ticket->user->id_departemen."' selected>".$rw-
>nama_departemen."</option>";
                }else{
                    echo        "<option        value='".$ticket->user->id_departemen."'>".$rw-
>nama_departemen."</option>";
                }
            }
            ?>
        </select>
    </div>
</div>
<div class="form-group">
    <label class="control-label col-sm-2">Email</label>
    <div class="col-sm-3">
        <input  type="text"   class="form-control"  name="Proses_email"  value="<?php
echo $ticket->user->email ?>" readonly>
```

```html
        </div>
    </div>
    <div class="form-group">
        <label class="control-label col-sm-2">Request Date</label>
        <div class="col-sm-3">
            <input type="text"   class="form-control" name="Proses_tgl_lapor" value="<?php
echo $ticket->tgl_lapor ?>" readonly>
        </div>
    </div>
    <div class="form-group">
        <label class="control-label col-sm-2">Subject</label>
        <div class="col-sm-3">
            <input type="text"   class="form-control" name="Proses_subject" value="<?php
echo $ticket->subject ?>" readonly>
        </div>
    </div>
    <div class="form-group">
        <label class="control-label col-sm-2">Message</label>
        <div class="col-sm-3">
            <textarea class="form-control" name="Proses_val" readonly><?php echo $ticket-
>val_ticket ?></textarea>
        </div>
    </div>
    <div class="form-group">
        <label class="control-label col-sm-2" for="Kategori">Category</label>
        <div class="col-sm-2">
            <select class="form-control" id="id_kategori" name="id_kategori">
                <option value="0">-- Select Category --</option>
                <?php
                $kategori = new Kategori();
                $select = $kategori->select();
                $select->from();
                $data = $kategori->fetchObj($select);
```

```php
            foreach($data as $row){
              if($id_kategori == ($row->id_kategori)){
                echo      "<option    value='".$row->id_kategori."'    selected>".$row->nm_kategori."</option>";
              }else{
                echo        "<option        value='".$row->id_kategori."'>".$row->nm_kategori."</option>";
              }
            }
          ?>
        </select>
      </div>
    </div>
    <div class="form-group">
      <label class="control-label col-sm-2" for="Kategori">Priority</label>
      <div class="col-sm-3">
        <select class="form-control" id="id_prioritas" name="id_prioritas" required>
          <option  value="0">-- Priority Ticket --</option>
          <?php
          $prioritas = new Prioritas();
          $select = $prioritas->select();
          $select->from();
          $data = $prioritas->fetchObj($select);
          foreach($data as $row){
            if($id_prioritas == ($row->id_prioritas)){
              echo "<option value='".$row->id_prioritas ."'  selected>".$row->prioritas ."</option>";
            }else{
              echo      "<option    value='".$row->id_prioritas    ."'>".$row->prioritas ."</option>";
            }
          }
          ?>
```

```
        </select>
      </div>
    </div>
    <div class="form-group">
      <label class="control-label col-sm-2">Action</label>
      <div class="col-sm-4">
        <textarea class="form-control" name="isi_penanganan" required><?php echo
$isi_penanganan ?></textarea>
      </div>
    </div>
    <div class="form-group">
      <label class="control-label col-sm-2">Wishlist</label>
      <div class="col-sm-2">
        <input type="checkbox" name="wishlist" value="1" <?php echo $wishlist
?>>  Centang Jika Wishlist
      </div>
    </div>
    <div class="form-group">
      <label class="control-label col-sm-2" for="Kategori">Status Ticket</label>
      <div class="col-sm-3">
        <select class="form-control" id="id_status" name="id_status" required>
          <option value="0">-- Status Ticket --</option>
          <?php
          $status = new Status();
          $select = $status->select();
          $select->from();
          $data = $status->fetchObj($select);
          foreach($data as $row){
            if($id_status == ($row->id_status)){
              echo "<option value='".$row->id_status ."'" selected>".$row->nm_status
."</option>";
            }else{
              echo      "<option      value='".$row->id_status      ."'>".$row->nm_status
```

```
."</option>";
            }


        }
        ?>
      </select>
    </div>
  </div>
  <div class="form-group">
    <label class="control-label col-sm-2">Date Close</label>
    <div class="col-sm-3">
      <input type="text"    class="form-control form_datetime" name="tgl_selesai"
required>
    </div>
  </div>
  <div class="form-group" id="data-report" style="display: none">
    <label class="control-label col-sm-6"><div class="alert alert-danger text-center"
role="alert"><b>Gagal!!!</b> Data Harus di input dengan lengkap</div></label>
  </div>
  <div class="form-group">
    <label class="control-label col-sm-2"> </label>
    <div class="col-sm-3">
      <button    type="button"    class="btn    btn-primary    btn-xs
Update_Proses_ticket">Process</button>
      <?php
      if($_SESSION['level'] == '2'){
        echo $tombolesc ;
      }
      ?>
      <a href="#dialog-resolusi-add" id="<?php echo $id_ticket ?>" class="btn btn-
warning btn-xs tambah_resolusi" data-toggle="modal"> Resolusi</a>
      <button    type="button"    class="btn    btn-danger    btn-xs
Back_ticket">Cancel</button>
```

