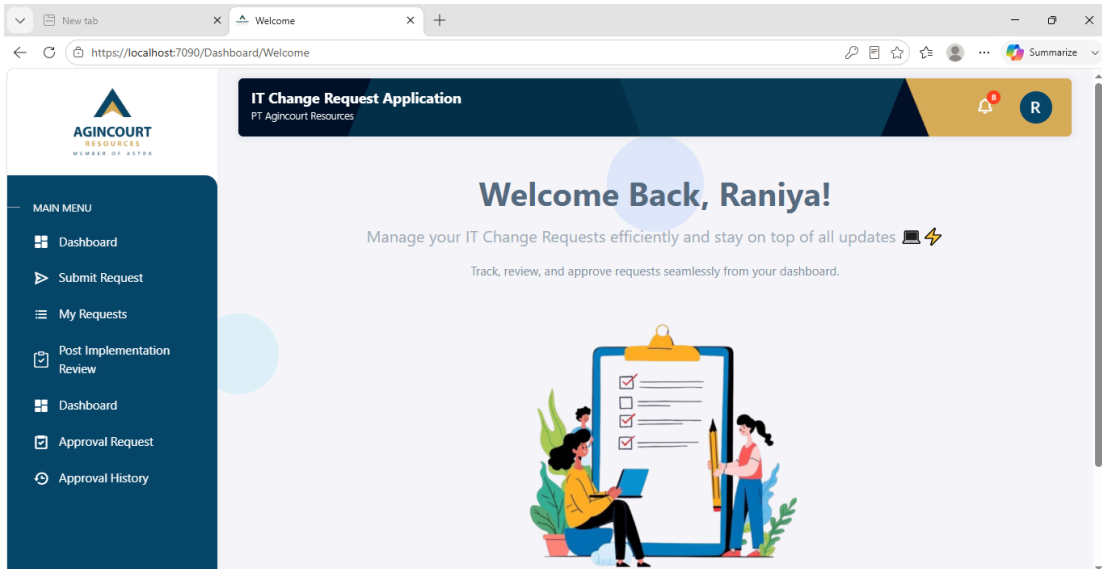


LAMPIRAN

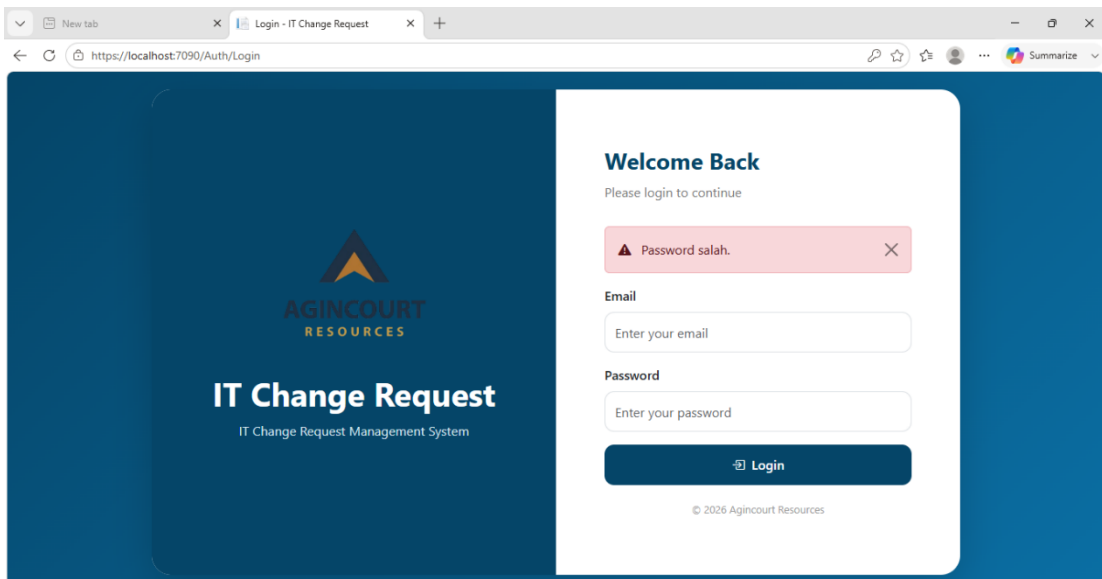
LAMPIRAN A. PENGUJIAN LOGIN

A.1 Login Berhasil



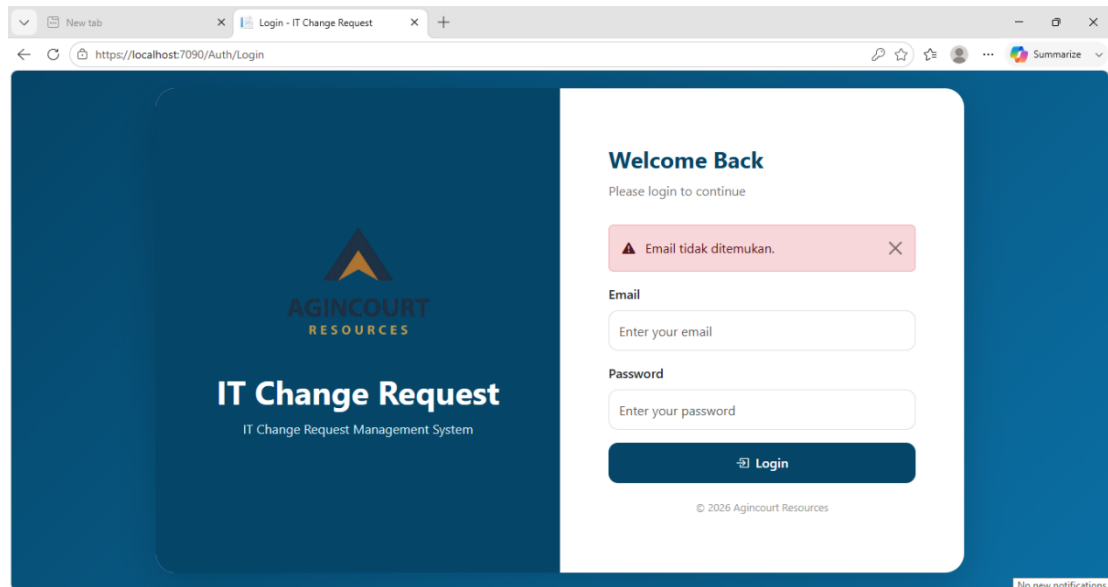
Gambar A. 1 Pengujian Login Berhasil

A.2 Login Gagal – Password Salah



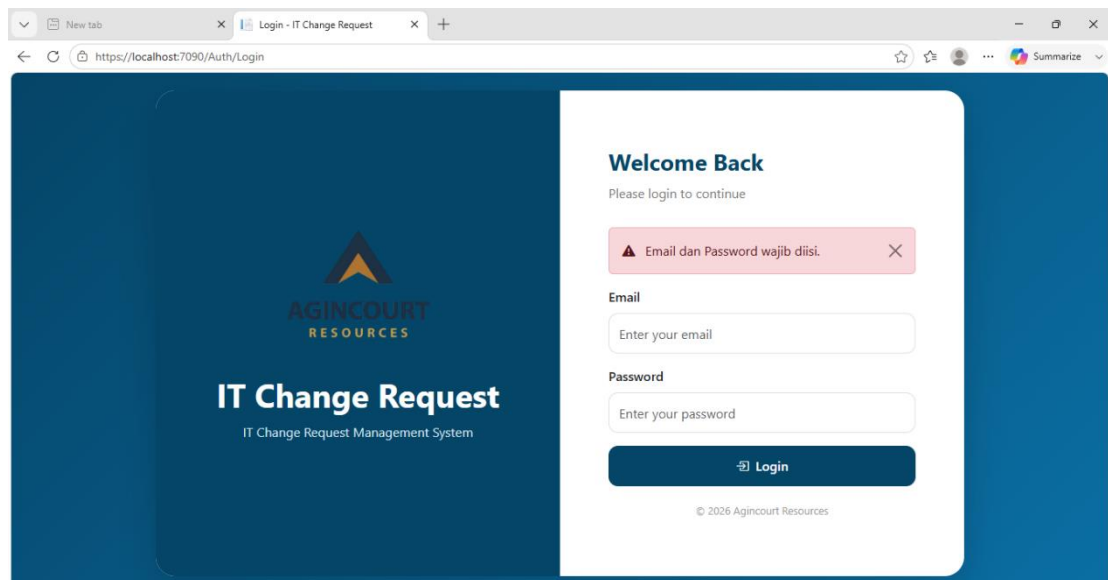
Gambar A. 2 Pengujian Login Gagal dengan Password Salah

