

## BAB III

### ANALISA DAN PERANCANGAN SISTEM

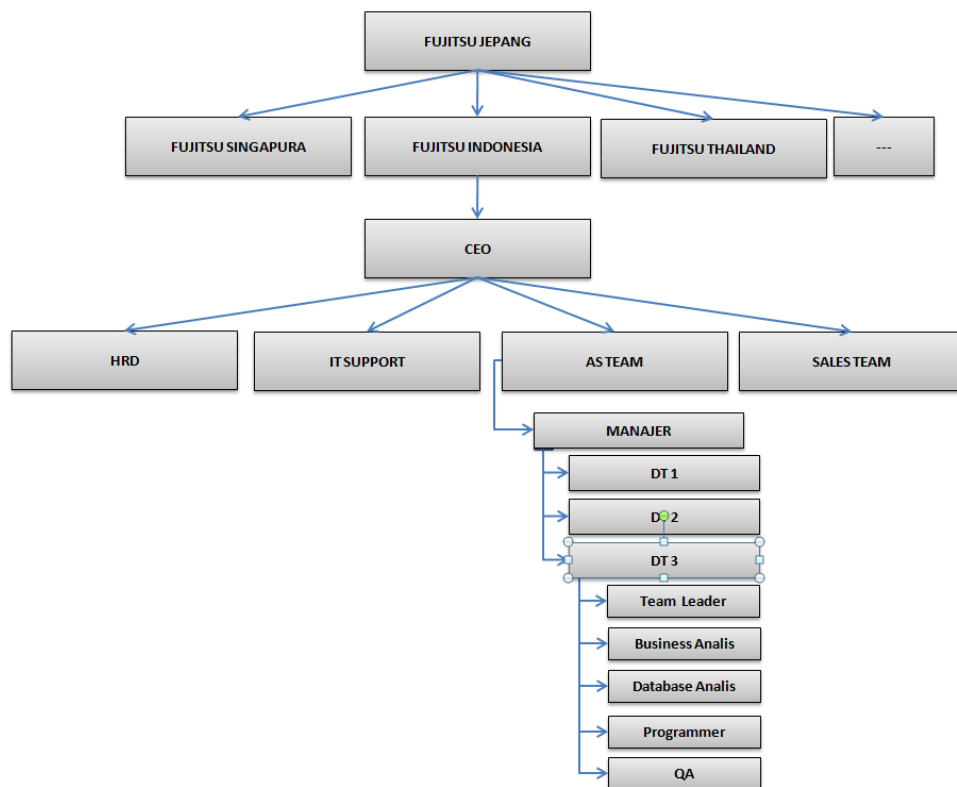
#### 3.1 Gambaran Umum Perusahaan

##### 3.1.1 Sejarah Singkat Perusahaan

PT. Fujitsu Indonesia adalah perusahaan yang bergerak dibidang informasi dan teknologi. Produk yang ditawarkan adalah berbagai produk teknologi, solusi dan layanan service. Berdiri sejak tahun 1995 dengan kantor pusat berada di Jakarta. Salah satu layanan yang diberikan PT. Fujitsu Indonesia adalah mengembangkan software untuk kebutuhan perusahaan tertentu.

##### 3.1.2 Struktur Organisasi

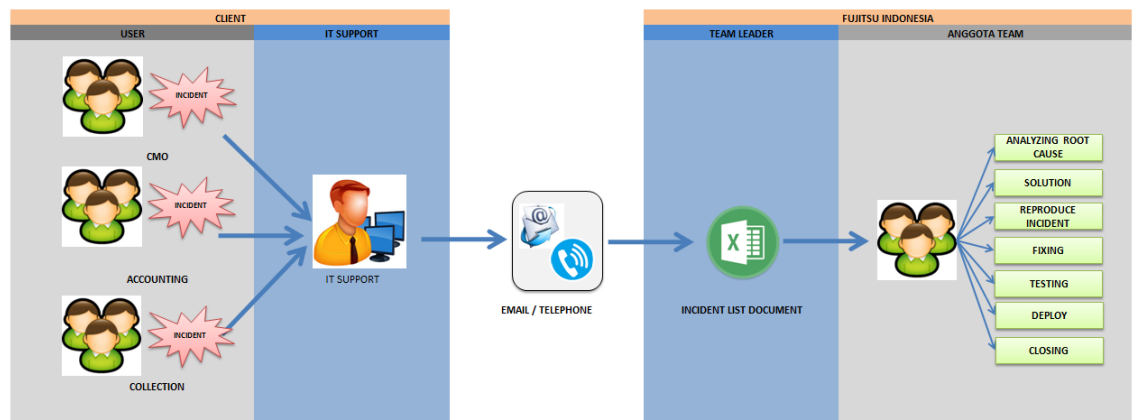
Struktur organisasi Fujitsu Indonesia adalah sebagai berikut



