

ABSTRACT

Title : Designing the Workflow Automation System for Email
Service Request Procedure in PT. Globalindo Technology
Name/NIM : Welly / 08320020006
Major Advisor : Meiliayana, S.T.,M.T.
Co-Advisor : Dipl.-Ing. Liem Lie Wie, M.M.

In fact, business companies have business processes to achieve their goal and maximize their profit. To improve their existence, business companies always try to provide better services for their customers. One of technologies that can be used to achieve efficiency and improvement is *workflow* that automates the business process.

In PT. Globalindo Technology, email service request procedure as one of the business process is done manually. This will be a problem since the manual email procedure needs several parties to directly approve the request.

Data and information which are needed for the purpose of their application development are gathered by the means of interview with Technical System Services Department.

This report discusses about how email request is planned and built with *workflow* which is supported with *Microsoft Exchange* and *Microsoft Outlook*. As the conclusion, it can be shown that workflow which automates the procedure of email request, in turn provides higher satisfaction to the customer that is marked by faster and better service. In this sense, automating email request procedure is convinced to be the best solution for the company in tacklings the problem.

(v + 64 pages : 6 tables, 15 pictures)

References : 15 (1996-2004)