

ABSTRACT

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WEB BASED DASHBOARD APPLICATION FOR MONITORING ITD UPH SERVICES

(xiv + 93 pages: 31 figures, 23 tables, 2 appendices)

Web based dashboard application for monitoring ITD UPH services is a web based application that replaces the current manual monitoring process. The problem from the current system is the amount of time it takes for a CISD staff to process data in the database into a collection of informative charts. This made the dynamic change of data in the database will not be presented to the top management if the staff has just finished making the report right before the meeting starts.

Using Visual Studio 2010 and Microsoft SQL Server 2000, the dashboard application was developed. The development method being used was prototyping. There are four phases to conduct this method. The planning phase was done by conducting feasibility analysis of the to-be system. The analysis phase was done by finding the user requirements and modeling the flowchart to describe the flow of activities in the to-be system. The design phase was done by describing data management layer and the user interfaces of the application. The implementation phase was done by determining the hardware and software will be needed to run the application, constructing the code, testing the application, and uploading it to the web server. Besides showing the main information about the Helpdesk Ticket and Customer Log system, this application can show top management the drill-down information from each angle.

A few tables are added to the database due to the requirements needed. Although not yet uploaded to the production server, monitoring the ITD services results can now be done easily and quickly because of this application. Users have to install web browser and listed in the UPH Menu Maker and Helpdesk Ticket database in order to access this application.

References: 14 (1990-2010).