# IMPLEMENTATION OF THE WORK ORDER INFORMATION SYSTEM WEB-BASED AT PT XYZ

#### Anika Mawasati

Polytechnic Piksi Ganesha Bandung, Indonesia

Rini Tisnawati Polytechnic Piksi Ganesha Bandung, Indonesia

**Abstract.** The aim of this research is to identify the functional requirements for the design of the work order information system at PT. Indosat Mega Media (M2) Bandung. The analysis revealed several issues, including frequent delays in work order information for technicians, a lack of work order plan summaries, and the manual generation of reports. To address these problems, a web-based work order application was developed to streamline work order information management, scheduling, and report generation. Data collection methods included interviews, observations, and literature reviews. The system development approach used is prototyping, with design tools such as Data Flow Diagrams (DFD). Implementation was carried out using PHP and MySQL. The following recommendations are provided: 1) training for system users, 2) regular system maintenance, and 3) further system development to improve its effectiveness.

**Keywords:** Work Order Information System, Functional Requirements, Webbased Application

#### 1. Background of the problem

PT Indosat Mega Media Bandung is one of the leading network service providers with many network sectors in different locations in Bandung.

The need for systematic work order information for field technicians in the technical support area requires a good system to manage work order data that is forwarded to the technical support area. The problem that often occurs is that field technicians do not have work order summary data. There are often delays in work information

field technicians, so the technician does not know the work order plan that will be executed on that working day before the technical support manager communicates the work order information to the technician verbally or via WhatsApp.

One of the parts that will be the focus of this research is the work order information system in the technical support area of PT Indosat Mega Media (M2) Bandung. The establishment of this information system is necessary to provide quick information about work order planning from the branch technical support managers to the technicians. Based on these problems, the author is interested in conducting research to prepare a final project by designing an application titled "Designing a Work Order Information System in the Technical Support Section Using PHP and MySQL at PT Indosat Mega Media (M2) Bandung".

#### 2. Main Problem

According to the research focus presented, several main issues can be considered, including:

- 1. There is no work order software for field technicians in the technical support branch
- 2. There are often delays in informing field technicians about work orders

#### 3. Research Objectives and Benefits

#### **A. Research Purposes**

- 1. To conduct the analysis process of the existing work order information system.
- 2. To overcome existing problems.

3. To create a work order application in the technical support section of PT Indosat Mega Media (M2) Bandung.

#### **B.** Benefits of the Research

1. To expand the author's insight.

2. To satisfy any of the graduation requirements for the Informatics Management Diploma III programme at Piksi Ganesha Polytechnic, Bandung.

#### 4. Theoretical Study

#### 1. Basic Design Concepts

George M. Scott defines system design as follows: "System design determines how a system achieves what needs to be achieved. In this phase, the software and hardware

components of a system are configured so that the system, once installed, will actually work. Truly." conform to the design determined at the end of system analysis.

#### 2. Basic System Concepts

Murdick and Ross (1993) define a system as a set of elements combined together for a common purpose.

#### 3. Basic Concepts of System Analysis

System analysis can be defined as the decomposition of an information system as a whole into its parts or subcomponents with the goal of identifying and evaluating problems that are expected to suggest improvements for now and in the future.

The main goal of system analysis is to determine the details of what the proposed system will do (rather than how).

#### 4. Basic Concepts of Data and Information

Another definition of data is that data is reality that describes events and entities. Real entity (fact and entity) is true and emergent. For management to make decisions, these factors must be further processed into information.

Definition of Information: According to McLeod (1995), data that has been processed in a processed form becomes a form of information that is more meaningful to the recipient.

#### 5. Basic Concepts of Information Systems

The definition of an information system is a human-created system that consists of components of an organization to achieve a goal, which is to represent an information system.

#### 6. Basic Concepts of Database

A database is a collection of data that is interconnected and stored on a medium without duplicate data so that it can be easily reused, can be used optimally by one or more application programs and the data is stored without being dependent on the program that uses it, the data is stored in such a way that when additions are made, data retrieval and modification can be done easily and in a controlled manner.

#### 7. Flowmap

A flowmap is a graphical representation of the steps and flows of a program. Flowmaps are useful in helping analysts and programmers break problems into smaller segments and help in analyzing operational alternatives.

# 8. Data Flow Diagrams

A data flow diagram is a model of a system that describes the evolution of breaking down a system into smaller modules. One of the benefits of using a data flow diagram is that it makes it easier for users or those with less computer skills to understand the system to be worked on.

