

## **ABSTRACT**

### **DESIGN AND DEVELOPMENT OF A WEB-BASED IT HELPDESK APPLICATION IN THE IT DIVISION OF EUROKARS GROUP INDONESIA**

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*This final project aims to design a web-based IT Helpdesk application for the IT Division of Eurokars Group Indonesia. This application is designed to address the issues of dependency on third parties and the lack of clarity regarding the status of ticket processing and IT requests, as well as to simplify the process of IT equipment procurement. The modules developed in this application include ticketing, email account creation requests for new employees, and requests for repair or procurement of new IT equipment. The design and development of this application follow the Waterfall Software Development Life Cycle (SDLC) methodology, which includes the stages of planning, analysis, system design, and implementation. The results of this final project are expected to provide solutions to the existing problems, enhance the transparency of status in IT request management, and accelerate the response time to issues occurring in the IT Division of Eurokars Group Indonesia.*

**Keywords:** *Web-based Application, IT Helpdesk, Waterfall*

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