

ABSTRACT

Arya Diaseno (2021081010)

IMPLEMENTASI PERAN IT SUPPORT DALAM PENGELOLAAN APLIKASI PADA DINAS KOMINFO TANGSEL

This Professional Work Program aims to explain the implementation of the IT Support role in application management at the Department of Communication and Informatics (Kominfo) of South Tangerang City. During the internship activities, the author was involved in several main tasks, including testing the SIMPEN application, conducting User Acceptance Testing (UAT) for web-based applications, and sorting data for the 2024 Indonesian Standard Classification of Business Fields (KBLI). The first task carried out was testing the SIMPEN application, which aimed to ensure that the application ran properly and met user needs. This process involved identifying bugs, checking the functionality of the application, and ensuring the availability of relevant data. Next, in the UAT Web process, web-based applications were tested to ensure optimal user experience. In addition, the author assisted in sorting the KBLI 2024 data, which is important for facilitating the management of business sector data within the government information system. The results of these tasks show that the role of IT Support is essential in ensuring the smooth operation of applications and contributes significantly to application development within the government environment.

Keywords: *IT Support, Application Testing, SIMPEN, UAT Web, KBLI 2024, Application Management, Department of Communication and Informatics*