DESIGN OF DATA WAREHOUSE TO ANALYZE CUSTOMER SERVICE LEVEL AT DIVISI ACCESS PT X REGIONAL JAWA TIMUR

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ABSTRACT
Divisi access PT X Regional Jawa Timur has used several information systems in business operations, but in making management decisions related to the level of customer service, Divisi access PT X Regional Jawa Timur still having problems because there are no tools that can provide comprehensive information, rapid and accurate on the level services provided to customers. Current service level information collected by downloading data from their information systems and data processing carried out manually using MS Excel, this causes delays in the information and the possibility of errors caused by human error information is still very high.

Based on this problem, then design of data warehouse have been made. This data warehouse is expected to be used to analyze the level of customer service as a basis for decision making at the managerial level.

This research begins with identifying the existing system and business processes. From the data collected, then conducted a SWOT Analysis and identification of user requirement and data feasibility analysis to determine the risks that may arise in this research related to data availability. The next step is to design a data warehouse and ETL. The next step is verification to ensure all user requirement are met. The last stage is to provide recommendations for the management of Divisi Access PT X Regional Jawa Timur according to research conducted.

Kata kunci : Data Warehouse, ETL, Level of Customer Service