```
          </div>
       </div>
</form>
<?php }else{
$user = new Users();
$user->load($_SESSION['id']);
?>
<div class="row">
    <div class="span12">
       <div class="panel panel-default">
          <div class="panel-heading"><b>id : #<?php echo $ticket->id_ticket ?> <br>
Subject : <?php echo $ticket->subject ?></b></div>
          <div class="panel-body">
             Isi : <br> <?php echo $ticket->val_ticket ?>
          </div>
       </div>
       <div id="comment-main"></div>
       <form>
          <input     type="hidden"     value="<?php     echo     $ticket->id_ticket     ?>"
name="I_id_ticket">
          <legend class="pull-left">Komentar</legend>
          <div class="form-group">
            <label for="nm_lengkap"><?php echo $user->nm_lengkap ?></label>
            <label for="date"><?php echo date("Y-m-d H:i:s") ?></label>
          </div>
          <div class="form-group">
            <h3>Send Message :</h3>
            <textarea     class="form-control     span12"     rows="7"     name="pesan-
comment"></textarea>
          </div>
          <button type="button" class="btn btn-danger kirim-pesan">Message</button>
       </form>
    </div>
```

```
</div>
<?php } ?>

<script>
$(".form_datetime").datetimepicker({format: 'yyyy-mm-dd hh:ii'});

$(".form_datetime-component").datetimepicker({
   format: "dd MM yyyy - hh:ii"
});

$(".form_datetime-adv").datetimepicker({
   format: "dd MM yyyy - hh:ii",
   autoclose: true,
   todayBtn: true,
   startDate: "2013-02-14 10:00",
   minuteStep: 10
});

$(".form_datetime-meridian").datetimepicker({
   format: "dd MM yyyy - HH:ii P",
   showMeridian: true,
   autoclose: true,
   todayBtn: true
});
</script>

<div id="dialog-resolusi-add" class="modal fade" tabindex="-1" role="dialog" aria-
labelledby="mySmallModalLabel" aria-hidden="true">
   <div class="modal-dialog">
   <div class="modal-content">
      <div class="modal-header">
         <button     type="button"     class="close"     data-dismiss="modal"     aria-
label="Close"><span aria-hidden="true">&times;</span></button>
```

```
            <h4 class="modal-title" id="myModalLabel">Create Resolusi</h4>
        </div>
        <div class="modal-body"></div>
        <div class="modal-footer">
            <button        class="btn        btn-danger"      data-dismiss="modal"       aria-
hidden="true">Cancel</button>
            <button        id="0"        class="btn        btn-success        buat-resolusi"
type="button">Create</button>
        </div>
    </div>
    </div>
</div>


<div    id="dialog-escalate"    class="modal    fade"    tabindex="-1"    role="dialog"    aria-
labelledby="mySmallModalLabel" aria-hidden="true">
    <div class="modal-dialog">
    <div class="modal-content">
        <div class="modal-header">
            <button       type="button"       class="close"       data-dismiss="modal"       aria-
label="Close"><span aria-hidden="true">&times;</span></button>
            <h4 class="modal-title" id="myModalLabel">Escalate</h4>
        </div>
        <div class="modal-body"></div>
        <div class="modal-footer">
            <button        class="btn        btn-danger"      data-dismiss="modal"       aria-
hidden="true">Cancel</button>
            <button        id="0"        class="btn        btn-success        Escalate-proses"
type="button">Create</button>
        </div>
    </div>
    </div>
</div>
```

ticket-proses.php

```php
<?php
session_start();
include "../../public/connection.php";
if(isset($_POST['hapus_tik'])) {
    $ticket = new Ticket();
    $ticket->load($_POST['hapus_tik']);
    $ticket->delete();
}elseif(isset($_POST['esc'])) {
    $ticket = new Ticket();
    $ticket->load($_POST['esc']);
    $ticket->role        = $_POST['id_user'];
    $ticket->escalate    = 1;
    $ticket->save();


    $comment = new Comment();
    $comment_detail = new Comment_detail();
    $cmt = "Escalate Ticket ".$_POST['esc']." To IT ENGINEER Success !!!";
    $sbj = "#".$_POST['esc']." Escalate Ticket";
    $select = $comment->select();
    $select->from(array('c' => 'comment'), array('c.*', 'count(c.id_comment) totCom'));
    $select->where('c.comment = ?', $cmt);
    $select->where('c.subject = ?', $sbj);
    $select->where('c.id_user = ?', $_SESSION['id']);
    $data = $comment->fetchObj($select);
    foreach($data as $row);

    if($row->totCom == 0){
        $comment->id_user   = $_SESSION['id'];
        $comment->tgl       = date("Y-m-d H:i:s");
        $comment->id_ticket = $_POST['esc'];
        $comment->comment   = $cmt;
        $comment->subject   = $sbj;
```

```
    $comment->tujuan    = $_POST['id_user'];;
    $comment->read_cm   = 1;
    $comment->save();