A.3 Login Gagal – Email Tidak Terdaftar



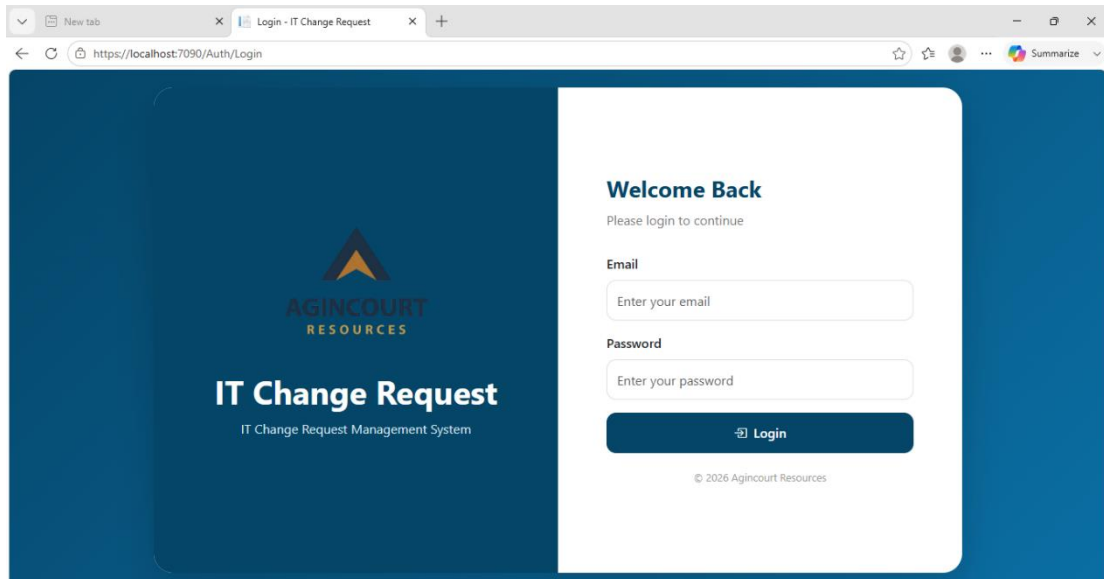
Gambar A. 3 Pengujian Login Gagal dengan Email Tidak Terdaftar

A.4 Login Gagal – Data Kosong



Gambar A. 4 Pengujian Login Gagal dengan Data Kosong

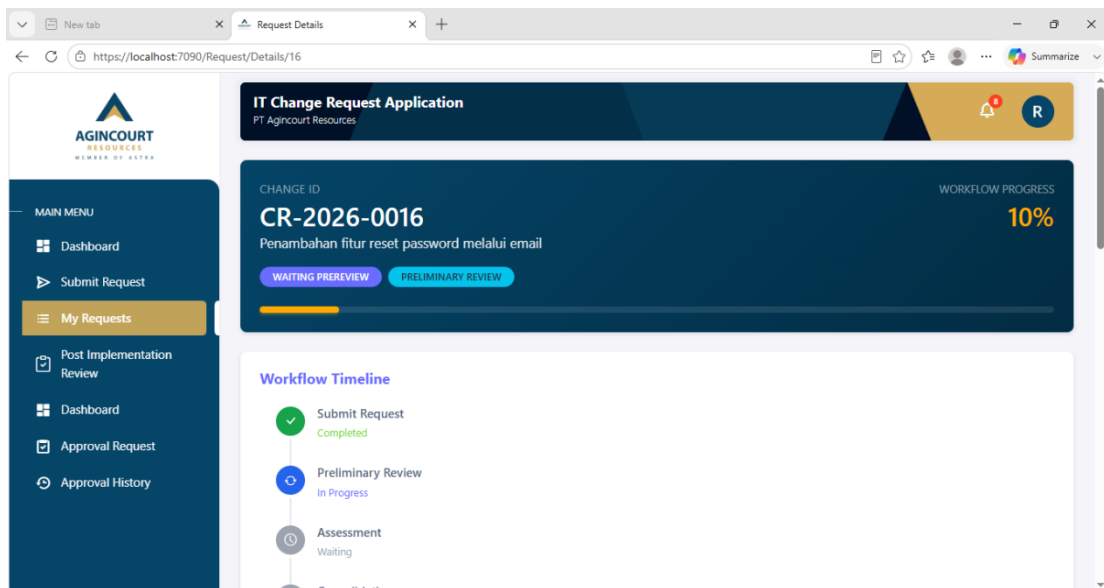
A.5 Logout Berhasil



Gambar A. 5 Pengujian Logout Berhasil

LAMPIRAN B. PENGUJIAN SUBMIT CHANGE REQUEST

B.1 Submit Request Berhasil



Gambar B. 1 Pengujian Submit Request Berhasil

B.2 Validasi Data Kosong

Submit Change Request

Submit IT change requests for systems, applications, infrastructure, or security improvements.

Change Title [?]

Enter change title...

Change Title is required.

Target IT Subdivision [?]

Select one or more IT subdivisions related to this change request.

Development
Application, system, or software changes.

Infrastructure
Server, storage, virtualization, or hardware changes.

Network
LAN, WAN, internet, firewall, or connectivity changes.

Security
Security, access control, or cyber security changes.

Description of Change [?]

Paragraph System Font 12pt B I U S

Gambar B. 2 Pengujian Validasi Data Kosong

B.3 Upload Lampiran PDF

Reason For Change [?]

File Edit View Insert Format Tools Table

Paragraph System Font 12pt B I U S

0 words tiny

Attachment (PDF) [?]

Choose File ChangeRequest_CR-2026-0001 (5).pdf

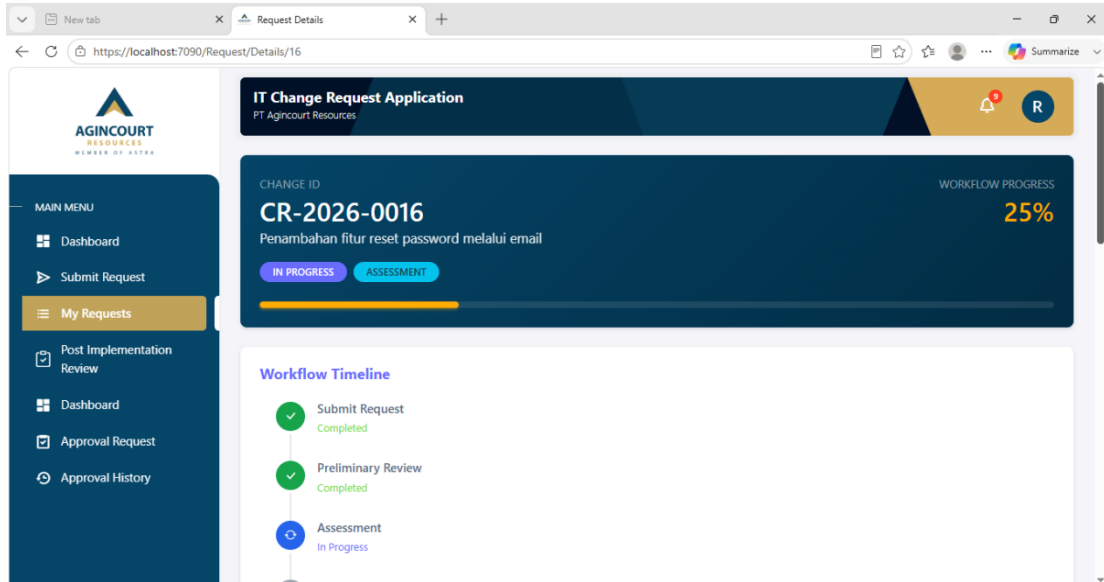
Submit Request

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Gambar B. 3 Pengujian Upload Lampiran PDF