## 3.2 Analisa Sistem Berjalan

### 3.2.2 Flow Map Penanganan Insiden

Ketika end user menemukan insiden, maka user akan melaporkan insiden tersebut kepada teknisi IT di perusahaan mereka, kemudian meneruskan informasi mengenai insiden tersebut melalui email/telepon kepada tim Fujitsu. Tim fujitsu melalui Team Leader, menerima informasi tersebut dan memasukkannya kedalam dokumen insiden list. Dokumen tersebut di bagikan kepada anggota tim untuk di analisa root causenya, di cari solusi nya, di reproduce insidennya, di perbaiki, di testing dan kemudian di close.



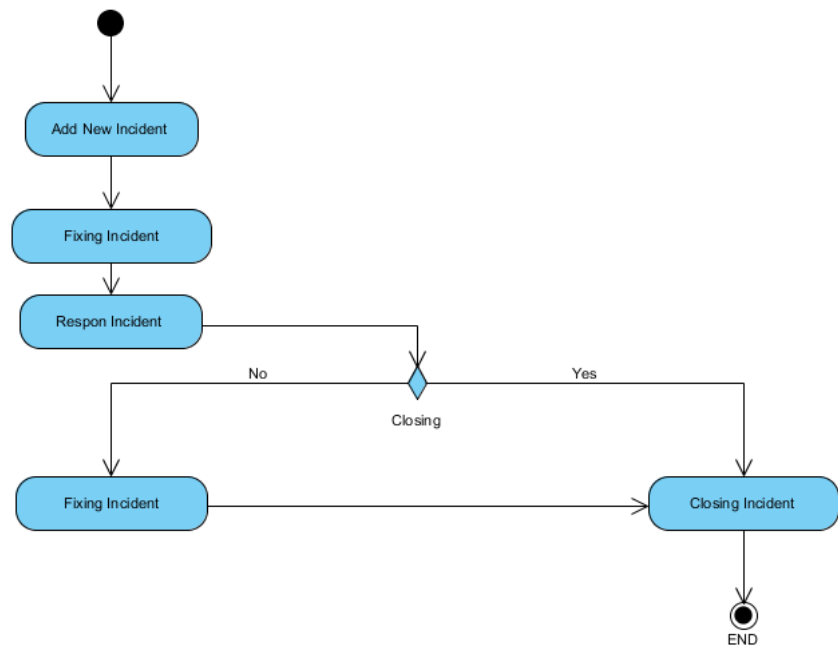
### 3.3 Analisa Aplikasi Manajemen Insiden