    $se = $comment->select();
    $se->from(array('cd' => 'comment_detail'), array('cd.*', 'count(cd.id_cd) totCD'));
    $se->where('cd.comment_rep = ?', $cmt);
    $se->where('cd.id_user = ?', $_SESSION['id']);
    $da = $comment->fetchObj($se);
    foreach($da as $r);

    if($r->totCD == 0){
        $sel = $comment->select();
        $sel->from(array('c' => 'comment'), array('c.*'));
        $sel->where('c.comment = ?', $cmt);
        $sel->where('c.subject = ?', $sbj);
        $sel->where('c.id_user = ?', $_SESSION['id']);
        $daa = $comment->fetchObj($sel);
        foreach($daa as $w);

        $comment_detail->id_comment  = $w->id_comment;
        $comment_detail->comment_rep = $cmt;
        $comment_detail->id_user     = $_SESSION['id'];
        $comment_detail->tanggal     = date("Y-m-d H:i:s");
        $comment_detail->rcd         = 0;
        $comment_detail->level       = $_SESSION['level'];
        $comment_detail->tjn         = $_POST['id_user'];
        $comment_detail->save()
    }
  }

}elseif(isset($_POST['reso'])) {
  $id_ticket = $_POST['reso'];
```

```php
    $knowledge = new KnowledgeBase();
    $knowledge->judul_masalah   = $_POST['subject'];
    $knowledge->id_kategori      = $_POST['id_kategori'];
    $knowledge->level_knowledge = $_POST['level_knowledge'];
    $knowledge->solusi           = $_POST['isi_penanganan'];
    $knowledge->file             = $_POST['file'];
    $knowledge->save();
}else {
    echo $_POST['id_pes'];
    // deklarasikan variabel
      $id_ticket  = $_POST['id_ticket'];
    if($id_ticket == 0) {
        $ticket = new Ticket();
        $tgl_lapor = $_POST['tgl_lapor'];
        $subject = $_POST['subject'];
        $val_ticket = $_POST['val_ticket'];


        $s = $ticket->select();
        $s->from(array('t' => 'ticket'), array('t.*', 'COUNT(t.id_user) totTicket'));
        $s->where('t.id_user = ?', $_SESSION['id']);
        $s->where('t.tgl_lapor = ?', $tgl_lapor);
        $d = $ticket->fetchObj($s);
        foreach($d as $res);
        if(($res->totTicket) < 1){
          if($_SESSION['level'] == 1){
              $ticket->id_user = $_SESSION['id'];
            }
          $ticket->tgl_lapor   = $tgl_lapor;
          $ticket->subject     = $subject;
          $ticket->val_ticket  = $val_ticket;
          $ticket->read_ticket = 0;
          $ticket->save();
```

```
$select = $ticket->select();
$select->from();
$select->where('subject = ?', $subject);
$data = $ticket->fetchObj($select);
foreach($data as $row);

$cmt = "Insert Ticket ".$row->id_ticket." Berhasil";
$sbj = "#".$row->id_ticket." Insert Ticket";
$comment = new Comment();
$comment->id_user   = $_SESSION['id'];
$comment->tgl       = $tgl_lapor;
$comment->id_ticket = $row->id_ticket;
$comment->comment   = $cmt;
$comment->subject   = $sbj;
$comment->read_cm   = 0;
$comment->save();

$select = $comment->select();
$select->from(array('c' => 'comment'), array('c.*'));
$select->where('c.comment = ?', $cmt);
$select->where('c.subject = ?', $sbj);
$select->where('c.id_user = ?', $_SESSION['id']);
$data = $comment->fetchObj($select);
foreach($data as $row);

$comment_detail = new Comment_detail();
$comment_detail->id_comment  = $row->id_comment;
$comment_detail->comment_rep = $cmt;
$comment_detail->id_user     = $_SESSION['id'];
$comment_detail->tanggal     = date("Y-m-d H:i:s");
$comment_detail->rcd         = 0;
$comment_detail->level       = $_SESSION['level'];
$comment_detail->save();
```

```
        }
    } else {
      $id_kategori    = $_POST['id_kategori'];
      $id_prioritas   = $_POST['id_prioritas'];
      $isi_penanganan = $_POST['isi_penanganan'];
      $id_status      = $_POST['id_status'];
      $tgl_selesai    = $_POST['tgl_selesai'];
      $id_pes         = $_POST['id_pes'];


      $coCD = new Comment_detail();
      $coCD->load($id_pes);
      $coCD->rcd = 1;
      $coCD->save();
      if(!empty($id_kategori) || !empty($id_prioritas) || !empty($isi_penanganan) ||
!empty($id_status)){
          if(empty($_POST['wishlist'])){
            $wishlist = NULL;
          }else{
            $wishlist = $_POST['wishlist'];
          }
          $ticket = new Ticket();
          $ticket->load($id_ticket);
          $ticket->id_kategori    = $id_kategori;
          $ticket->id_prioritas   = $id_prioritas;
          $ticket->isi_penanganan = $isi_penanganan;
          $ticket->id_status      = $id_status;
          $ticket->read_ticket    = 1;
          $ticket->wishlist       = $wishlist;
          $ticket->id_teknisi     = $_SESSION['id'];
          if($tgl_selesai > 0){
            $ticket->tgl_selesai  = $tgl_selesai;
            $ticket->total_jam    = xTimeAgo($_POST['tgl_lapor'], $tgl_selesai, "h");
          }
```

