

## ABSTRAK

### **SISTEM *IT HELPDESK* DENGAN *WORKFLOW AUTOMATION* DAN *SERVICE LEVEL AGREEMENT TRACKING* DI PT KALBE MORINAGA INDONESIA**

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Perkembangan teknologi informasi menuntut perusahaan untuk menyediakan layanan teknologi yang cepat, terukur, dan terdokumentasi dengan baik. Di PT Kalbe Morinaga Indonesia, proses penanganan permintaan dukungan IT masih dilakukan secara manual melalui berbagai media komunikasi yang menyebabkan duplikasi data, keterlambatan, dan kesulitan pelacakan. Penelitian ini bertujuan merancang dan membangun sistem *IT Helpdesk* dengan fitur *Workflow Automation* dan *Service Level Agreement (SLA) Tracking* berbasis web menggunakan framework Laravel 8. Sistem ini dikembangkan dengan metode *Prototyping* untuk memastikan kesesuaian terhadap kebutuhan pengguna. Melalui otomatisasi alur kerja dan pemantauan SLA secara *real-time*, sistem ini diharapkan dapat meningkatkan efisiensi layanan, memperjelas proses persetujuan, serta memberikan transparansi status tiket bagi pengguna dan data kinerja bagi manajemen. Hasil penelitian diharapkan menjadi solusi terintegrasi bagi pengelolaan layanan IT yang efektif dan berbasis data di lingkungan PT Kalbe Morinaga Indonesia.

Kata Kunci: *Helpdesk, Laravel, Prototyping, SLA Tracking, Workflow Automation*

## ABSTRACT

### ***IT HELPDESK SYSTEM WITH WORKFLOW AUTOMATION AND SERVICE LEVEL AGREEMENT TRACKING AT PT KALBE MORINAGA INDONESIA***

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*The development of information technology demands organizations to provide fast, measurable, and well-documented IT services. At PT Kalbe Morinaga Indonesia, the current IT support process is still handled manually through various communication channels, leading to data duplication, delays, and tracking difficulties. This study aims to design and develop a web-based IT Helpdesk system equipped with Workflow Automation and Service Level Agreement (SLA) Tracking features using the Laravel 8 framework. The system was developed using the Prototyping method to ensure alignment with user requirements. By implementing automated workflows and real-time SLA monitoring, the system is expected to enhance service efficiency, streamline approval processes, and provide transparency for users and performance data for management. The outcome of this research is expected to serve as an integrated, data-driven solution for effective IT service management within PT Kalbe Morinaga Indonesia.*

**Keywords:** *Helpdesk, Laravel, Prototyping, SLA Tracking, Workflow Automation*