#### 3.3.1 Rancangan System Flow

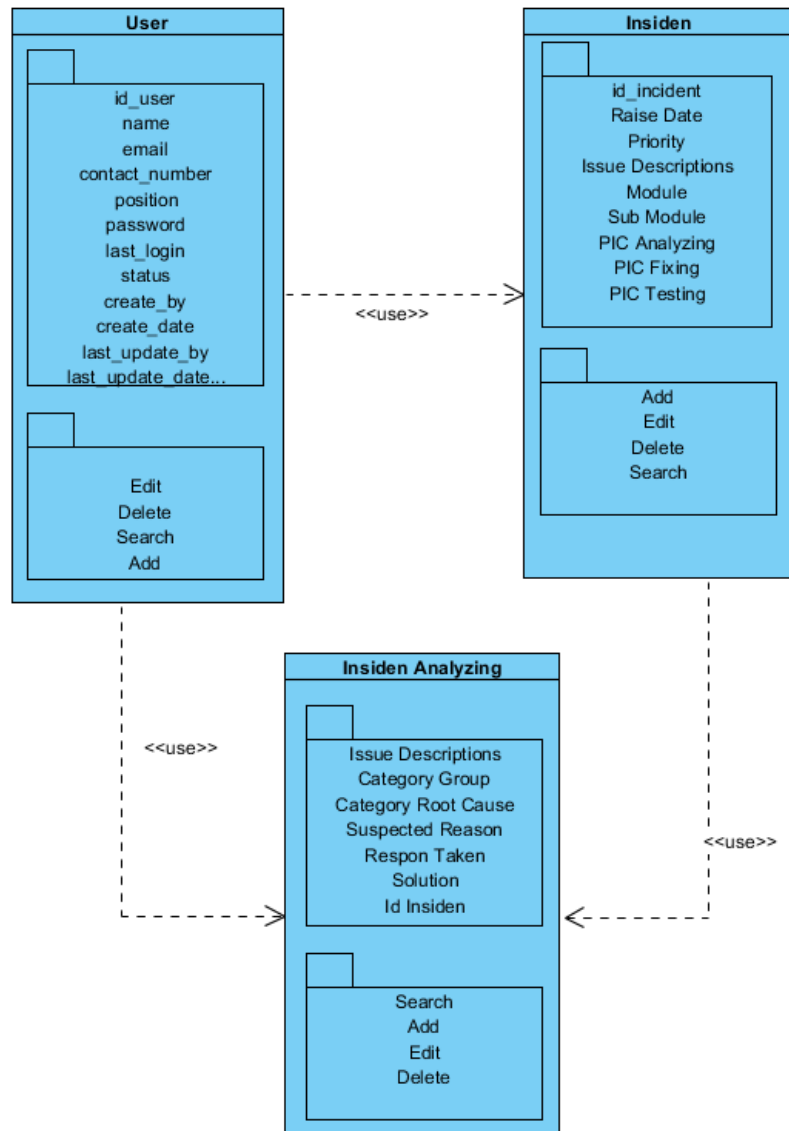
##### 3.3.3.1 Use Case Diagram



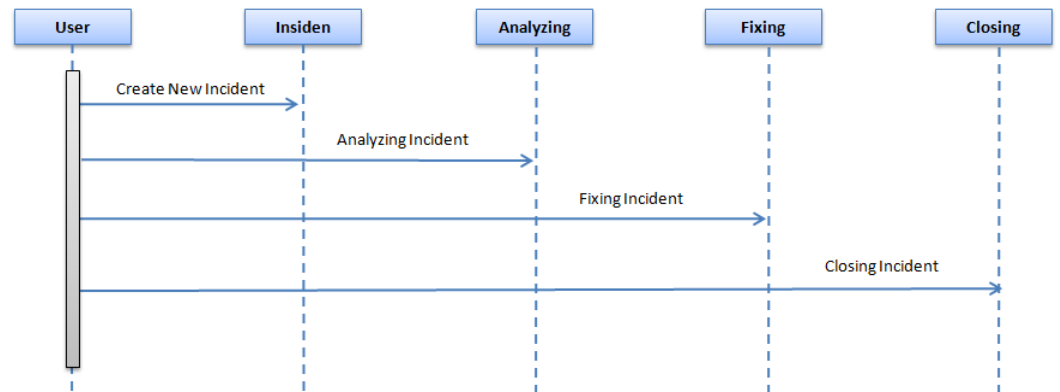
##### 3.3.3.2 Activity Diagram



### 3.3.3.3 Class Diagram



### 3.3.3.4 Sequence Diagram



## 3.4 Rancangan Database

### 3.4.1 Struktur Tabel

#### 3.4.1.1 Tabel User

**Nama Tabel :** Tbl\_User  
**Isi :** Data User  
**Media :** Hard disk  
**Primary key:** Id\_User

Field	Type	Description
id_user (PK)	Varchar (50)	Id User
name	Varchar (250)	Nama User
email	Varchar (50)	Email
contact_number	Varchar (50)	Contact No
position	Varchar (50)	Jabatan, tugas dari user
password	Varchar (50)	password
last_login	Datetime	tanggal terakhir login
status	Varchar (50)	status aktif user
create_by	Varchar (50)	create user by
create_date	Datetime	tanggal create user
last_update_by	Varchar (50)	update user by
last_update_date	Datetime	tanggal update user