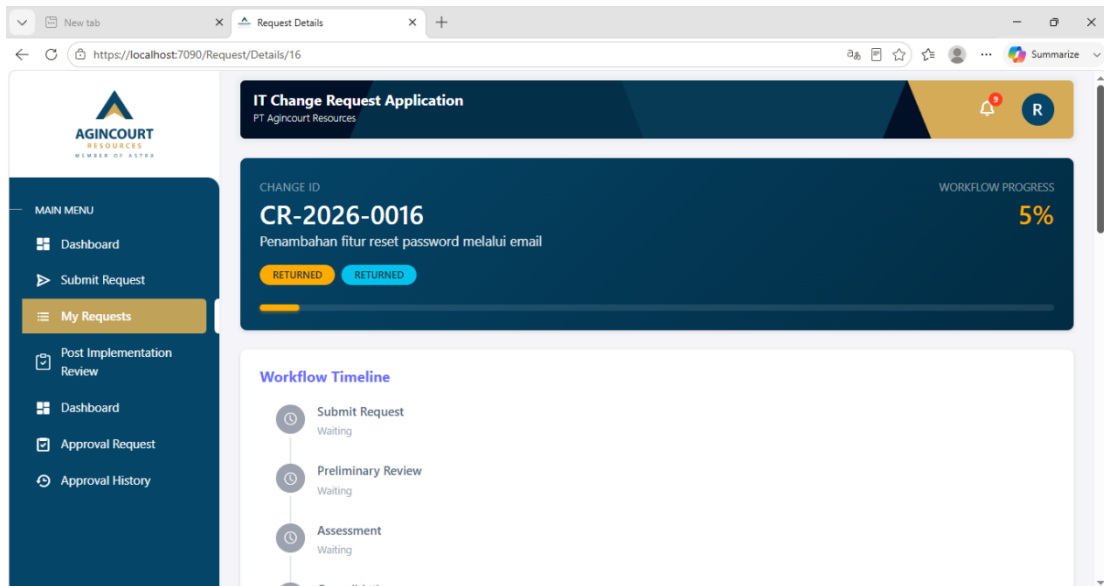
LAMPIRAN C. PENGUJIAN PRELIMINARY REVIEW

C.1 Accept Request



Gambar C. 1 Pengujian Accept Request

C.2 Return Request



Gambar C. 2 Pengujian Return Request

C.3 Validasi Review Notes Kosong

The screenshot shows the 'Service Desk Review' page in the Agincourt Resources system. The left sidebar contains a 'MAIN MENU' with options: Dashboard, Preliminary Review (highlighted), Monitoring Consolidation, Consolidation, and Closure. The main content area has a red error message: 'Review Notes are required.' Below this is a 'Review Action' dropdown menu with the text 'Select review action'. The 'Review Notes' section features a rich text editor with various formatting tools (bold, italic, underline, list, link, etc.) and a text area. Below the editor is an 'Attachment (Optional)' section with a 'Choose File' button and the text 'No file chosen' and 'PDF files only'. At the bottom are two buttons: 'Submit Review' and 'Back'.

Gambar C. 3 Pengujian Validasi Review Notes Kosong

LAMPIRAN D. PENGUJIAN ASSESSMENT

D.1 Submit Assessment Berhasil

The screenshot shows the 'Assessment Status' page in the Agincourt Resources system. The left sidebar contains a 'MAIN MENU' with options: Dashboard, Development Assessment, Assessment Status (highlighted), and Implementation List. The main content area has the title 'Assessment Status' and the subtitle 'Monitor all subdivision assessment progress.' Below this is a search bar and a table of assessment entries.

CHANGE ID	CHANGE TITLE	SUBDIVISION	STATUS	SUBMITTED AT	ACTION
CR-2026-0012	Upgrade Kapasitas Server Aplikasi IT Change Request	INFRA	COMPLETED	19 Jun 2026 22:06	View
CR-2026-0012	Upgrade Kapasitas Server Aplikasi IT Change Request	DEVELOPMENT	COMPLETED	19 Jun 2026 22:05	View
CR-2026-0016	Penambahan fitur reset password melalui email	SECURITY	WAITING	-	-
CR-2026-0016	Penambahan fitur reset password melalui email	DEVELOPMENT	COMPLETED	23 Jun 2026 15:08	View

Showing 9 to 12 of 12 entries

Previous 1 2 Next

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Gambar D. 1 Pengujian Submit Assessment Berhasil

D.2 Submit Assessment Gagal – Data Kosong

The screenshot shows a web browser window with the URL <https://localhost:7090/Assessment/Detail/19>. The page features a sidebar menu with the AGINCOURT logo and a 'MAIN MENU' containing 'Dashboard', 'Development Assessment' (highlighted), 'Assessment Status', and 'Implementation List'. The main content area is titled 'Assessment Form' and contains three sections: 'Business Impact', 'Affected Systems', and 'Impact If Not Responded'. Each section has a rich text editor with a toolbar. A red error message 'Business Impact is required.' is displayed at the top of the form. The input fields for all three sections are empty.

Gambar D. 2 Submit Assessment Gagal dengan Data Kosong

LAMPIRAN E. PENGUJIAN CONSOLIDATION

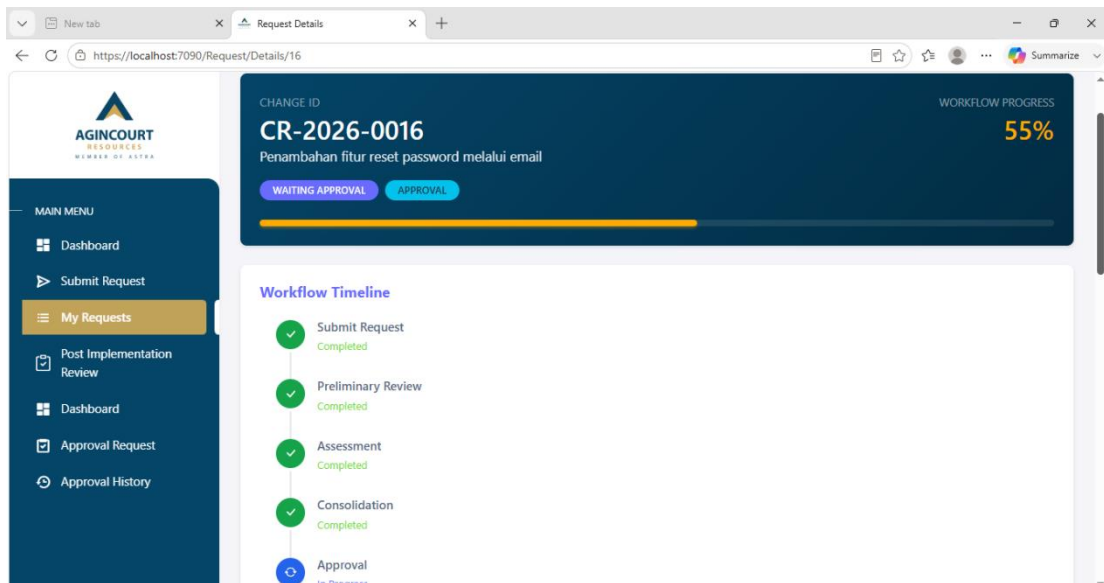
E.1 Pengujian Melihat Hasil Assessment

The screenshot shows a web browser window with the URL <https://localhost:7090/ServiceDesk/ConsolidationForm/16>. The page features a sidebar menu with the AGINCOURT logo and a 'MAIN MENU' containing 'Dashboard', 'Preliminary Assessment', 'Monitoring Consolidation', 'Consolidation Form' (highlighted), and 'Closure'. The main content area is titled 'Assessment Detail' and contains three sections: 'Business Impact', 'Affected Systems', and 'Impact If Not Responded'. Each section has a rich text editor with a toolbar. The input fields for all three sections are filled with text.

Section	Content
Business Impact	Mempermudah pengguna melakukan pemulihan akun tanpa bantuan admin.
Affected Systems	Halaman login, database pengguna, dan sistem pengiriman email.
Impact If Not Responded	Proses reset password tetap membutuhkan bantuan admin dan mengurangi efisiensi kerja.