# 9. Context Diagram

A context diagram is a diagram that consists of a process and describes the scope of the system. The context diagram is the highest level of the DFD that describes all the inputs to the system or outputs of the system

# 10. Prototyping System Development Method

In its application by system developers, a prototype is a version of a potential system that gives developers and potential users an idea of how the system will work in its finished form. The process of making a prototype is called prototyping.

#### 11. Basic concepts of web programming

Web programming is a way of creating a web by implementing programming language codes that can be run on a server

# 12. Basic concepts of MySQL and XAMPP

MySQL is a multi-threaded, multi-user SQL database management system (DBMS) software with around 6 million installations worldwide. MySQL AB makes MySQL available as free software under the GNU General Public License (GPL), but also sells it under a commercial license for cases where its use is incompatible with the use of the GPL.

XAMPP is a free software that supports many operating systems and is a compilation of several programs that act as a standalone server (local host) and consists of programming data from the Apache HTTP server, My SQL, a database and a language translator written in the PHP programming language. This program is available as a general public license and is a user-friendly web server that can provide dynamic web displays.

13. Basic concepts of work orders

Work orders are documents that support inspection processing for material deliveries and service requests. Work orders are created based on notifications from the system. The Work Orders feature helps in planning and scheduling work. A work order consists of the scope of work to be performed, the technical object on which the operation is performed, the start/finish schedule and duration, and the associated resources (labor, materials and services).

# **Basic Theory**

#### 1. Research Method

The author uses Qualitative Research Methodology which is a research that is designed in general, namely research conducted for unlimited study objects and does not use scientific methods as a benchmark.

#### 2. Data Collection Techniques

Description of the techniques used in the research process, including:

a. Observation, namely conducting direct research in the field where the Author is conducting Environmental Work Practices to find out what problems can be taken and then sought to solve the problems.

b. Interviews, namely conducting a question and answer session with the Field Supervisor regarding the guest book information system process running at the Gedung Merah Putih Infomedia Bandung.

c. Literature Study, namely using library books as a reference for the Author to obtain the information needed.

d. Internet media, namely carrying out the process of searching for references by exploring sites that provide the information needed.

#### 3. Selection of Prototyping Methods

A prototype is a version of a potential system that provides ideas for developers and prospective users, how the system will function in its finished form. The process of making this prototype is called prototyping.

Prototyping has several advantages, including:

- 1. Improved communication between developers and users
- 2. Developers can do a better job of determining user needs

- 3. Users play a more active role in system development
- 4. Implementation becomes much easier because users know what to expect.

#### **Results and Discussion**

- 1. Process Design
  - a. Flowmap



Figure 1 Flowmap of Work Order Information System

b. Context Diagram



Figure 2 Context Diagram of Work Order Information System

c. Data Flow Diagram of Work Order Information System



Figure 3 DFD Level 0





Figure 6 DFD Level 1 Process 5.0

# d. Process Specification

	-	Table 1 Process Specification 1.0	Verification
--	---	-----------------------------------	--------------

No. Process	1.0
Name Process	Verification
Input	List work order
Output	List work order verification
Description	Checking data <i>list work order</i> .

# Table 2 Process Specification 2.0 Manage Work Order

No. Process	2.0
Name Process	Manage work orders

Input	List work order verification
Output	Work order
	The process of managing the creation of work orders for technicians

# Table 3 Process Specification 3.0 Display Work Order Information

No. Proses	3.0	
Name Process	Display information work order	
Input	Work order	
Output	Information work order	
-	The process of displaying work order information for technicians	

No. Process	4.0			
Name Process	Confirmation Process work order			
Input	Work order, Informasi work order			
Output	Work order finish			
	The process by which technicians confirm work orders that have been completed by matching the work order data.			

#### Table 4 Process Specifications 4.0 Work order confirmation

Table 5 Process Specifications 5.0 Report generation

No. Proses	5.0
Name Process	Report creation
Input	Work order finish
Output	Report Work Order
	The process of creating a work order report carried out by a technician

#### e. Data Dictionary

Based on the data flow diagram and the process specifications explained, the data dictionary of the above DFD includes the following:

1.List work order = Wo, cid, customer, rfs, time, statusc, provisioning, cluster, floor, unit, phone, internet, google, indosat, team, status

2.Work order = Wo, cid, customer, rfs, time, statusc, provisioning, cluster, floor, unit, phone, internet, google, indosat, team, status

3.work order finish = Wo, cid, customer, rfs, time, statusc, provisioning, cluster, floor, unit, phone, internet, google, indosat, team, prosesrfs, timestart, timefinish, note.

