

## **ABSTRACT**

***Development of Helpdesk features in the MySAU application using scheduling algorithms.***

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*A helpdesk is a system or structure that handles all requests from various parties by providing information services to users. Similar systems are widely used in many companies, including PT Siaga Abdi Utama (SAU). The implementation of the helpdesk at PT SAU is to handle IT-related worker requests. So far, in the use of helpdesk, workers still contact PT SAU's IT team via email, phone, or WhatsApp. Submitting requests using several mechanisms is a problem for the IT team, especially in managing IT-related requests and complaints because it is difficult to be coordinated and monitored by the IT team of PT SAU. Based on this, researchers tried to provide alternative solutions by improving Helpdesk services in the form of developing web-based helpdesk features that can receive worker needs and at the same time coordinate and monitor every work done to handle requests. This Helpdesk feature applies the Priority Scheduling and Shortest Job First algorithms to schedule worker request queues to PT SAU's IT team in the Helpdesk feature. The author uses the prototype method in developing a system on the Helpdesk feature in the MySAU Application, so that development can be carried out in a structured manner. The developed Helpdesk application has successfully determined the time in scheduling request queues and reduced the wait time to schedule queues against worker requests.*

***Keywords:*** *Priority Scheduling, Shortest Job First, Helpdesk, Prototype*

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