```
        $ticket->save();
        $comment = new Comment();
        $se = $comment->select();
        $se->from();
        $se->where('id_ticket = ?', $id_ticket);
        $da = $comment->fetchObj($se);
        foreach($da as $r);
        $comment->load($r->id_comment);
        $comment->read_cm = 1;
        $comment->save();


        $nm_kategori   = $ticket->kategori->nm_kategori;
        $nm_prioritas  = $ticket->prioritas->prioritas;
        $nm_status     = $ticket->status->nm_status;
        if(!empty($nm_kategori) || !empty($nm_prioritas) || !empty($nm_status)){
           $cd = new Comment_detail();

           $cp = "Data Ticket #".$id_ticket." telah di proses  Ktegori : ".$nm_kategori.",
"
             . "Prioritas : ".$nm_prioritas.", "
             . "Status : ".$nm_status.", "
             . "Wishlist : ".$wishlist.", "
             . "Tgl Selesai : ".$tgl_selesai;

           $tgl = date("Y-m-d H:i:s");
           $s = $cd->select();
           $s->from(array('cd' => 'comment_detail'), array('cd.*', 'COUNT(cd.id_user)
totCD'));
           $s->where('cd.comment_rep = ?', $cp);
           $s->where('cd.id_user = ?', $_SESSION['id']);
           $s->where('cd.id_comment = ?', $r->id_comment);
           $d = $cd->fetchObj($s);
           foreach($d as $res);
```

```php
            if(($res->totCD) > 1){
                echo "error";
            }else{
                $cd->id_comment  = $r->id_comment;
                $cd->comment_rep = $cp;
                $cd->id_user     = $_SESSION['id'];
                $cd->tanggal     = $tgl;
                $cd->rcd         = 0;
                $cd->level       = $_SESSION['level'];
                $cd->tjn         = $comment->id_user;
                $cd->save();
            }
        }
    }else{
        echo "fail";
    }
}
}
?>
```

ticket.php

```php
<?php
$ticket = new Ticket();
$ticket->load($_SESSION['id']);
?>
<div class="widget">
    <div class="widget-header"> <i class="icon-ticket"></i>
        <h3> Ticket</h3>
    </div>
    <!-- /widget-header -->
    <div class="widget-content">
        <div class="row">
```

```
        <div class="col-lg-12">
          <section class="panel">
            <div class="panel-body">
              <div id="data-main-ticket"></div>
            </div>
          </section>
        </div>
      </div>
  </div>
</div>
```

form-know.php

```php
<?php
session_start();
include "../../public/connection.php";
$id_know = $_POST['id_know'];
$knowledge = new KnowledgeBase();
$knowledge->load($id_know);
?>
<header>
  <div class="form-group">
    <div class="col-sm-9 text-left"><h1>Edit</h1></div>
  </div>
</header>
<div class="row">
  <div class="col-lg-11">
    <form class="form-horizontal">
  <div class="form-group">
    <label class="col-sm-2 control-label">Problem Subject</label>
    <div class="col-sm-10">
      <input type="text" class="form-control" value="<?php echo $knowledge-
>judul_masalah ?>" name="judul_masalah_k" id="judul_masalah_k">
      <input type="hidden" class="form-control" value="<?php echo $knowledge-
```

```
>id_know ?>" name="id_know">
    </div>
  </div>
  <div class="form-group">
    <label class="col-sm-2 control-label">Accsess View</label>
    <div class="col-sm-3">
        <select class="form-control" name="level_knowledge">
           <option value="0">All User</option>
           <option value="2">ICT Only</option>
        </select>
    </div>
  </div>
  <div class="form-group">
    <label for="inputPassword3" class="col-sm-2 control-label">Resolusi</label>
    <div class="col-sm-10">
        <textarea class="form-control" name="solusi" rows="6"><?php echo $knowledge-
>solusi ?></textarea>
    </div>
  </div>
  <div class="form-group">
    <div class="col-sm-offset-2 col-sm-10">
        <button type="button" class="btn btn-default Edit_knowladebase">Edit</button>
    </div>
  </div>
</form>
    </div>
</div>
<script>
$(function() {
 $('.Edit_knowladebase').click(function(e){
     var k_judul_masalah = $('input[name=judul_masalah_k]').val();
     var k_idknow = $('input[name=id_know]').val();
     var k_solusi = $('textarea[name=solusi]').val();
```

```
    var k_levelknow = $('select[name=level_knowledge]').val();
    var url = "view/knowledgeBase/know_proses.php";
    var mainknow = "view/knowledgeBase/know_view.php";
    $.post(url,      {judul_masalah:      k_judul_masalah,id_know:      k_idknow,solusi:
k_solusi,level_knowledge: k_levelknow} ,function(msg) {
        $("#knowledgeBase").load(mainknow);


    });
  });
});
</script>
```

know_view.php

```php
<?php
session_start();
include "../../public/connection.php";
?>
<script>
$(function() {
 $('.metisFolder').metisMenu({
  toggle: false
 });