#### 2. Database design

a. Entity Relationship Diagrams



**b. Relation Scheme** 



Figure 8 Relation Scheme

# c. Database Specification 1. File Name : manager

I. File Name : manage Media : Hard disk

Primary Key : code

	l able 6 Manager table				
No	Nama <i>Field</i>	Туре	Keterangan		
		(Width)			
1.	Kode	Varchar (10)	Primary Key		
2.	Email	Varchar (15)	Atribut		
3.	Password	Varchar (15)	Atribut		
4.	Level	Varchar (15)	Atribut		
5.	Telepon	Varchar (15)	Atribut		

#### Table 6 Manager table

# 2. File Name : Listworkorder Media : Hardisk

Primary Key : Wo

Table 7 Listworkorder Table

No.	Nama Field	Type (Width)	Keterangan
1.	Wo	Varchar (100)	Primary Key
2.	cid	Varchar (100)	Atribut
3.	Customer	Varchar (100)	Atribut
4.	Rfs	Date	Atribut
5.	Time	Varchar (30)	Atribut

6.	Statusc	Varchar (30)	Atribut
7.	Provisioning	Varchar (50)	Atribut
8.	Cluster	Varchar (30)	Atribut
9.	Floor	Varchar (30)	Atribut
10.	Unit	Varchar (30)	Atribut
11.	phone	Varchar (30)	Atribut
12.	internet	Varchar (30)	Atribut
13.	google	Varchar (30)	Atribut
14.	indosat	Varchar (30)	Atribut
15.	Team	Varchar (30)	Atribut
16.	status	Varchar (30)	Atribut

#### 3. File Name : workorder Media : Hardisk

Primary Key : Wo

#### Table 8 Work order table

No.	Nama <i>Field</i>	Type (Width)	Keterangan
1.	Wo	Varchar (100)	Primary Key
2.	cid	Varchar (100)	Atribut
3.	Customer	Varchar (100)	Atribut
4.	Rfs	Date	Atribut
5.	Time	Varchar (30)	Atribut
6.	Statusc	Varchar (30)	Atribut
7.	Provisionin g	Varchar (50)	Atribut
8.	Cluster	Varchar (30)	Atribut
9.	Floor	Varchar (30)	Atribut
10.	Unit	Varchar (30)	Atribut
11.	Phone	Varchar (30)	Atribut
12.	Internet	Varchar (30)	Atribut

13.	Google	Varchar (30)	Atribut
14.	Indosat	Varchar (30)	Atribut
15.	Team	Varchar (30)	Atribut
16.	Status	Varchar (30)	Atribut

4. File Name : workorderfinish Media : Hardisk Primary Key : Wo

Table 9 Work order finish table											
No.	Nama <i>Field</i>	Type (Width)	Keterangan								
1.	Wo	Varchar (100)	Primary Key								
2.	cid	Varchar (100)	Atribut								
3.	Customer	Varchar (100)	Atribut								
4.	Rfs	Date	Atribut								
5.	Time	Varchar (30)	Atribut								
6.	Statusc	Varchar (30)	Atribut								
7.	Provisioning	Varchar (50)	Atribut								
8.	Cluster	Varchar (30)	Atribut								
9.	Floor	Varchar (30)	Atribut								
10.	Unit	Varchar (30)	Atribut								
11.	Phone	Varchar (30)	Atribut								
12.	Internet	Varchar (30)	Atribut								
13.	Google	Varchar (30)	Atribut								
14.	Indosat	Varchar (30)	Atribut								
15.	Team	Varchar (30)	Atribut								
16.	Status	Varchar (30)	Atribut								

dar finich tabl 0.14/----

# d. Input Design

# A. Work Orders

- Name: Work Order
- Source: Technical Support Manager

- Function: Provides detailed information about work orders to be executed by technicians.

- Model: Data

- Data Elements: Where, CID, Customer, RFS, Time, Statusc, Deployment, Cluster, Floor, Unit, Phone, Internet, Google, Indosat, Team, Status

#### **B. Work Order Checklist**

- Name: Work Order Checklist
- Source: Technician
- Function: Confirms that the work order has been received and executed.
- Model: Data

- Data Elements: Where, CID, Customer, RFS, Time, Statusc, Deployment, Cluster, Floor, Unit, Phone, Internet, Google, Indosat, Team, Status

#### e. Output Design

#### A. Work Order Reports Based on Specific Periods

- Name: Work Order Report Based on Period
- Source: Technical Support Manager

- Function: Serves as proof that the work order was completed by the technician.

