

## **Abstract**

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### **Customization of ITTOS Back Office In PT. Sentra Solusi Informatika**

(vi + 75 pages : 4 tables, 39 figures)

Integrated Tour & Travel On-line System (ITTOS) is a software that used in tour and travel industry. It is still develop by PT. Sentra Solusi Informatika because each tour & travel agency has different requirements. There is no standard version for ITTOS software; it is so flexible because each client can have their own requirement. ITTOS have many kinds of department in it, which is ticketing, document, hotel, tour, cruise, cashier, accounting and system parameter. With ITTOS user can make reservation, invoice, quotation, making transaction and many more.

The customization is based on the requirement from the client, so ITTOS must be customized to fulfill the client needs. Some of the customization is in the reports and in the form, such as: the customer report, supplier report, list of reservation, bank statement, tax report, letter of guarantee form, report dialog and cashier form. The part that have been customized are already give to the client and they have give some input for the next customization.

References: 2, 2000 - 2004