

ABSTRACT

Design and Development of a Web-Based IT Asset Management and Device Issue Service Application Using the Waterfall Approach at PT. ASD

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This research was conducted to address the inefficiencies in handling device issues and managing IT assets at PT. ASD, where processes are still manual and lack integration. These issues include delayed responses to user complaints, lack of transparency in ticket status, and difficulties in tracking and analyzing asset data. To solve these problems, the researcher developed a web-based application using the Waterfall development model. The system integrates user data, asset records, and issue reports into a centralized and automated platform. Key features include issue reporting, ticket tracking, repair history, analytics dashboard, and asset management. The implementation results show that the system improves operational efficiency, speeds up issue resolution, and enhances data accuracy and transparency. The system was tested using black-box testing and all features performed as expected..

Keywords: *IT Asset Management, Device Issue Reporting, Information System, Waterfall Model, Web Application, PT. ASD.*

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