- Model: Paper

- Data Elements: Where, CID, Customer, RFS, Time, Statusc, Deployment, Cluster, Floor, Unit, Phone, Internet, Google, Indosat, Team, Name, Jasarfs, TimeStart, TimeEnd, Note

#### B. Work Order Report Based on Deployment

- Name: Work Order Report Based on Deployment Category

- Source: Technical Support Manager

- Function: Serves as evidence that the work order was completed according to the deployment category.

- Model: Paper

- Data Elements: Where, CID, Customer, RFS, Time, Statusc, Deployment, Cluster, Floor, Unit, Phone, Internet, Google, Indosat, Team, Name, Jasarfs, TimeStart, TimeEnd, Note.

#### C. Work Order Report Based on Team

- Name: Work Order Report Based on Team Category
- Source: Technical Support Manager

- Function: Serves as evidence that the work order was completed by a specific team.

- Model: Paper

- Data Elements: Where, CID, Customer, RFS, Time, Statusc, Deployment, Cluster, Floor, Unit, Phone, Internet, Google, Indosat, Team, Name, Jasarfs, TimeStart, TimeEnd, Note.

#### D. Work Order Report Based on Status

- Name: Work Order Report Based on Status Category
- Source: Technical Support Manager

- Function: Serves as evidence that the work order was completed, categorized by its status.

- Model: Paper

- Data Elements: Where, CID, Customer, RFS, Time, Statusc, Deployment, Cluster, Floor, Unit, Phone, Internet, Google, Indosat, Team, Name, Jasarfs, TimeStart, TimeEnd, Note.

#### f. Screen Dialog Design

LOGO	HEADER		LOG OUT
INFORMASI			
PANEL PENGELOLA		CONTENT	
work order			
	WAKTU DAN TANGGAL		COPYRIGHT BY

# Figure 9 Main Page Display Structure

LOGO	HEADER	LOG OUT
DIFORMAN		
Work Order	CONTENT	
	WAKTU DAN TANGGAL	COPYRIGHT BY

Figure 10 Technician Page View Structure

# g. Hardware and Software Specifications

# A. Hardware Specifications

Processor: Intel Pentium 4/Dual Core

Hard Drive: At least 250GB

RAM: 1GB

VGA: 128MB/more

Monitor: LCD/LED 17 inch/more

# **B. Software Specifications**

Operating System: Windows 7

Programming Language: PHP

Database: MySQL

Programming Editor: Notepad++

Website Design: Notepad++

Browser: Google Chrome

# h. Implementasi Sistem



Figure 11 Login



Figure 12 Main menu

+ indosat	BISTEM NFORMASI WORK ORDER	100 OUT
	Tentang Perusahaan	
	IP freedom lange in the pain interactify and an an advector pain plane advector or one of the Tangan for painteranges to the second painter advector of the tangan for painteraction of the tangan for painteranges the second painter advector of the tangan for the tangan for the tangan painter advector of the memory advector advector of the tangan for the tangan for the tangan painter advector of the tangent advector advector of the tangent for the tangent painter advector of the tangent painter the tangent painter advector of the tangent tangent painter advector of the tangent painter the tangent painter advector of the tangent painter advector of the tangent painter the tangent painter advector of the tangent painter advector of the tangent painter the tangent painter advector of the tangent painter advector of the tangent painter advector of the tangent painter the tangent painter advector of the tangent painter advector of tadvector of tangent painter advector of tangent pa	
	Visi Megal potentier projektivis dater indust consum troatilier beines Menda (F. Shenel Potos) sin System contest sete industed e Industre	
	Misi	
	<ul> <li>To Ministrang properties per inference des mis properties per inference des mis properties per personal per personal des mis per personal per personal des mis per per personal des mis per personal des mis per personal des mis p</li></ul>	
	3 predeser pourse entre entre and entre instantion entre de la prese and entre	
	Pers. Neurose, <u>8.0.0077 (42.4)</u> Per	#2017 http://www.furieum

# Figure 13 Page About Company



#### Figure 14 Page Contact Person



Figure 15 Page Site

W0 Number	
Costumer ID	
Customer	
775	mmildfirory
Time	Statue No. Y
Status Costumer	Statue File
Provisioning Location	Statue Pile T
Cluster/Tower	
Roor	
Unit/No	
Phone	
Internet Package	Internet Lip To 5 Mitops
Google Diromecast	No. Y
Indoset Phone	Vie. *
Team	Sec V
Status Work Order	Menunggu 🔻



