

ABSTRACT

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ANALYSIS OF THE USE OF THE WEB-BASED SPICEWORKS TICKETING APPLICATION ON PREMISE AT EUROKARS GROUP INDONESIA

Eurokars Group Indonesia uses the Spiceworks Helpdesk On-Premises application which is an Open Source Helpdesk application with many useful features to assist the IT department in organizing employee issues and requests related to the IT department such as procurement of IT assets, software problems, etc. Despite the many benefits of this application, there are a few obstacles. Because the application is an on-premises application where the application is hosted on a local server, if the server service is down, the helpdesk application cannot receive temporary tickets. In this report, practitioners make an analysis of the use of the application starting from its features, workflow which is explained using flowcharts and activity diagrams as well as analyzing the user's ease and obstacles in using the application using a questionnaire that has been distributed to 30 respondents.

Keywords: Helpdesk, On-Premises, Analysis, Open Source