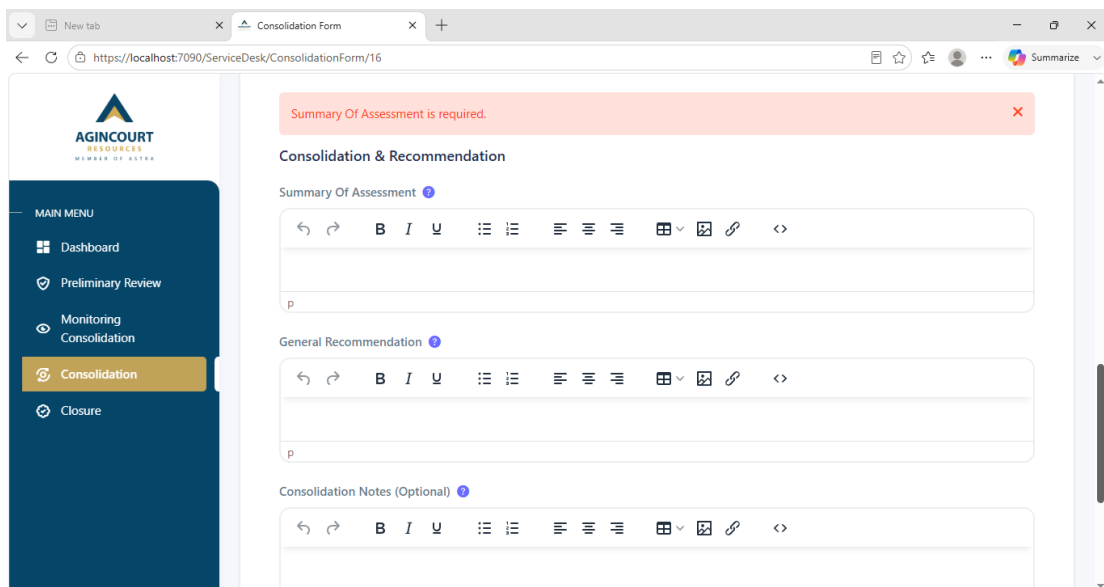
Gambar E. 1 Pengujian Melihat Hasil Assessment

E.2 Submit Consolidation Berhasil



Gambar E. 2 Pengujian Submit Consolidation Berhasil

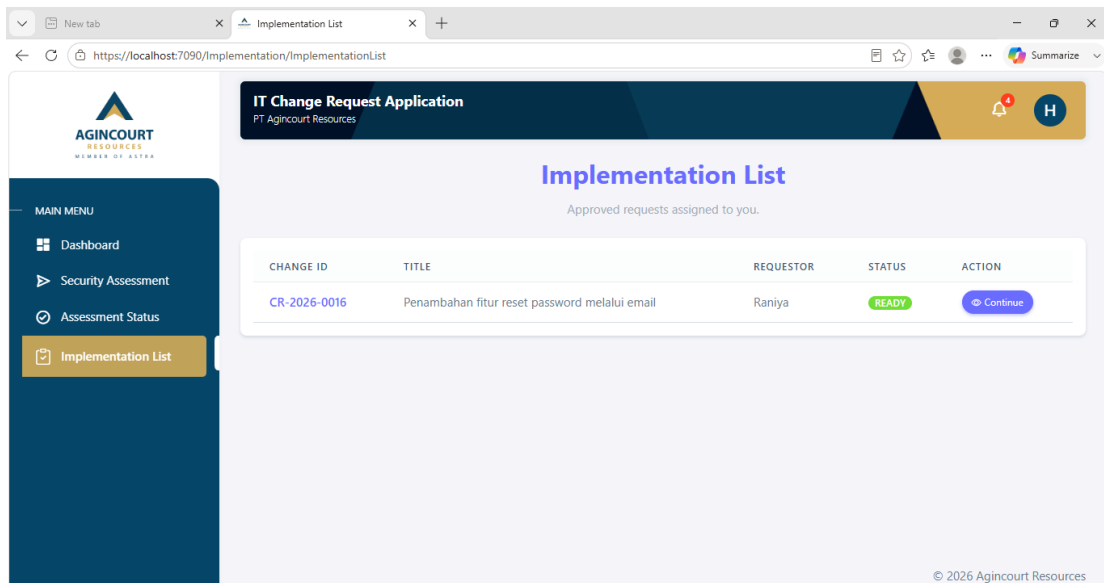
E.3 Validasi Data Consolidation



Gambar E. 3 Validasi Data Consolidation

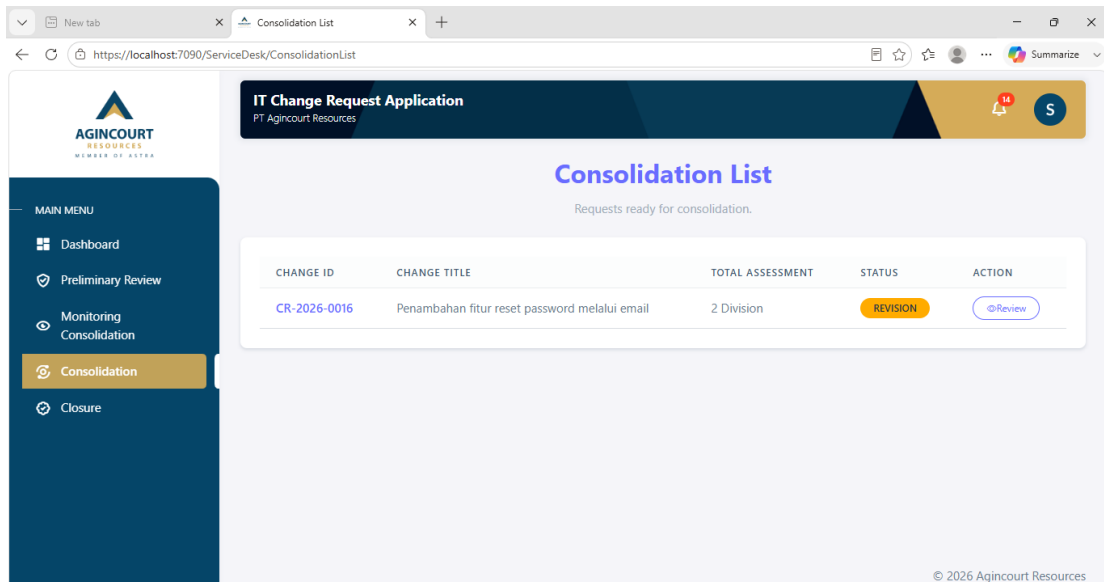
LAMPIRAN F. PENGUJIAN APPROVAL

F.1 Approve Change Request



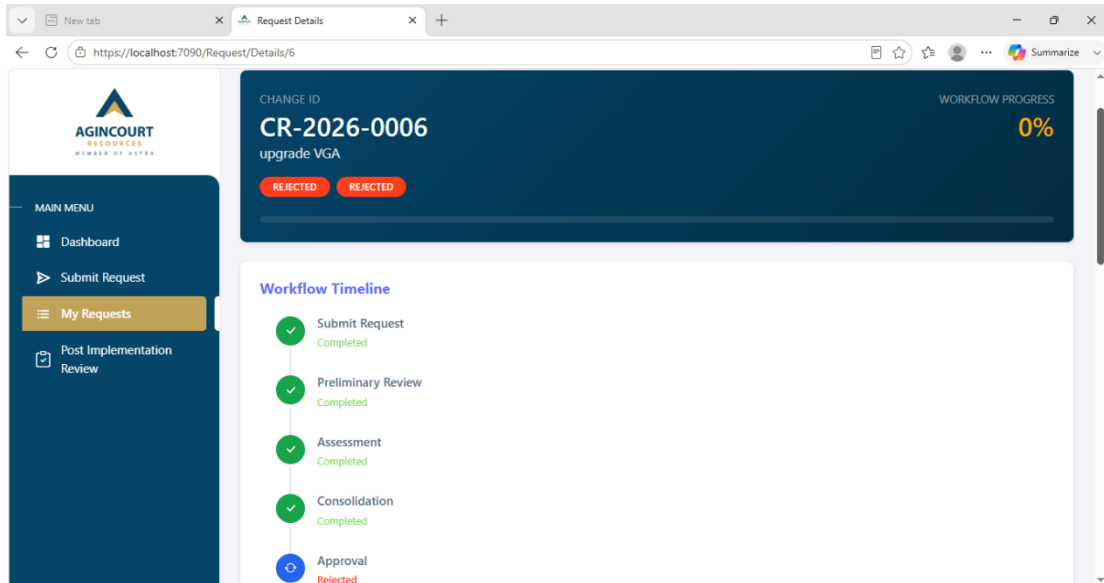
Gambar F. 1 Pengujian Approve Change Request