TEM INFORMASI WORK ORDER	LDG 01
Vo lunber	13020000401
Customer ID	170110000823
Contact Person	TANYA NALIMATI
851	04,01,2017
Status Curtomer	(Activation •
Provisioning Location	Emerald Torum
Custer	laterara Selatan
Faor	Lastal 12
Jet .	MURT 200A
Prote	083820008864
internet Package	(inserver Lip To 5 Mops 🔍
Google Chromecast	382.*
Indosat Phone	No T
Team	(Satu V)
Status Detail	Testion T
#SATE Model in biomer adalomys	
s Selaving: [K15/2017; 2/04/85 AM	8 2017 Hali Roman Roma

Figure 17 Page Edit List Work Order

	IEM N	FORMASI BIOR	X ORDER														
sat								L	IST WORK	ORDER	२						
		Tanàna (Managara)															nn [
ŀ		-		CONTRACT PERSON	monthead	1.000	121733 01110808	PROVEDUING LEGATION	0.1710/001	PLOOP	LINETING	Prostag	NUTERINET PROTAGE	0000LE 04000ED471	NOOMT PHONE	10.00	100
I.	L.	-0000038	-0000000	-	2017/08/20	1214	NUMBER	Baltic Part Altraspe	Teres des		and a	00720280	mane (275.0) Trans	~		844	,
	1	101000101	1210210	Nate	01100	10.00	VIENN	Allow Charts	10101201	ure of	80	00720820	mane is hill High			0.4	,
	1	10000041		TRUK BILINE	anae		10.00	Break four	10111-0000	1999.1	10,81004	1010100-	interesting field 1920	-	-10	-	,
	۰.		-0108-0108	Romaniana, etc.	201710418	-	- Lagran	desire (c)	Linear South		-	00403144	10000 (275-0 1709	~	-	24	•
	£.	(02030)42	(1+00040	ODW/ Nativity	201000	00118	Mater	Owni Danar		Lened	No.4	00172-0	1001/070	~	-	Bec	,
	6	102020143	1704 0002 H	anne Butrane	2706	1210	10.00	25 Teremen	88.01		14.4755	01073881	interest to a	~	- 14	0.4	
	۰.	108030404	100004	Riped Park Deri	arrese.		10.00	8408105	10101-003			10121010-	internet Lip for 15 17528			-	
	٠	10203040		Riped Pani Deri	2017-0012	-14.08	No. alter	Anneal from	Linux linux.	Serie G		1000-001	100012-01	-	-	in.	•
	٩.	-020303408	-	Reachester	20171040	-0.07.08	No.	from the	Calera	Levie 20	-	010102-021	mana 1276-12 Inte	~	-	in.	,
	6	102030147	10000404	and with	2011010	102.00	NO 494	nervergen Textonom	The second	Lana 20		00720820	mane (2.5 %) High	~		844	,
	п.	10000040	1000040	Dis Dero sera	011040	1219	10.00	PROTECTION IN	cana		894	07120717	internet Lip for 15 Triate	~	- 14	80	
	a.	10000040	********	No. No. 10	2017-08-04	-2.01.00	terrysee	0101700	10101-001				10000133311 1938	-	-	-	,

Figure 18 Page List Work Order

la Number	100200300401
atone D	\$70118080828
ontact Person	TANIA NALHATI
15	89/01/2817
ine .	2.00 WB
arus Customer	Activation/New Instalaci V
evisioning Location	(Neumation Sanggar Hurlp 💌
later	Menan Selatan
	kartai 12
ak and a second s	MURI282A
tone	00002000004
ternet Peckage	Internet Up To 10 Milgar 💌
sogie Chromecast	(Yes *
dosat Phone	No. ¥
eem Teknisi	Sec. Y
toes Wo	86/07.2817
ine Start	2.00 WB
ine Rolah	(0.45 WB
19	Letter