 $('.id_know').click(function(e){
  $('#loading_know').fadeIn(300).delay(1000).fadeOut(100);
  var id = this.id;
  var url = "view/knowledgeBase/know_detail.php";
  $('html,body').animate({scrollTop:100},500);
  $.post(url, {id_know: id,} ,function(msg) {
      $("#main-knowladge").html(msg);
  });
 });
```

```
$('.Update_know').live("click", function(event){
    var url = "view/knowledgeBase/know-proses.php";
    var v_solusi = $('textarea[name=solusi]').val();
    var v_id_know = $('input[name=id_know]').val();
    var v_judul_masalah = $('input[name=judul_masalah]').val();
    $.post(url, {solusi: v_solusi, id_know: v_id_know, judul_masalah: v_judul_masalah}
,function(msg) {
        $("#main-knowladge").html(msg);
    });
  });
});
</script>

<div class="row">
  <div class="col-sm-3">
    <nav class="nav">
      <ul class="metisFolder">
        <li class="active">
        <a href="#">
          <span class="icon-folder-open-alt"></span>
          Knowlade Base
        </a>
        <ul>
          <?php
          $kategori = new Kategori();
          $select = $kategori->select();
          $select->from();
          $data = $kategori->fetchObj($select);
          foreach($data as $row){
          echo "<li class=''>
            <a     href='#'><span     class='icon-folder-close-alt'></span>     ".$row-
>nm_kategori."</a>
              <ul>";
```

```
        $knowledge = new KnowledgeBase();
        $s = $knowledge->select();
        $s->from(array('k' => 'knowledge'), array('k.*'));
        $s->where('k.id_kategori = ?', $row->id_kategori);
        if($_SESSION['level'] == '1'){
          $s->where('k.level_knowledge = ?', 2);
        }
        $d = $kategori->fetchObj($s);
        foreach($d as $r){
         echo "<li
            <a    href='javascript:;'    class='id_know'    id='".$r->id_know."'><span
class='icon-file-alt'></span> ".$r->judul_masalah."</a>
            </li>";
        }
        echo "</ul>";
      }
     ?>
    </ul>
  </nav>
 </div>
 <div class="col-sm-9">
   <div  id="loading_know"  class="navbar-fixed-bottom"  style="display:none;"><img
src="images/loading.gif"/><br>Loading ....</div>
     <div id="main-knowladge"><img src="public/img/knoladge.jpg"></div>
 </div>
</div>
```

laporan_insiden.php

```
<?php
$date_from = $_GET['date_from']." ".date("H:i:s");
$date_to= $_GET['date_to']." ".date("H:i:s");
```

```php
include "../../public/connection.php";
?>
<div class="container">
<div class="row">
   <div class="col-lg-11">
      <div class="">
      <table class="table table-striped table-hover table-responsive">
         <thead>
           <tr>
              <th class="text-errort">ID Ticket</th>
              <th>Name</th>
              <th>Request Date</th>
              <th>Company</th>
              <th>Departement</th>
              <th>Category</th>
              <th>Problem</th>
              <th>Priority</th>
              <th class="center">Status</th>
              <th class="center">Wishlist</th>
              <th class="center">Close Date</th>
              <th>Technician</th>
              <th>Service</th>
           </tr>
         </thead>
         <tbody>
           <?php
           $ticket = new Ticket();
           $select = $ticket->select();

           if((isset ($_SESSION['level']) == 1)){
              $select->from(array('t' => 'ticket'), array('t.*'));
              $select->join(array('u' => 'user'), array('u.id_user','u.nm_lengkap'));
              $select->where('t.id_user = u.id_user');
```

```
                $select->where('t.id_user = ?', $_SESSION['id']);
          }else{
            $select->from(array('t' => 'ticket'), array('t.*'));
            $select->join(array('u' => 'user'), array('u.id_user','u.nm_lengkap'));
            $select->where('t.id_user = u.id_user');
          }
          $data = $ticket->fetchObj($select);
          foreach($data as $row){
            $ticket->load($row->id_ticket);
            if(($row->id_kategori)      !=      NULL){$kate      =      $ticket->kategori-
>nm_kategori;}else{$kate = "-";}
            if(($row->id_status) != NULL){$stat = $ticket->status->nm_status;}else{$stat
= "-";}
            if(($row->wishlist)       !=       NULL){$wish       =       "<b       class='text-
pink'>Wishlist</b>";}else{$wish = "-";}
            if(($row->tgl_selesai)        !=        NULL){$tglSelesai        =        $row-
>tgl_selesai;}else{$tglSelesai = "-";}
            if(($row->id_teknisi)       !=       NULL){$teknisi       =       $ticket->teknisi-
>nm_lengkap;}else{$teknisi = "-";}
            if(($row->id_prioritas)       !=       NULL){$prio       =       $ticket->prioritas-
>prioritas;}else{$prio = "-";}
            if(($row->total_jam) == NULL){
               $service = "-";
            }else{
              if(($row->id_prioritas) == 1){
                 if(($row->total_jam) > 24){$service = "BURUK" ;}
                 elseif(($row->total_jam) > 10){$service = "BAIK" ;}
                 else{$service = "SANGAT BAIK";}
              }elseif(($row->id_prioritas) == 2){
                 if(($row->total_jam) > 5){$service = "BURUK" ;}
                 elseif(($row->total_jam) > 3){$service = "BAIK" ;}
                 else{$service = "SANGAT BAIK";}
              }elseif(($row->id_prioritas) == 3){
```

