ABSTRACT

IMPLEMENTATION OF THE SCRUM METHOD IN DESIGN APPLICATIONS OF REPORTING AND DATEK MANAGED SERVICE OPERATION (RIDEON)

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In today's sophisticated digital era, all companies need a digital tool or adequate software application to help make work more practical and faster. Software is a computer program that functions as a means of interaction between users and hardware. MSO (Managed Service Operation) unit of the Division of PT. Telkom Indonesia Bandung whose job is to handle wholesale customers in terms of fulfillment & assurance with MSO as the head of the division. The way MSO units are inefficient in viewing and searching for their newlink & reporting data is because they have to open google sheets first. So an android-based application is designed that can view data easily via smart phone. The method that will be used in designing the application is the Scrum method, because Scrum method that is flexible to changes in existing system requirements. The purpose of this study is to design an android-based mobile application used by the MSO unit Fulfillment & Assurance division at PT. Telkom Indonesia Bandung, in order to make it easier for employees to view data via smartphones and make it easier for the team to design the application system. The result of this research is a mobile-based RIDEON application that can display data in real time from Google Sheets company data. The RIDEON application itself still needs to be developed in terms of features so that it can become an application that has more optimal functions in managing data.

Keywords: Software, Mobile, Scrum, Android, Data