F.2 Revision Change Request



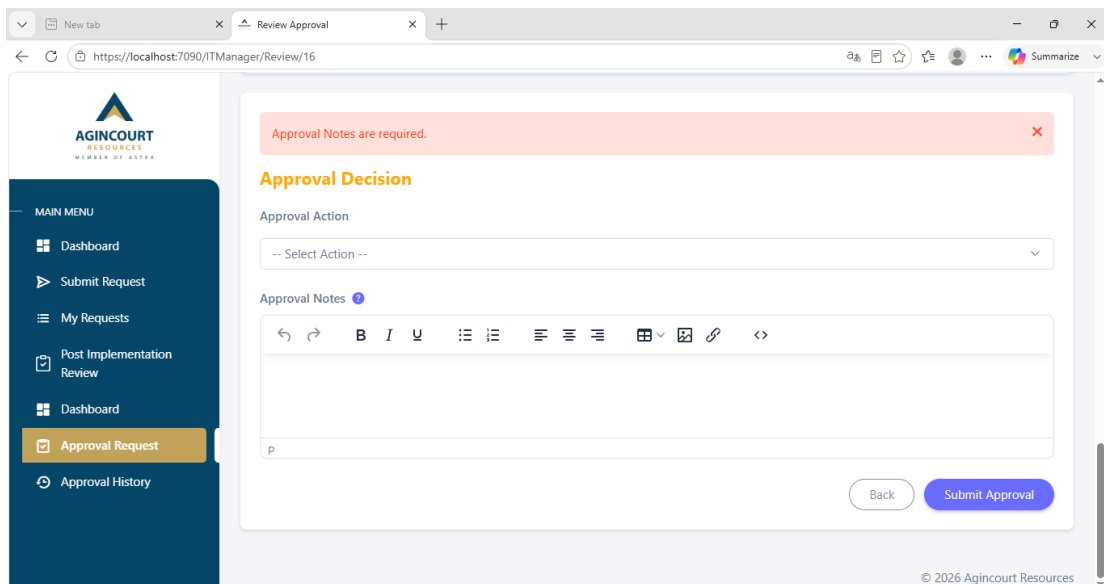
Gambar F. 2 Pengujian Revision Change Request