#### 3.4.1.2 Tabel Incident

**Nama Tabel :** Tbl\_Incident  
**Isi :** Data User

**Media :** Hard disk  
**Primary key:** Id\_Incident

Field	Type	Description
id_incident (PK)	Varchar (50)	Id insiden
raise_date	Datetime	tanggal terjadinya insiden
priority	Varchar (50)	level priority dari insiden
status	Varchar (50)	status closing insiden
module	Varchar (50)	module aplikasi
sub_module	Varchar (50)	sub modul aplikasi
pic	Varchar (50)	user yang menemukan insiden
category_group	Varchar (50)	category insiden
category_root_cause	Varchar (50)	category root cause
issue_description	Text	detail lengkap dari insiden
suspected_reason	Text	bagaimana program seharusnya berjalan
respon_taken	Text	respon yang diambil
decided_solution	Text	solusi dari insiden
target_fixed_date	Datetime	target fixing
finish_fixed_date	Datetime	target finish
closed_date	Datetime	closing insiden
closed_by	Varchar (50)	closed by
pic_analyzing	Varchar (50)	yang bertugas menganalisa insiden
finish_analyzing	Datetime	tanggal selesai analisis insiden
pic_fixing	Varchar (50)	yang bertugas memperbaiki insiden
finish_fixing	Datetime	tanggal selesai memperbaiki insiden
pic_testing	Varchar (50)	yang bertugas testing insiden
finish_testing	Datetime	tanggal selesai

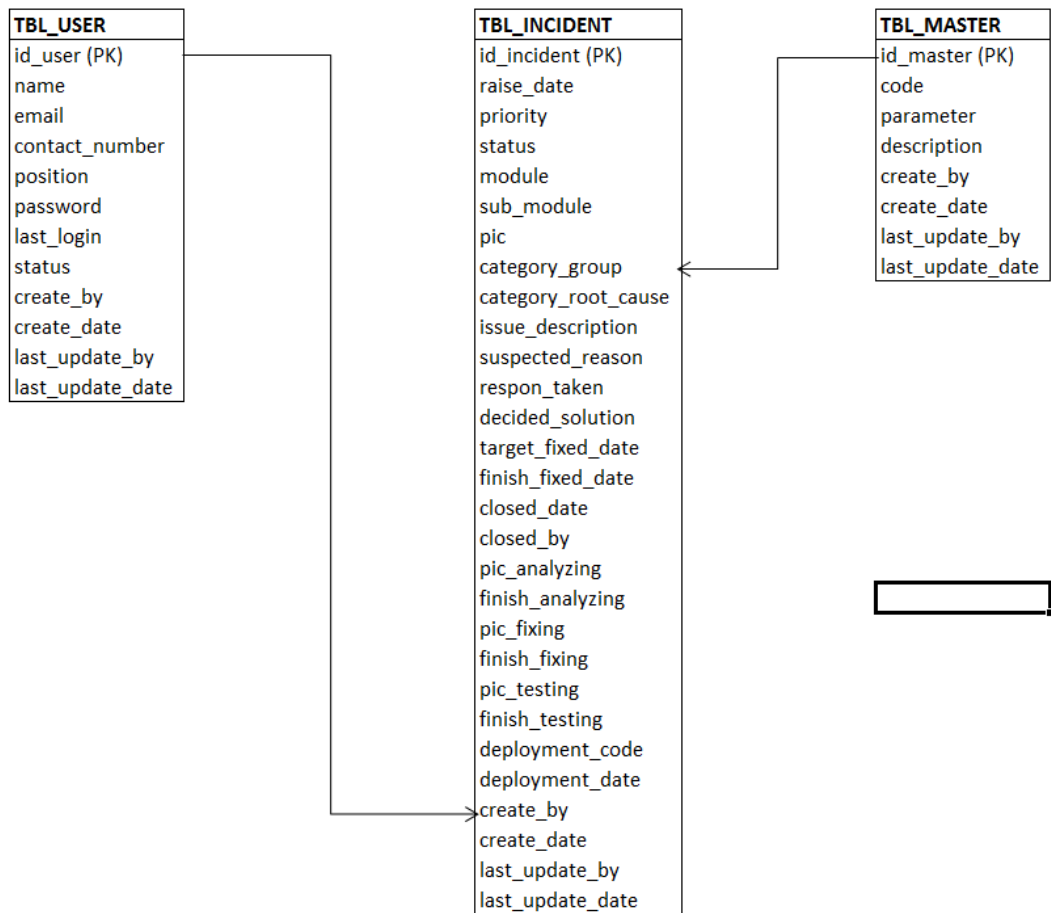
		testing insiden
deployment_code	Varchar (50)	code deploy
deployment_date	Datetime	tanggal deploy
create_by	Varchar (50)	create user by
create_date	Datetime	tanggal create user
last_update_by	Varchar (50)	update user by
last_update_date	Datetime	tanggal update user

#### 3.4.1.3 Tabel Master

**Nama Tabel :** Tbl\_Master  
**Isi :** Data Master  
**Media :** Hard disk  
**Primary key:** id\_master

Field	Type	Description
id_master (PK)	Integer	Id master data
code	Varchar (50)	code master data
parameter	Varchar (50)	parameter master data
description	Varchar (50)	description master data
create_by	Varchar (50)	create user by
create_date	Datetime	tanggal create user
last_update_by	Varchar (50)	update user by
last_update_date	Datetime	tanggal update user

