

ABSTRAK

Permasalahan penanganan gangguan jaringan di PT. Tunggal Media Data (TMD) yang masih manual menyebabkan lambatnya penyelesaian dan ketidakpatuhan terhadap *Service Level Agreement* (SLA). Penelitian ini bertujuan merancang dan mengimplementasikan sistem *Field Service Management* (FSM) berbasis Odoo guna mengotomatisasi tiket gangguan, penugasan teknisi, pelacakan *real-time*, dan dasbor analitik melalui kustomisasi kode Python serta XML. Penelitian ini menerapkan metodologi pengembangan sistem *Water-Scrum-Fall*, meliputi tahap perencanaan, pengembangan iteratif, dan evaluasi akhir. Pengumpulan data dilakukan melalui wawancara dan observasi riwayat gangguan, sedangkan pengujian sistem menggunakan *Black Box Testing* dan *User Acceptance Testing* (UAT). Hasil penelitian menunjukkan bahwa sistem berhasil diimplementasikan dengan fitur pengukur waktu SLA otomatis yang secara presisi mengikuti kalender jam kerja operasional. Selain itu, penerapan kontrol akses berbasis peran dan *Record Rules* pada basis data terbukti mampu menjaga integritas keamanan informasi. Pengujian UAT oleh pengguna akhir menghasilkan persentase kelayakan sebesar 87,8% dengan kategori “Sangat Baik”. Kesimpulannya, penerapan FSM Odoo terbukti efektif mengeliminasi fragmentasi data, meningkatkan efisiensi waktu penanganan, serta memastikan transparansi performa dan kepatuhan standar SLA perusahaan.

Kata Kunci: Dasbor Analitik, *Field Service Management*, Odoo, *Service Level Agreement*, *Water-Scrum-Fall*

ABSTRACT

The manual process for handling network outages at PT. Tunggal Media Data (TMD) results in slow resolution times and non-compliance with the Service Level Agreement (SLA). This study aims to design and implement an Odoo-based Field Service Management (FSM) system to automate incident ticketing, technician assignment, real-time tracking, and analytical dashboards through customization using Python code and XML. This study applies the Water-Scrum-Fall system development methodology, which includes the planning, iterative development, and final evaluation phases. Data collection was conducted through interviews and observation of incident histories, while system testing utilized Black Box Testing and User Acceptance Testing (UAT). The results show that the system was successfully implemented with an automatic SLA time-tracking feature that precisely follows the operational work schedule. Additionally, the implementation of role-based access controls and Record Rules in the database proved effective in maintaining information security integrity. UAT testing by end users yielded an 87.8% acceptance rate, categorized as “Very Good.” In conclusion, the implementation of the Odoo FSM proved effective in eliminating data fragmentation, improving handling time efficiency, and ensuring transparency in performance and compliance with the company’s SLA standards.

Keywords: *Analytical Dashboard, Field Service Management, Odoo, Service Level Agreement, Water-Scrum-Fall*