

ABSTRACT

DESIGN AND DEVELOPMENT OF WEB-BASED DAILY MONITORING AND HELPDESK SYSTEM FOR THE INFRASTRUCTURE DEPARTMENT AT PT JUKE SOLUSI TEKNOLOGI

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This research aims to design and develop the *Daily Monitoring* and *Helpdesk* system at PT Juke Solusi Teknologi. The company provides information technology and communication infrastructure services, and the Digital Infrastructure department is responsible for managing and *monitoring* the infrastructure. Currently, the recording of *Daily Monitoring* and *Helpdesk* activities is done through the WhatsApp application, which has several limitations. The research method *cased* is qualitative with a case study approach at PT Juke Solusi Teknologi. Data were obtained through field interviews and analyzed descriptively. The results of the study show that the implementation of access restrictions and data changes to authorized personnel can prevent data integrity issues. The *case* of data search features in each module can expedite access to the required information by employees. Additionally, the standardization of data management formats facilitates management in conducting data review and evaluation.

Keywords: *Daily Monitoring, Helpdesk system, information technology infrastructure, data integrity, case study.*

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