ABSTRACT

The objective of this project is to create a web-based IT tracking system that is integrated with a smart solution in the form of an agent in order to make an active system that can be operated easily by every IT staff or even non-IT staff from variety of departments at UBiNus JWC. In order to make sure that we are only producing the best IT asset tracking system for UBiNus JWC, we did a strong analysis on the current work flow in order to know the nature of problems as well as the joints and bolts in tracking IT assets.

At the completion of this project, the IT department of UBiNus JWC can make use of the computer resources more effectively, thus resulting in an increase of work productivity and efficiency. Less paper works are achieved through the use of a smart computerized system, causing in a reduction of wasted resources from the current procedure which uses conventional pen and paper works.

In conclusion, through this project, our thesis team has learned more about the importance of tracking system more specifically for IT assets. The UBiNus JWC IT department can now use this smart IT tracking system without any written permission from this thesis team.

Tracking System, IT assets, Troubleshoot, Laporan Perbaikan Komputer.
PREFACE

We would like to give the highest gratitude to everyone who has helped us for finishing this thesis. Throughout the process of making this thesis, we have gained knowledge and experience that we believe is useful for our next phase of education or career in the Information Technology world. We would especially thank the effort and time to Mr. Richard Kumadadjaja, Ph.D., Mr. Baharudin Suryadi, M.M., and all the IT staff at UBiNus JWC.
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