

ABSTRACT

DESIGN OF IT HELPDESK TICKETING SYSTEM APPLICATION USING MICROSOFT POWER PLATFORM IN MANULIFE INDONESIA

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IT Helpdesk is a service unit tasked with helping to solve problems related to the use of Information and Communication Technology (ICT) facilities within an organization. The Helpdesk provides several forms of services in using ICT services such as installation, software troubleshooting, computer service and maintenance. The work process of Helpdesk Ticketing is used when agents experience problems related to ICT services, then report them to the Helpdesk team which will then be inputted into the IT Helpdesk application in the form of queue tickets, after which the IT team will work on the problem. The tools used in the development of this application are using Microsoft Power Platform (Power Automate, Power Apps, Power BI) and tools for storing data using Microsoft Sharepoint Lists. The development of this application aims to help reduce the level of Human Error on the Manulife IT Helpdesk team in collecting technical problem data from Company Agents. Based on the results of application testing from the IT Helpdesk team, using the application has proven to be very helpful for the Manulife IT Helpdesk Team. The conclusion obtained is that there is a statement from the IT Helpdesk team that this application is effective in helping every problem related to ICT services in the company, and applications are built according to the wishes and categories needed by the IT Helpdesk Team

.Keywords: IT Helpdesk, Microsoft Power Platform, Ticketing System