#### 3.4.2 Relasi Database



## 3.5 Rancangan Tampilan

### 3.5.1 Screen User

#### 3.5.1.1 Screen User List

User List					Add New User	
ID	Name	Email	Contact No	Position	Edit	Delete
1	Suwandi	<a href="mailto:suwandi@fujitsu.com">suwandi@fujitsu.com</a>	9701230	Manager	Edit	Delete
2	Faisal Amir	faisal@fujitsu.com	8230982	Team Leader	Edit	Delete
	-----	-----	-----	-----	Edit	Delete
	-----	-----	-----	-----	Edit	Delete
	-----	-----	-----	-----	Edit	Delete
	-----	-----	-----	-----	Edit	Delete

#### 3.5.1.2 Screen Add User



Add New User

X

Name

Email

Contact No

Position

Save

### 3.5.1.2 Screen Edit User

Edit User

X

Name

Suwandi

Email

[suwandi@fujitsu.com](mailto:suwandi@fujitsu.com)

Contact No

9701230

Position

Manager

Save

### 3.5.2 Screen Pencatatan Insiden

#### 3.5.2.1 Screen Incident List

Incident List					Add New Incident	
ID	Raise Date	Priority & Module	Issue Description	PIC	Edit	Delete
1	04/07/2017	Priority : High Module : Report Sub Module : Finance Report	1). Pretermination overdue days in printform is not correct. 2). Customer already paid for his 90 days overdue and remaining 25 days overdue (until 21 August 2015). 3). Pretermination printform shown that this customer has 115 days overdue (90+25) but the penalty amount is correct.	Analyzing : Nurochim Fixing : Nurochim Testing : Aulia		
2	11/07/2017	Priority : Medium Module : CDB Sub Module : Other	1). This customer have advance that fit for 1 installment payment. 2). Due date of this contract is 01 August 2015. 3). Fintegrity do the automated allocation for August Installment on 2 August 2015 ~ that's why this contract have 1 days overdue. 4). MF record that this customer have paid the same time with due date 01 August 2015. 5). Automatic allocation should be on 1st day of each month	Analyzing : Aulia Fixing : Nurochim Testing : Aulia	Edit	Delete
	.....	.....	.....	.....		
	.....	.....	.....	.....		
	.....	.....	.....	.....		

#### 3.5.2.2 Screen Add New Incident

Add New Incident

X

Raise Date

Priority

Issue Descriptions

Module

Sub Module

PIC Analyzing

PIC Fixing

PIC Testing

Save

3.5.2.3 Screen Edit Incident

Edit Incident

x

Raise Date

Priority

Issue Descriptions

Module

Sub Module

PIC Analyzing

PIC Fixing

PIC Testing

Save

### 3.5.3 Screen Analisa Insiden

#### 3.5.3.1 Screen Incident List Analyzing

##### Incident List Analyzing

ID	Raise Date	Priority & Module	Issue Description	
1	04/07/2017	Priority : Medium Module : CDB Sub Module : Other Category Group : System Issue Root Cause : Business Case	<b>Issue Descriptions :</b> 1). This customer have advance that fit for 1 installment payment. 2). Due date of this contract is 01 August 2015. 3). Fintegrity do the automated allocation for August Installment on 2 August 2015 ~ that's why this contract have 1 days overdue. 4). MF record that this customer have paid the same time with due date 01 August 2015. 5). Automatic allocation should be on 1st day of each month <b>Suspected Reason :</b> User Input not match wit SOP <b>Respon Taken :</b> Prevent Code with More Validation <b>Decided solution :</b> Prevent Code with More Validation	<a href="#">Edit</a>
2	11/07/2017	Priority : Critical Module : General Ledger Sub Module : Payment Category Group : Root Cause :	<b>Issue Descriptions :</b> Sorting on Cash Payment Task has changed. Usually system shows sorting on Cash Transaction ID. <b>Suspected Reason :</b>  <b>Respon Taken :</b>  <b>Decided solution :</b>	<a href="#">Edit</a>
	-----	-----	-----	
	-----	-----	-----	
	-----	-----	-----	

3.5.3.2 Screen Edit Incident Analyzing

Incident Analyzing

x

Issue Descriptions

Category Group

Category Root Cause

Suspected Reason

Respon Taken

Solution

Save

### 3.5.4 Screen Monitoring Insiden

## Incident Monitoring

