

## **ABSTRACT**

### **DESIGN OF KNOWLEDGE MANAGEMENT SYSTEM ON IT SECTION USING “10-STEP KM ROADMAP” (CASE STUDY: TELKOM PURWOKERTO IT INFORMATION SYSTEMS AND TECHNOLOGY)**

*Nurul Ayuni Jingga Putri  
19103064*

*Organizations that have the ability to learn, develop technology and compete in their field can have a significant impact. The implementation of an IT system in an organization or company can help improve the performance of Knowledge Management. Knowledge Management is the effort to collect, store, process, retrieve, distribute, and reuse knowledge. Good Knowledge Management has an impact to managed organizations more effective, efficient, and well structured. The system and Information Technology Unit (STI) is a technical unit that accommodates all the digital services needed by every community at IT Telkom Purwokerto. However, the problem that occurs in the System and Information Technology Unit (STI) is that existing knowledge is not properly recorded. This results in complaints that often enter the System and Information Technology Unit (STI), which cannot be processed quickly and requires a longer time for completion, as well as turnover within organizations that require knowledge transfer, which is less effective in its application. The problems described the System and Information Technology Unit (STI) requires a Knowledge Management process that is even better in its development; namely, the concept of a Knowledge Management System (KMS) is needed. KMS design can help organizations document and record the existing knowledge of staf and store it in a knowledge database so that it is easier to access. The design carried out in this study is to use "The Four Phases of The 10-Step KM Roadmap" by applying only 6 steps. The data collection method used in this study was a qualitative research method that involved conducting interviews, observing, and documenting the data collected. The results of this research are in the form of a Blueprint document containing KMS design analysis, functional and nonfunctional system requirements, KM Team design, and Blueprint design with UML, such as Use-case Diagrams, Activity Diagrams, and Class Diagrams. The KMS recommendation is described in the form of a Wireframe as an overview of the system to be built.*

***Keywords: Knowledge Management, Knowledge Management System, System and Information Technology Unit (STI), 10-Step KM Roadmap***