# Figure 19 Page Edit Work Order Finish

sat									LAPC	RAN	VORK	ORDER									
	-																				
	DET M																				
			Const. Processing	Data Sara																	
	Now 20																6478		inesh		
H.		10 6.9462.9	-	PERMIT	ROOTENING ST	100	CUTOMES	LOLANDA	OLU PERFORMA	71.008	UNTHO	PHONEIHO	Astronom	CONTRACT OF	Pailed	12.08	7408E3	CAN'	THE PARTY	8278	***
	5	-	10000	******	87.04	10.00	454801	Balantes Jahrenger	1000.000		801.2	******	Hanni La Ta 10 Mari	- 11	-	101	1719-0	10.00	1000		801 2008
	a. 1		0.000	R(#12	279.0	1.27.118	100.000	Name Charter	10000200	Lange D	84	10/20020	No. of the local division of the local divis	- 14	-	-	2798	10000	10.000	anar	100
	1. I		10-00061	THEN MILLION	201000	12118	Adation	Revenue Resperieurs	times beau	Letter G	100.005		10100	-	-	in.	2017/00/01	1000	Same	in a	801 24948
	6. I	12 COO4 +	CERCER	-	2710-0	12118	100.000	Owner Dig	transmission.		N 0	10000140	rane or to 10 Mars	-		24	2710-0	10.00 /00	1212/00	Sea response propose	
	r 1	5000MG	1794 0000-001	oper Galaxia	27100	12118	100100	Batter Face Jahrenger	BOX CI		10.4	00723	internet sonto E filipita	-		16	20110401	12.00.00	1222.000	Cap response program	-
	8. T	-	154 00524	1000	11100	1.0110	torgen	0414844	BOUT				Internet Lay Ta 19930	- 10	-	-	10100	10.00	100.00	10100	801 2000
	n. 1		10800041	Names and South	2790	12110	NUMBER	000000	10103-000			******	Harmon (arth) 12 Mays	- 14	-	101	201000	12.00 (10)	12.20 (10)	unor .	20. Ma
	в. 1	000048	-8205001	Nati Pari Invi	2011042	12118	Adator	front from	times bene	Letter G	-	(882)-021	1916-1075 11708	-	-	-	2017/09/08	10108	10.00	-	2011 2003
	8. 2	1000048	106204-68	Aug 79110	11100	1.1118	454801	878-91 To 47	Cenn	1000	808	*****	10100	- 10	-	685	11100	10.00	10.00	10.00	801 2008
	·0. 1	-	1000000	-	271042	142010	42400	nenteran Recent	10000200	1498.2		10/200204	Harmon and the reliablest	-	-	161	2790	14.00 (108)	14.00.000		20. Ma
	4. 4	000048	-	Des Sercere	2011040	1200	Adation	Prese Distain	Calma		Bell	10-2210-23	10102	-	-	in.	20-7-09-03	10100	10.00 (0.00		801 2003
	ж. 1	1000049	1000000	N-R-LM	8790	10.000	Torques	0101700	1000.000		801	-	internation for the Difference of the	- 10	-	-	11101	1110.00	10.00	Autor Million	801 2008
	·a	00000+0	1021-0110	Reality Bas	227000	0.0110	100.000	Receive Regentions	tones bener		Boc?	10.02210010	1010	-	-	-	2744	122740	122.00		100
	ч. I	500 Mar-	NORTH	tinga Putr Indinis	201104	1427-018	Anaster	ines inere	Calena	1000		ara-0-0	10100	-	-	-	20-7-09-08	1222.008	100.00	201000 10102000	801 24938
																				des .	