F.3 Reject Change Request



Gambar F. 3 Pengujian Reject Change Request

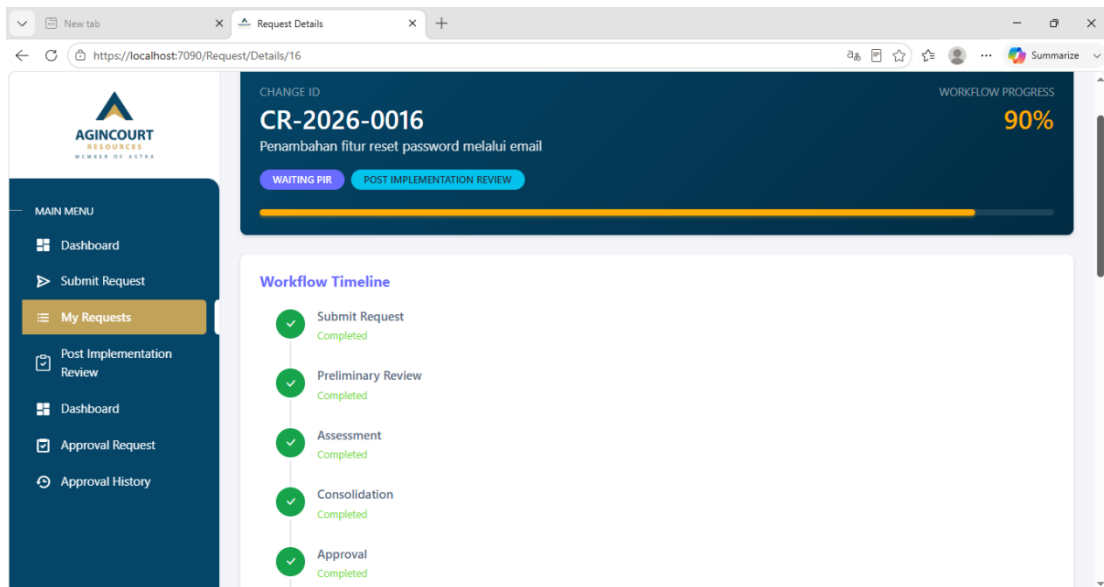
F.4 Validasi Data Approval Notes



Gambar F. 4 Pengujian Validasi Data Approval Notes

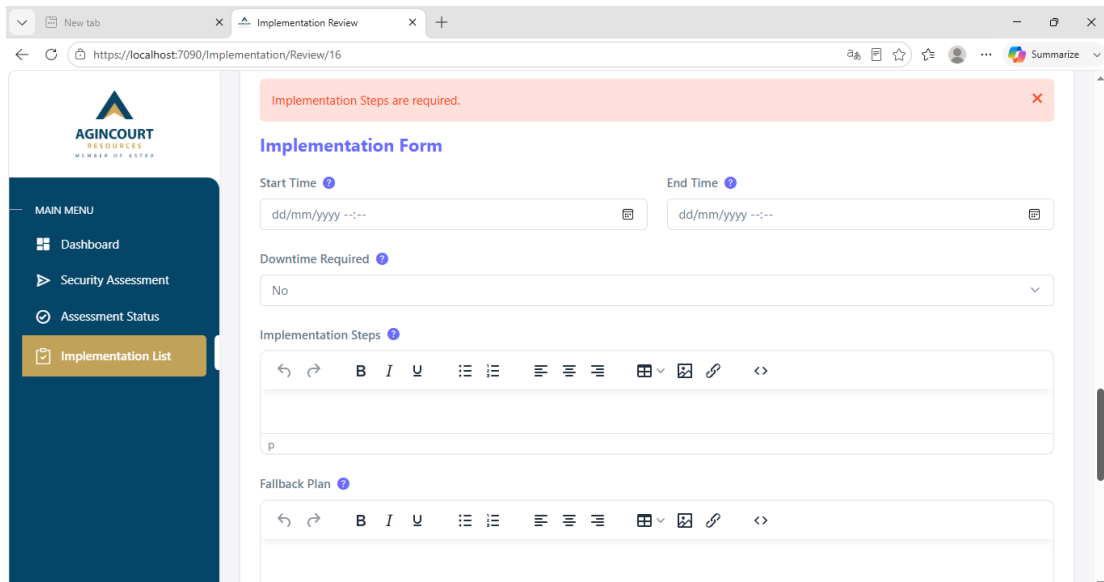
LAMPIRAN G. PENGUJIAN IMPLEMENTATION

G.1 Submit Implementation Berhasil



Gambar G. 1 Pengujian Submit Implementation Berhasil

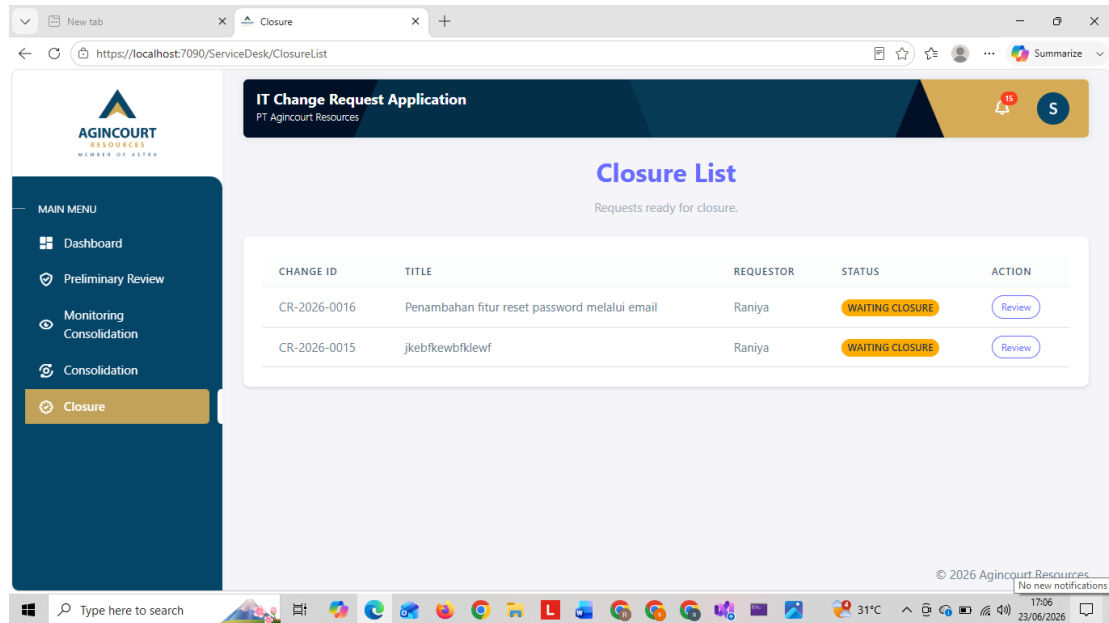
G.2 Validasi Data Implementation



Gambar G. 2 Pengujian Validasi Data Implementation

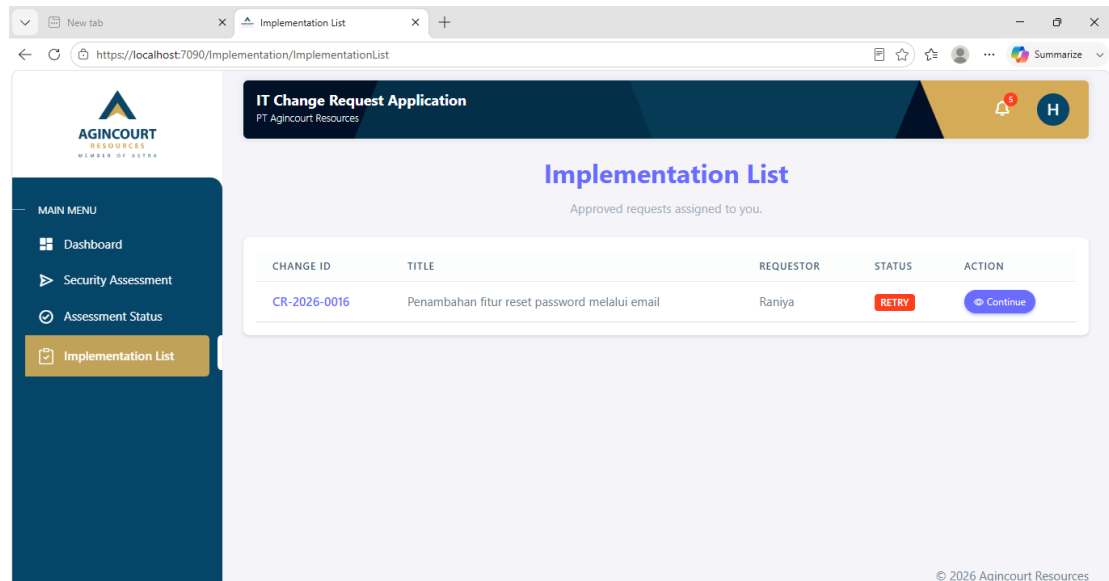
LAMPIRAN H. PENGUJIAN POST IMPLEMENTATION REVIEW

H.1 Review Berhasil



Gambar H. 1 Pengujian Review Berhasil

H.2 Retry Current Request



Gambar H. 2 Pengujian Retry Current Request

H.3 Create New Change Request

The screenshot displays the 'IT Change Request Application' interface for PT Agincourt Resources. The left sidebar contains a 'MAIN MENU' with options: Dashboard, Submit Request, My Requests (highlighted), Post Implementation Review, Approval Request, and Approval History. The main content area shows the 'CHANGE ID' as 'CR-2026-0013' with a 'WORKFLOW PROGRESS' of 0%. Below this, a 'Workflow Timeline' shows three completed steps: 'Submit Request', 'Preliminary Review', and 'Assessment'. The interface is modern with a dark blue header and sidebar, and a light blue main content area.

Gambar H. 3 Pengujian Create New Change Request

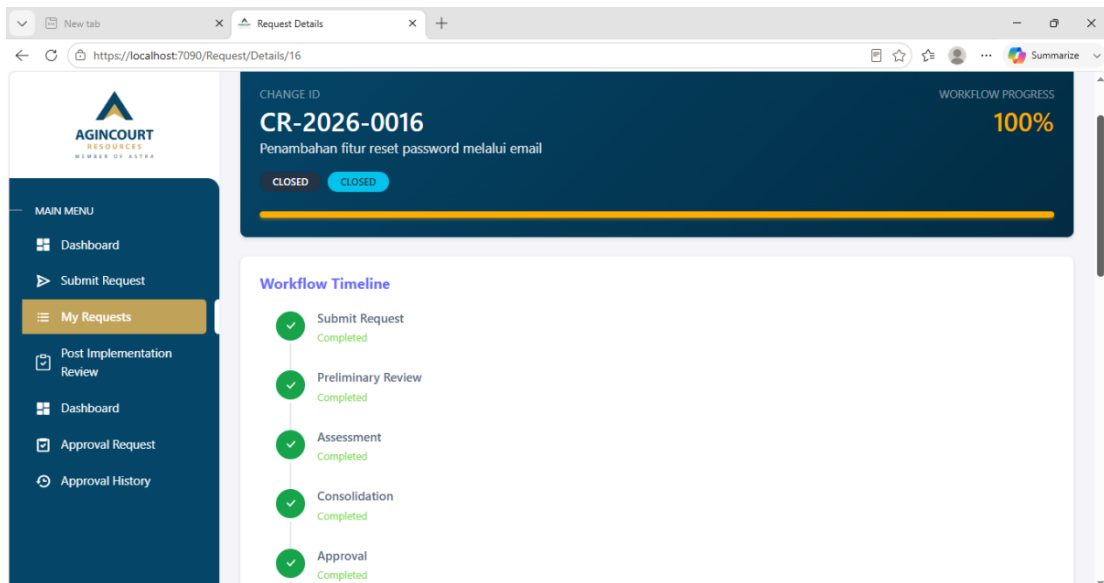
H.4 Validasi Data PIR

The screenshot shows the 'Post Implementation Review Form' interface. The left sidebar is identical to the previous screenshot, with 'Post Implementation Review' highlighted. The main content area features a red error message at the top: 'Implementation Result is required.' Below this, the form includes a text area for 'Implementation Result', a dropdown menu for 'Is your request working properly?' with 'Select Result' chosen, and an 'Attachment (Optional)' section with a 'Choose File' button and 'No file chosen' text. At the bottom right, there are 'Back' and 'Submit Review' buttons. The interface is clean and professional, with a light blue background and a dark blue sidebar.

