

ABSTRACT

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MERANCANG STANDAR OPERASIONAL PROSEDUR DI BAGIAN TEKNOLOGI INFORMASI DAN KOMUNIKASI UNIVERSITAS PEMBANGUNAN JAYA

Nowadays, standard operating procedures are important to be applied in various companies to facilitate a job. One of the units in upj, namely TIK, applies standard operating procedures. Practicans get the opportunity to carry out professional work (KP) in the TIK unit of the development university in the division of making standard operating procedures (SOP). The UPJ TIK unit is a unit engaged in technology and communication that runs administration such as data storage and processing. In the Standard operating procedures division, the practice gets the task of making standard operating procedures by mastering tools such as draw.io and ms.word which are used for making operational standards prosedur.draw.io used to draw diagrams such as flowcharts, unified modelling language, entity relations and advanced.Draw.io is very easy to use because its only use is drag and drop like using Photoshop. In addition, the practice gets the task of creating and updating Standard Operating Procedures. The creation of standard operating procedures is made to provide a paramater to assess the quality of service.

Keywords: TIK, Draw.io,SOP