```php
                 if(($row->total_jam) > 3){$service = "BURUK" ;}
                 elseif(($row->total_jam) > 2){$service = "BAIK" ;}
                 else{$service = "SANGAT BAIK";}
              }
           }

        echo "<tr class='odd gradeC'>
           <td>".$row->id_ticket."</td>
           <td>".$ticket->user->nm_lengkap."</td>
           <td>".$row->tgl_lapor."</td>
           <td>".$ticket->user->perusahaan->nm_perusahaan."</td>
           <td>".$ticket->user->departemen->nama_departemen."</td>
           <td>".$kate."</td>
           <td>".$row->val_ticket."</td>
           <td class='bg-danger'>".$prio."</td>
           <td class='center'>".$stat."</td>
           <td class='center'>".$wish."</td>
           <td class='center'>".$tglSelesai."</td>
           <td class='center'>".$teknisi."</td>
           <td class='center'>".$service."</td>
        </tr>";
      }
      ?>
    </tbody>
  </table>
 </div>
 </div>
</div>
```

laporan_report_sla.php

```php
<?php
$date_from = $_GET['date_from']." ".date("H:i:s");
$date_to= $_GET['date_to']." ".date("H:i:s");
```

```
include "../../public/connection.php";
?>
<div class="row">
  <div class="col-lg-11">
    <div class="table-responsive">
      <table class="table table-striped table-bordered table-hover">
        <thead>
          <tr>
            <th width="100">Service</th>
            <th width="100">Matrix</th>
            <th width="100">Tolerance</th>
            <th width="50">Target</th>
            <th width="50">AST</th>
            <th width="50">Total Ticket</th>
            <th width="50">Total Downtime</th>
            <th width="50">Results</th>
          </tr>
        </thead>
        <tbody>

          <?php
          $kategori = new Kategori();
          $select = $kategori->select();
          $select->from();
          $data = $kategori->fetchObj($select);
          foreach($data as $row){
            echo "<tr class='odd gradeC'>
              <td rowspan='5'>".$row->nm_kategori."</td>";
            $sla = new Sla();
            $sel = $sla->select();
            $sel->from(array('t1' => 'sla'), array());
            $sel->join(array('t2' => 'mtr'), array(), 'id_sla');
            $sel->where("t1.id_sla = t2.id_sla");
```

```
                   $sel->where("t2.id_kategori = ?",$row->id_kategori );
                   $dt = $sla->fetchObj($sel);
                   foreach($dt as $r){
                      $ast = xTimeAgo($date_from, $date_to, "h");
                      $ticket = new Ticket();
                      $s = $ticket->select();
                      $s->from(array('tik' => 'ticket'), array('tik.*', 'COUNT(tik.id_ticket)
totTicket', 'SUM(tik.total_jam) totJam','tik.tgl_lapor','tik.tgl_selesai'));
                      $s->where('tik.tgl_lapor >= ?', $date_from);
                      $s->where('tik.tgl_selesai <= ?', $date_to);
                      $s->where('tik.id_kategori = ?', $row->id_kategori);
                      $s->where('tik.tgl_selesai is not null');
                      $dr = $ticket->fetchObj($s);
                      foreach($dr as $res);
                      $numTicket = $res->totTicket;
                      $downTime = round($res->totJam, 2);
                      $avia = round(($ast-($downTime))/$ast*100, 2);
                      $MTBF =($numTicket!=0)?($ast/$numTicket." hours"):"-";
                      $MTBSI = ($numTicket!=0)?(round(($ast-($downTime))/$numTicket,
2)." hours"):"-";
                      $MAIN = ($numTicket!=0)?(round(($downTime)/$numTicket, 2)."
hours"):"-";
                      echo "<tr>";
                      echo    "<td>".$r->nm_sla."</td><td>".$r->toleransi."</td><td>".$r-
>target."</td>";
                      echo "<td>".$ast."</td>"
                        . "<td>".$numTicket."</td>"
                        . "<td>".$downTime."</td>";
                      if(($r->id_sla) == 1){
                         echo "<td class='text-newblue'><b>".$avia." %</b></td>";
                      }elseif(($r->id_sla) == 2){
                         echo "<td class='text-danger'><b>".$MTBSI."</b></td>";
                      }elseif(($r->id_sla) == 3){
```

```
                    echo "<td class='text-success'><b>".$MAIN."</b></td>";
                }elseif(($r->id_sla) == 4){
                    echo "<td class='text-pink'><b>".$MTBF."</b></td>";
                }
              echo "</tr>";
            }
          echo "</tr>";
        }
        ?>
      </tbody>
    </table>
  </div>
 </div>
</div>
```

public.php