Gambar H. 4 Pengujian Validasi Data PIR

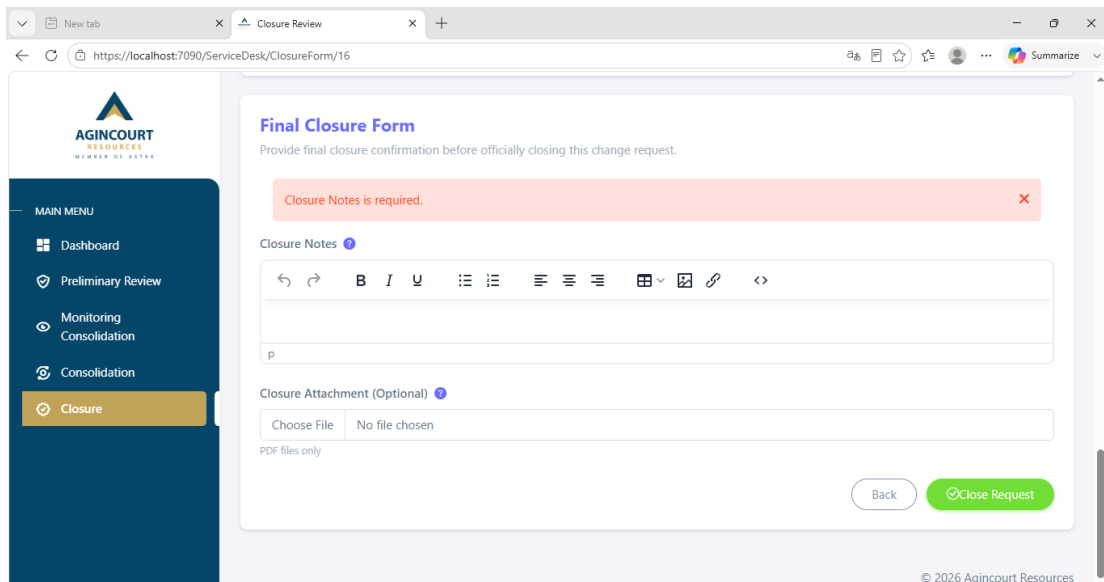
LAMPIRAN I. PENGUJIAN CLOSURE

I.1 Submit Closure Berhasil



Gambar I. 1 Pengujian Submit Closure Berhasil

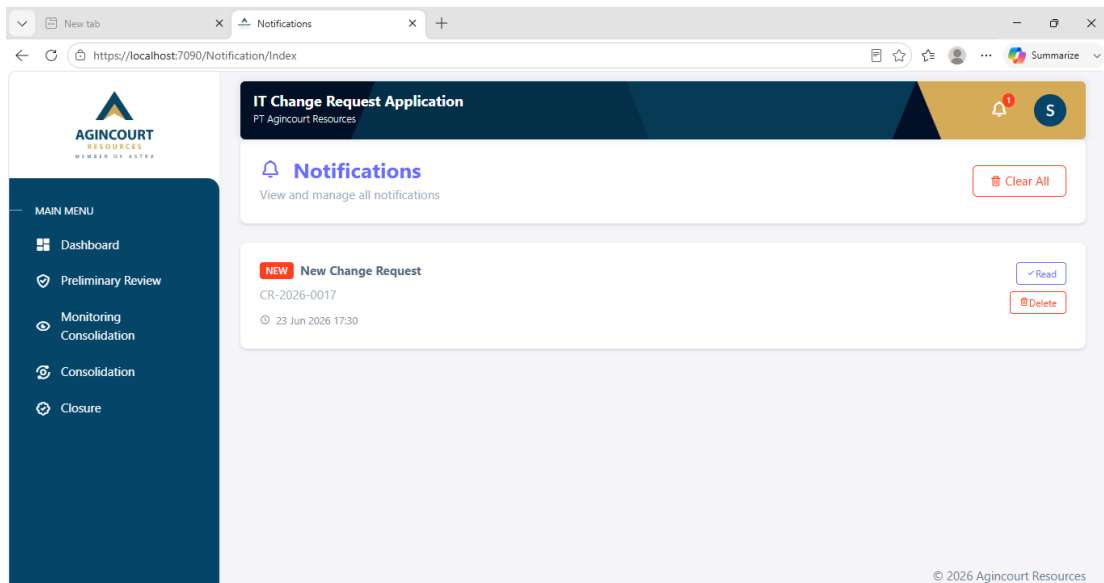
I.2 Validasi Closure Notes



Gambar I. 2 Pengujian Validasi Closure Notes

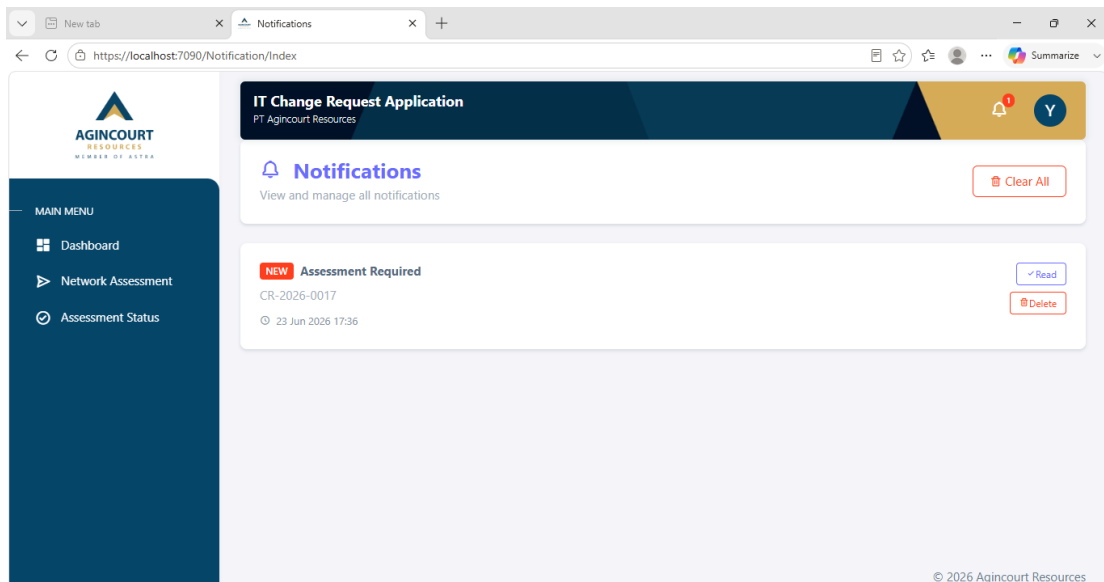
LAMPIRAN J. PENGUJIAN NOTIFICATION

J.1 Notifikasi Submit Request



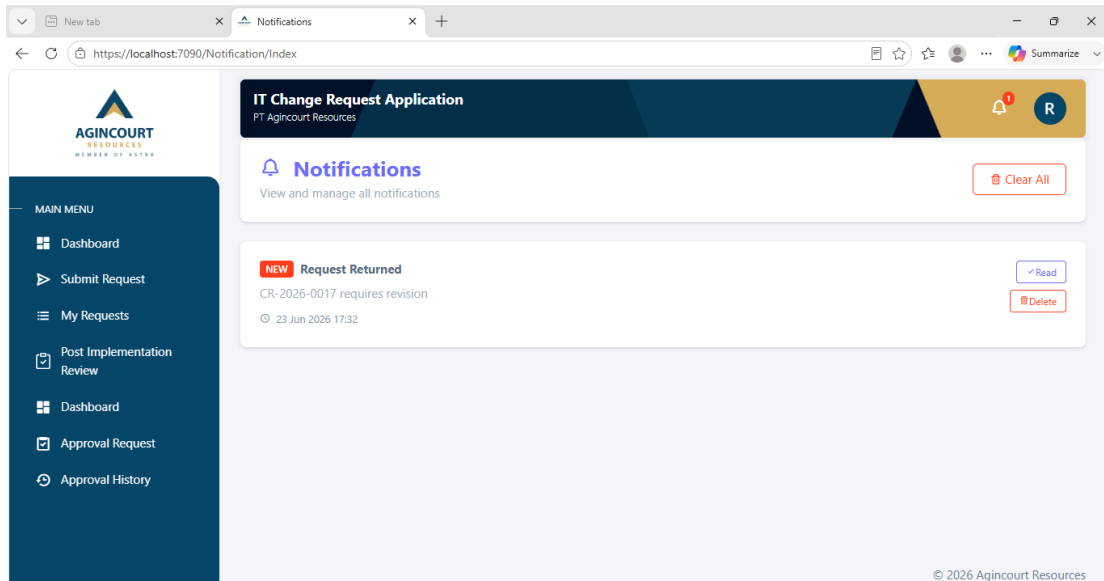
Gambar J. 1 Pengujian Notifikasi Submit Request