# Page 20 Page Report Work Order

dosat	Show 3	• ettics													Searah:		
	80	NO NUMBER	CONTINUES ID	CONTLCT PERSON	KNEDILE	-	STATUS CUSTOMER	PROVIDENING LOCHTON	CLETTERTOWER	P1008	UNTING	PHONE INC	NTERNET PHOSPICE	GODOLE CHROMOCATT	INDO SAT PRONE	75.48	VOX OCC
ICA TENING	ь.	-00000000	10000000	ndiya dika	2217-08-30	10.00 WID	Advator	Easter Park Jatinanger	Menara Utara		Rek of	001720202005	Internet Up To 50 Mbps	Yes	Yes	ŝm	Talah I Karjak
	2	100101010101	12120102	Ryand	2017-09-28	10.00 W/8	Topula	Pesera Gwasha	Menara Utara	Lanse 08	56.1	000120080238	Internet Up To 60 Million	765	10	Dea	Tean Karpe
	Ł	100200000401	170110000923	MAYA MALHATI	2017-09-01	10.08 WIS	Advator	Emerald Tower	Wenara Selatan	Lantal 12	MUDICIDA	000020000004	Internet Up To 8 Hitspa	Yes	50	Seu	No Disco
	٠	10000004014	142303404080	Riki Hardianayah	2017-08-08	10.00 WB	Upgrade	Sarden City	Menara Selatan		No 12	00302020404	Internet Up To 15 Maps	Yes	Yes	Dua	Talah Karpa
	۰.	100200000462	179410000428	DENNY KUTVARA	2017-09-01	12.00 W/8	Advator	DE Marakash	Box C1		50.4	009073732100	inamerika Telitika	700	30	5eu	Tean Karpe
1	6.	10020000403	170410000214	MAMAN SURYHMAN	2217-09-01	10.00 WIS	Advation	DE Marakeeh	Bok 01		Une Adreda	001007250012	Internet Vip To di Hibpo	Yes	Sa	Dua	Tean Karpis
195	τ.	10030000404	100800300481	Riyanti Planti Deni	2217-08-01	12.00 W/8	Advation	Garden Dity	Menara Utara		825	083620008834	Internet Up To 10 Mbps	Yes	Yes	Sau	Telah D Karpita
R. M.	8.	10020000408	190330550809	Rane Reimon	2017-09-02	10.38 W/5	Advator	Enwald Towar	Wanana Salatan	Lantal 12	No 1	053625110001	Internet Up Te 6 Hitspa	10	50	5es	Telan D Karpina
15.5	8.	10020000408	106230040462	Nece Febrian	2017-09-02	12.00 WID	Advator	Emerald Tower	Cistera	Lansi 30	51.1	001210021021	Internet Up To 10 Mbps	764	144	Sm	Talah D Karpita
	10.	10020000407	108230040241	Jala Artis	2017-00-02	14.00 W8	Advation	Parahyangan Recidence	Menara Utara	Lantai 20		101720060338	Internet Up To 10 Mars	Yes	Nes	tev	Telah I Karjak

# Figure 21 Main menu technician

TEM INFORMASI WORK ORDER		1,35-0
Cetak Lap	oran Status Customer	
	PAIR Status Contemer	
	Nan Fid *	
	Bait targgot	
	Served targpal	
	(www.tata.yypty)	
	tak Kembali	
		8 2217 Ada Bakman Ramat

Figure 22 Customer Print Category Select Page

SISTEM INFORMASI WORK ORDER	LOG OUT
Cetak Laporan Berdasarkan Provisioning Location	
Mith Provisioning Location:	
Der tangget wn.94 yrpy	
Sampar tanggat min Seld symp	
Cetak Kembali	
COM CODES	
Nets Service (153077.1234.4 PM	© 2017 Ade Rehman Romadan

Figure 23 Page Select category Print Provisioning

SISTEM INFORMASI WORK ORDER	LOG OUT
Cetak Laporan Berdasarkan Team	
F8 taur ☐ Internet FFE — ▼ Gartagent ☐ Internet ☐	
Webs Selemps (052317.1238249M	© 2017 Ade Rahman Ramadan