```php
<?php
//session_start();
error_reporting(0);
$url = 'http://'.$_SERVER['HTTP_HOST'].'/servicedesk';
if(empty($_SESSION['level'])){
   header('Location: '.$url.");
}else{
require_once '../library/DatabaseObject.php';
require_once '../library/Db_Select.php';
require_once '../library/Db_Expr.php';
require_once '../library/excel_reader2.php';
require_once '../inc/functions.php';
require_once '../model/Users/Users.php';
require_once '../model/Ticket/Ticket.php';
require_once '../model/Profile/Profile.php';
require_once '../model/Kategori/Kategori.php';
require_once '../model/Sla/Sla.php';
```

```php
require_once '../model/Mtr/Mtr.php';

require_once '../model/Status/Status.php';

require_once '../model/Prioritas/Prioritas.php';

require_once '../model/Comment/Comment.php';

require_once '../model/Comment/comment_detail.php';

require_once '../model/Departemen/Departemen.php';

require_once '../model/Perusahaan/Perusahaan.php';

require_once '../model/KnowledgeBase/KnowledgeBase.php';


$user = new Users();

$user->load($_SESSION['id']);

isset ($_GET['page']) ? $page = $_GET['page'] : $page = 'home';

?>
```
```html
<!DOCTYPE html>

<html lang="en">

<head>

<meta charset="utf-8">

<title>Service Desk - Aplication</title>

<meta name="viewport" content="width=device-width, initial-scale=1.0, maximum-scale=1.0, user-scalable=no">

<link href="public/css/bootstrap.min.css" rel="stylesheet">

<meta name="apple-mobile-web-app-capable" content="yes">


<link href="public/font-awesome/css/font-awesome.css" rel="stylesheet">

<link href="public/font-awesome/css/font-awesome.min.css" rel="stylesheet">

<link href="public/css/style.css" rel="stylesheet">

<link href="public/css/datepicker.css" rel="stylesheet">

<link href="public/css/metisFolder.css" rel="stylesheet">

<link href="public/css/jquery.dataTables.css" rel="stylesheet">

<link href="public/css/jquery.dataTables_themeroller.css" rel="stylesheet">

<link href="public/css/pages/dashboard.css" rel="stylesheet">

<link href="public/css/pages/signin.css" rel="stylesheet" type="text/css">

<link href="public/css/datetimepicker/datetimepicker.css" rel="stylesheet"
```

```
type="text/css">
<style>
   #loading_know {
      z-index: 9999;
      text-align: center;
      width: 100%;
      height: 10%;
      font-size: 18px;
      color: #fff;
      background-color: #000;
      opacity: 0.9;
   }

</style>
</head>
<body>
<?php
   include "header.php";
?>
<!-- /subnavbar -->
<div class="main">
  <div class="main-inner">
    <div class="container">
     <div class="row">
        <div class="col-lg-12">
           <div class="konten">
             <div style="display: none;" class="tab_konten active" id="home-pills">
               <?php include "../view/Home/home.php" ?>
             </div><!--
             <div class="tab-pane fade" id="profile-pills">
               <?php //include "../view/Profile/Profile.php" ?>
             </div>-->
             <?php
```

```php
        if($_SESSION['level'] == '4'){
          echo "<div style='display: none;'  class='tab_konten' id='report-pills'>";
            include "../view/Report/Report.php";
          echo "</div>";

          echo "<div style='display: none;' class='tab_konten' id='setup-pills'>";
            include "../view/Setup/Setup.php";
          echo "</div>";

          echo "<div style='display: none;' class='tab_konten' id='sla-pills'>";
            include "../view/Sla/sla.php";
          echo "</div>";
        }
        ?>
        <div style="display: none;" class="tab_konten" id="ticket-pills">
          <?php include "../view/Ticket/ticket.php" ?>
        </div>
        <div style="display: none;" class="tab_konten" id="knowledgebase-pills">
          <?php include "../view/knowledgeBase/knowledgeBase.php" ?>
        </div>
        <div style="display: none;" class="tab_konten" id="pesan-pills">
          <?php include "../view/Pesan/Pesan.php" ?>
        </div>
       </div>
     </div>
         <!-- /col-lg-6 -->
   </div>
   <!-- /row -->
  </div>
  <!-- /container -->
 </div>
 <!-- /main-inner -->
</div>
```

```
<div class="extra">
  <div class="extra-inner">
   <div class="container">
    <div class="row">
        <div class="col-lg-6">
            <h4>Main Office</h4>
            <ul>
              <li><a href="javascript:;">Komp. Citra Business Park Blok D No.6</a></li>
              <li><a href="javascript:;">Jl. Peta Barat, Kalideres</a></li>
              <li><a href="javascript:;">Jakarta Barat 11840-Indonesia</a></li>
              <li><a href="javascript:;">Tlp : (+62-21) 29020447 </a></li>
              <li><a href="javascript:;">Fax : (+62-21) 29020448 </a></li>
            </ul>
        </div>
        <!-- /col-lg-3 -->
        <div class="col-lg-6 text-right">
            <h4></h4>
            <ul>
            </ul>
        </div>
        <!-- /col-lg-3 -->
     </div>
    <!-- /row -->
   </div>
   <!-- /container -->
  </div>
  <!-- /extra-inner -->
</div>
<!-- /extra -->
<div class="footer">
  <div class="footer-inner">
   <div class="container">
    <div class="row">
```

