

## **ABSTRACT**

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### **FEATURE DEVELOPMENT ON WEB-BASED SUNFISH SUPPORT APPLICATION USING ANGULAR FRAMEWORK**

*PT Indodev Niaga Internet (DataOn) is a company engaged in the development of Human Resource Information System (HRIS) software solutions. Practitioners carry out Professional Work activities at PT Indodev Niaga Internet (DataOn) from July 1, 2024 to October 31, 2024, and are placed in the Quality Assurance Department as Software Developer - QA. During the activity, practitioners were involved in developing and improving features on a web-based ticketing application called SunFishSupport (SFSupport). Features developed included the addition of reminders for external bugs and external support tickets, development of the Quality Assurance module - Problem Oriented Record (POR) Report, and improvements to the Sprint Board menu. Practitioners also conducted testing on several client projects to ensure that the features functioned as needed and ran without problems. This development aims to improve the efficiency of ticket resolution and the quality of company services. The development results are in accordance with the direction and design that has been discussed with the external supervisor. Practitioners also gain various skills, experience, knowledge, and mental readiness to face the industrial world.*

**Keywords** : *Angular Framework, SunFish Support, Ticketing System, Quality Assurance.*