_	NDOS/						PT INDOSAL	MEGA M J. Asia Al	EDIA B										
Ve.	We Number	Customer ID	Cantact Person	Schedule	Time	Status Customer	Previsioning Location	Cluster	Floar	Unit	Phone	Internet	Google	Indexat	Team	Proses Schedule			Note
•	1000000000	180808080	raditya dika p	2017489430	10.00 WB	Activation	Easten Park Jutinanger	Monana Utara		Blok c6	085720302595	Internet Up To 50 Mbps	Yes	Yes	Satu	2017-49- 30	10.00 WB	18.55 W1B	-
2	100101000001	12120102	Riyandi	2017489429	10.00 WIB	Upgrade	Posona Ciwastra	Monara Utara	Lantai 05	No 9	085720858335	Internet Up To 50 Mbps	Yes	Yes	Dua	2017-09- 29	10.00 WB		Lanc
3	100200300401	170110000923	TANYA NALIRATI	2017-09-01	10.00 WB	Activation	Perumahan Sanggar Husip	Menara Selatan	Lantai 12	MUB1202A	063820306884	Internet Up To 10 Mbps	Yes	No	Satu	2017-09- 01	10.00 W 25		Land
4	1002003004014	1423859434389	Riki Hardiansyah	2017489488	10.00 WB	Upgrade	Garden City	Menara Selatan		No 12	08382030454	Up To 15 Mbps	Yes	Yes	Dua	2017-09- 08	10.00 WB		Od arrage
5	100200300402	170410806429	DENNY KUSWARA	2017-09-01	12.00 WB	Upgrade	Easten Park Jutinanger	Blok C1		No. 4	085973732186	Internet Up To 5 Mbps	Yes	Yes	Satu	2017-09- 01	12.00 WB		O.C montpi gange
6	106208380403	170410806214	MAMAN SURYAMAN	2017-09-01	10.00 WB	Downgrade	DE Marakosh	Blok C1		Unit A0702A	081807250812	Internet Up To 5 Mbps	Yes	Yes	Dua	2017-09- 01	10.00 W1B		Julur k tertut pasi
,	100200380404	100500306401	Riyanti Pianti Dewi	2017489481	12.00 WB	Relocation	Garden City	Monara Utara		B 25	083820308884	Up To 15 Mbps	Yes	Yes	Satu	2017-09- 01	12.00 WB		Lan
8	106206340405	150330536505	Riyanti Pianti Dewi	2017-09-02	10.00 WB	Activation	Emerald Towar	Monara Selatan	Lantai 12	No 9	083820110001	Internet Up To 5 Mbps	Yes	Yes	Satu	2017-09- 09	10.15 WIB		lanc
,	100200300406	109230846492	Reza Febrian	2017-09-02	12.00 WIB	Activation	Emerald Tower	Cistena	Lantai 30	No 8	081210831031	Internet Up To 10 Mbps	Yes	Yes	Satu	2017-09- 02	12.00 WB	13.00 WIB	Law
10	108208380407	189230848241	Jaka Arifin	2017-09-02	14.00 WB	Activation	Parabyangan Residence	Monara Utara	Lantai 30		085720858535	Internet Up To 15 Mbps	Yes	Yes	Satu	2017-09- 02	14.00 WB		
	100200300408	100200306403	Dea Gandreana	2017-09-03	10.00 WIB	Activation	Pesona Ciwastra	Cislena		Blok 5	081220301231	Up To 15 Mbps	Yes	Yes	Satu	2017-09- 03	10.15 WB		
12	100200300409	100200306000	lsur Saryadi	2017-09-04	12.00 WB	Downgrade	Chery Field	Monara Utara		No 8	6851001001	Internet Up To 5 Mbps	Yes	Yes	Dua	2017-09- 12	12.00 WB		Julur k Kertul pan

Figure 25 Page Report Work Order

# Conclusion

Based on the results of observation activities at PT Indosat Mega Media Bandung by conducting interviews and research on the work order information system in the technical support field, the author draws the following conclusions:

1. The currently running system is still manual, that is, the delivery of work orders is still done verbally between technical support managers and technicians

2. Field technicians do not have a summary of the work order processing plan provided by the branch technical support manager, and there are often delays in transmitting work order information to field technicians.

- 3. To solve the problem, design a work order software with the following functions:
- A. Manage work order planning information
- B. Manage work order data summaries
- C. Prepare work order reports

The aim is to facilitate the communication of work order information between technical support managers and field service technicians

# Suggestions

Based on the results of the research conducted, the author provides several suggestions for all parties responsible for processing work order data in the technical support area of Indosat Mega Media Bandung, which he hopes will be useful and can be considered to improve the performance of this system. The suggestions are as follows:

- 1. Check the data regularly so that the data is always up to date
- 2. Software maintenance to maintain data stability
- 3. Adequate software and hardware support to enable the application to run optimally
- 4. Maintenance of the application programs and training of the administrators responsible for running the application.
- Al-Bahra, Bin Ladjamudin (2005), Analisis dan Desain Sistem Informasi.

Yogyakarta: Grahallmu

Darmawan, Deni dan Kunkun Nur Fauzi (2013), Sistem Informasi

Manajemen. Bandung : PT Remaja Rosdakarya

Jogiyanto (2001), Analisis Dan Desain Sistem Informasi. Yogyakarta: ANDI.

Sri, Widianti (2008), Pengantar Basis Data. Jakarta: Cv Fajar

Kusuma, Guntur Prabawa, (2008), Algoritma dan Pemograman, Politeknik

Telkom, Bandung.

- Nugroho, Bunafit, (2004), Aplikasi Pemograman Web Dinamis dengan PHP dan MySQL, Gava Media, Yogyakarta.
- Shelly, Garry B., Rosenblatt, Harry J., (2012), *System Analysis and Design*, Cengage Learning, Boston.
- Slamin, Maududie, A., Muzakhar, K., Ma'ruf, M. F., (2007), Pengantar Teknologi Informasi, ANDI, Yogyakarta.
- Sukamto, Ariani Rosa, Shalahuddin, M., (2011), Rekayasa Perangkat Lunak, INFORMATIKA, Bandung.
- Sulham, Mohammad, (2007), Pengembangan Aplikasi Berbasis Web dengan PHP & ASP, Gava Media, Yogyakarta.