```
     <div class="col-lg-12 text-center"> Sahat Firmanton Purba &copy; 2015 Esa Unggul
University</div>
      <!-- /col-lg-12 -->
    </div>
    <!-- /row -->
   </div>
   <!-- /container -->
  </div>
  <!-- /footer-inner -->
</div>
<!-- /footer -->
<!-- Le javascript
================================================== -->
<!-- Placed at the end of the document so the pages load faster -->
<script src="public/js/jquery-1.7.2.min.js"></script>
<script src="public/js/aplikasi.js"></script>
<script src="public/js/excanvas.min.js"></script>
<script src="public/js/chart.min.js" type="text/javascript"></script>
<script src="public/js/bootstrap.js"></script>
<script src="public/js/jquery.dataTables.min.js"></script>
<script src="public/js/jquery.dataTables.js"></script>
<script src="public/js/bootstrap-datepicker.js"></script>
<script src="public/js/bootstrap-datetimepicker/js/bootstrap-datetimepicker.js"></script>
<script src="public/js/jquery.metisMenu.js"></script>
<script>


$(".form_datetime").datetimepicker({format: 'yyyy-mm-dd hh:ii'});


$(".form_datetime-component").datetimepicker({
   format: "dd MM yyyy - hh:ii"
});


$(".form_datetime-adv").datetimepicker({
```

```
      format: "dd MM yyyy - hh:ii",
      autoclose: true,
      todayBtn: true,
      startDate: "2013-02-14 10:00",
      minuteStep: 10
});


$(".form_datetime-meridian").datetimepicker({
      format: "dd MM yyyy - HH:ii P",
      showMeridian: true,
      autoclose: true,
      todayBtn: true
});
$(document).ready(function() {
  var idProfile = 0;
  var main = "view/Profile/formProfile.php";
  $("input").ready(function(){
    $(".Username").click(function(){
        $('#dialog-profile').modal('show');
        //alert("The paragraph was clicked.");
        var url = "view/Profile/formProfile.php";
        // ambil nilai id dari tombol ubah
        idProfile = this.id;

        if(idProfile != 0) {
            // ubah judul modal dialog
            $("#myModalLabel").html("Ubah Username");
        } else {
            // saran dari mas hangs
            $("#myModalLabel").html("Tambah Data Mahasiswa");
        }


        $.post(url, {id: idProfile} ,function(data) {
```

```
            // tampilkan mahasiswa.form.php ke dalam <div class="modal-body"></div>
            $(".modal-body").html(data).show();
        });
    });
});
$("input").ready(function(){
  $(".Password").click(function(){
        $('#dialog-profile').modal('show');
        //alert("The paragraph was clicked.");
        var url = "view/Profile/formProfile.php";
        // ambil nilai id dari tombol ubah
        idProfile = this.id;

        if(idProfile != 0) {
            // ubah judul modal dialog
            $("#myModalLabel").html("Ubah Password");
        }
        $.post(url, {id: idProfile} ,function(data) {
            // tampilkan mahasiswa.form.php ke dalam <div class="modal-body"></div>
            $(".modal-body").html(data).show();
        });
    });
});
});

  $(document).ready(function() {
    // Menentukan elemen yang dijadikan sticky yaitu .nav
    var stickyNavTop = $('#navTop').offset().top;
    var stickyNav = function(){
        var scrollTop = $(window).scrollTop();
        // Kondisi jika discroll maka menu akan selalu diatas, dan sebaliknya
        if (scrollTop > stickyNavTop) {
            $('#navTop').addClass('sticky');
```

```
        } else {
            $('#navTop').removeClass('sticky');
        }
    };
    // Jalankan fungsi
    stickyNav();
    $(window).scroll(function() {
        stickyNav();
    });
  });
  //]]>
</script>
</body>
</html>
<?php } ?>
```

SURAT KETERANGAN INSTANSI TERKAIT

PT.RENDEZ INDONESIA
REMEMBER SCAFFOLDING REMEMBER RENDEZ

SURAT PERNYATAAN
Nomor : 024/RI-Eks/XI/2014

Yang bertanda tangan di bawah ini:

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Alamat   : **Wisma Jaya Blok AA2 NO.16 Duren Jaya**
                          Bekasi Timur

Jabatan   : **Head Of ICT & QA Departement**

Menerangkan dengan sebenarnya bahwa Mahasiswa tersebut dibawah ini :

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Benar-benar telah melakukan penelitian skripsi berjudul " **DESAIN DAN IMPLEMENTASI APLIKASI MANAJEMEN SERVICE DESK PT. RENDEZ INDONESIA MENGGUNAKAN KERANGKA KERJA ITIL DENGAN METODE GAP ANALYSIS** " pada tanggal 23 Oktober s/d 08 November 2014 di PT. RENDEZ INDONESIA dalam rangka menyelesaikan tugas akhir perkuliahan di Universitas Esa Unggul Jakarta.

Demikian Surat Keterangan ini Kami buat dengan sebenarnya, agar dapat dipergunakan sebagaimana mestinya.

Jakarta, 24 November 2014

Head Of ICT & QA Departement

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