

Manajemen operasi layanan IT helpdesk studi kasus di PT. Toyota Astra Financial Services = It helpdesk service operation management a case study of PT. Toyota Astra Financial Services

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Abstrak

ABSTRAK
Institusi keuangan seperti perusahaan pembiayaan sangat memanfaatkan teknologi informasi TI dalam menjalankan proses bisnisnya agar segala transaksi keuangan yang dilakukan tercatat dan dapat dipertanggungjawabkan Dukungan operasional harian dari sisi teknologi informasi pun menjadi penting Hal ini kemudian membuat peran IT Helpdesk dalam melayani permintaan permintaan bantuan dan pemecahan masalah dari pengguna baik perangkat keras perangkat lunak maupun infrastruktur jaringan menjadi sangat penting Diharapkan IT Helpdesk memberikan respon atas permintaan yang masuk dengan efektif dan efisien Namun layanan TI yang diberikan IT Helpdesk saat ini belum dapat diperkirakan waktu penyelesaiannya Salah satu penyebabnya adalah layanan TI pada IT Helpdesk belum didukung dengan adanya manajemen operasi layanan IT Helpdesk secara formal Penelitian ini bertujuan untuk menyusun proses operasi layanan TI Helpdesk dan rekomendasi fitur fitur yang harus dimiliki oleh aplikasi yang digunakan oleh tim IT Helpdesk Diharapkan dengan adanya proses proses dan peralatan tools yang efektif dan efisien dapat meningkatkan kualitas layanan TI yang diberikan oleh IT Helpdesk

ABSTRACT

Financial institution as finance company is very depending on information technology IT for running its business process in order to ensure every financial transactions that has been executed are recorded and can be accounted Daily operational support from information technology has become very important IT Helpdesk rsquo s role in providing service for many requests and problem solving for users related to hardware software and network infrastructure are very crucial IT Helpdesk are expected to respond the incoming requests effectively and efficiently But currently IT Helpdesk could not give expected time to resolve request for IT services which they provided One of the reasons is IT Helpdesk is not yet supported with a formalized IT Helpdesk service operation management The purpose of this research is to develop IT Helpdesk service operation management and recognize the required features of tools to be used by IT Helpdesk team Hopefully the new processes and tools features can improve the quality of IT service provided by IT Helpdesk , Financial institution as finance company is very depending on information technology IT for running its business process in order to ensure every financial transactions that has been executed are recorded and can be accounted Daily operational support from information technology has become very important IT Helpdesk rsquo s role in providing service for many requests and problem solving for users related to hardware software and network infrastructure are very crucial IT Helpdesk are expected to respond the incoming requests effectively and efficiently But currently IT Helpdesk could not give expected time to resolve request for IT services which they provided One of the reasons is IT Helpdesk is not yet supported with a formalized IT Helpdesk service operation management The purpose of this research is to develop IT Helpdesk service operation management and recognize the required features of tools to be used by IT Helpdesk team Hopefully the new processes and tools features can improve the quality of IT

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