Web-Based Computer Repair Service Information System (Case Study of Radista Surya Computama)

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ABSTRACT

Data processing for computer repair services at RSC Computer Klaten Regency currently has several obstacles. The increasing number of computer shops that have computer repair services, makes each owner of computer repair services trying to improve service to their customers. The increasing number of customers at a computer repair service using telephone, sms and WhatsApp is becoming less effective and less fast in providing the latest information about repair items from customers. To overcome these problems, a web-based computer repair service information system was built. In designing and building an information system for this computer repair service using the waterfall method which starts with the data collection stage, analysis stage, design stage, implementation stage which is designed using the PHP programming language with the Codeigniter and MySQL framework as the database, HTML, CSS and Javascript for designing website and the last stage of system testing using an automated testing application Catalog with the web record method. It is hoped that the existence of a web-based computer repair service information system can assist in the management of repair items so that the process becomes easier and structured and can help to increase customer trust in RSC Computers. This web-based computer repair service information system is a web application that can be accessed easily anywhere and anytime.

Keywords: *Information System, Repair Service, Computer, Web*

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