J.2 Notifikasi Accept Preliminary Review



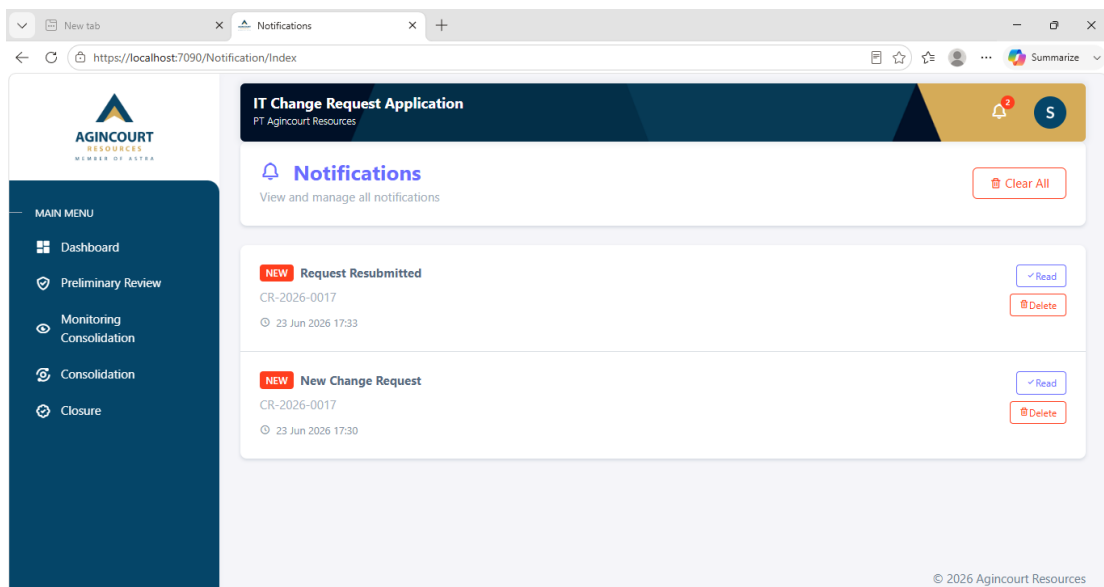
Gambar J. 2 Pengujian Notifikasi Accept Preliminary Review

J.3 Notifikasi Return Preliminary Review



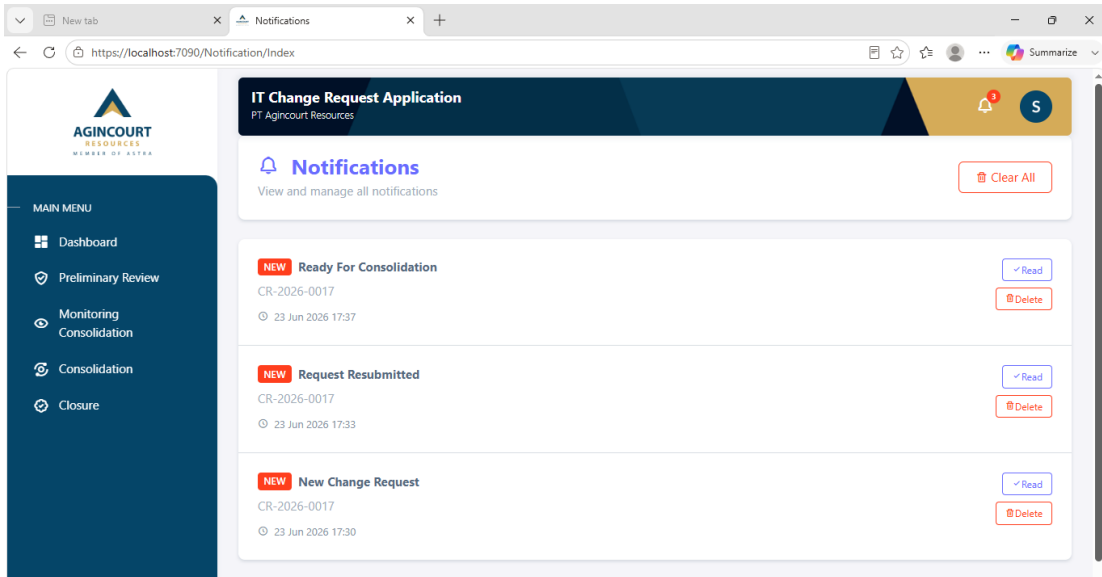
Gambar J. 3 Pengujian Notifikasi Return Preliminary Review

J.4 Notifikasi Resubmit Request



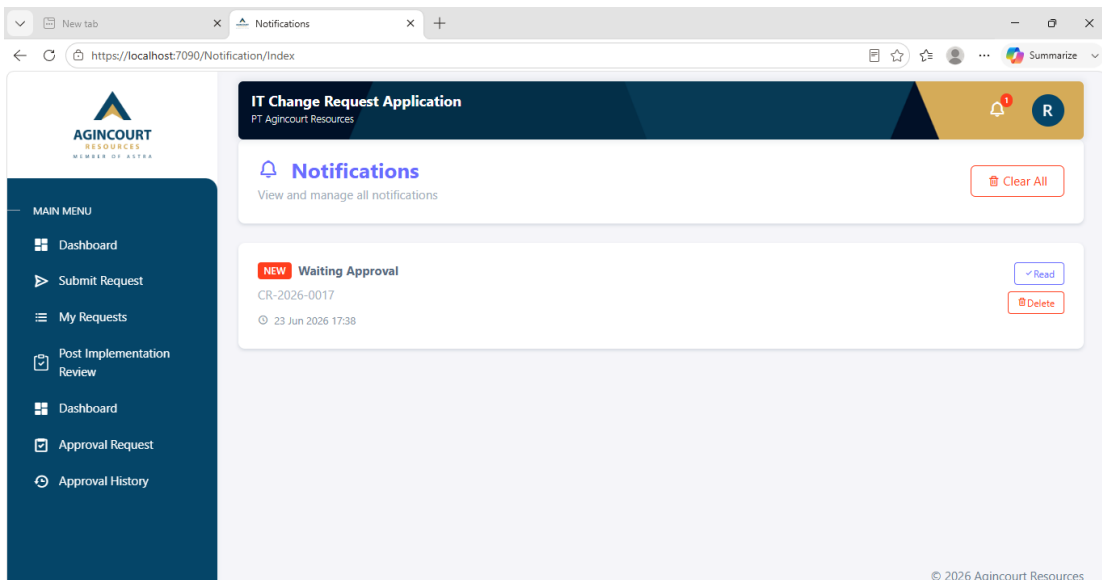
Gambar J. 4 Pengujian Resubmit Request

J.5 Notifikasi Submit Assessment



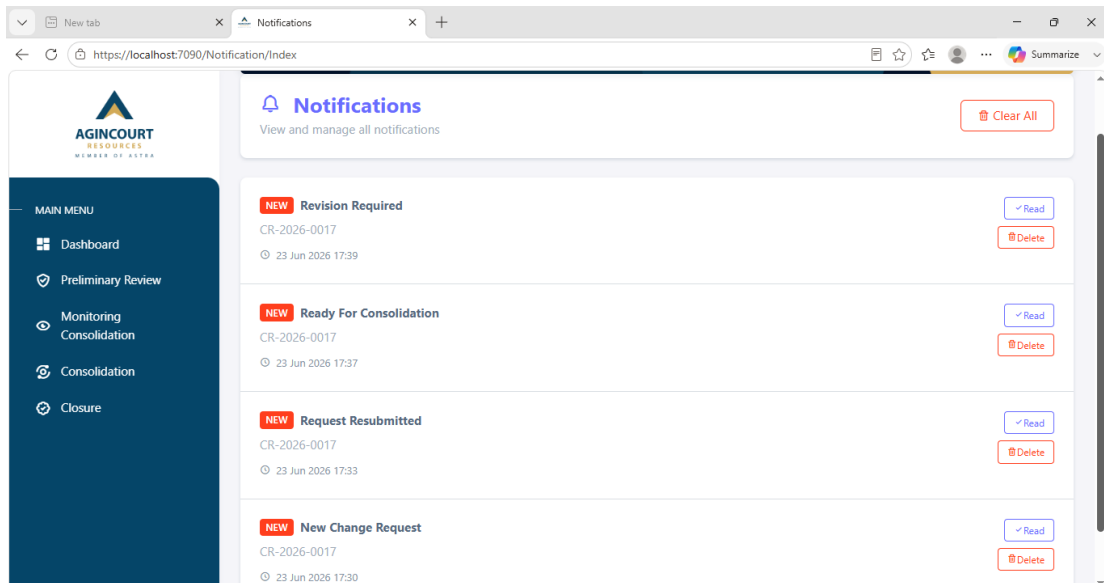
Gambar J. 5 Pengujian Notifikasi Submit Assessment

J.6 Notifikasi Submit Consolidation



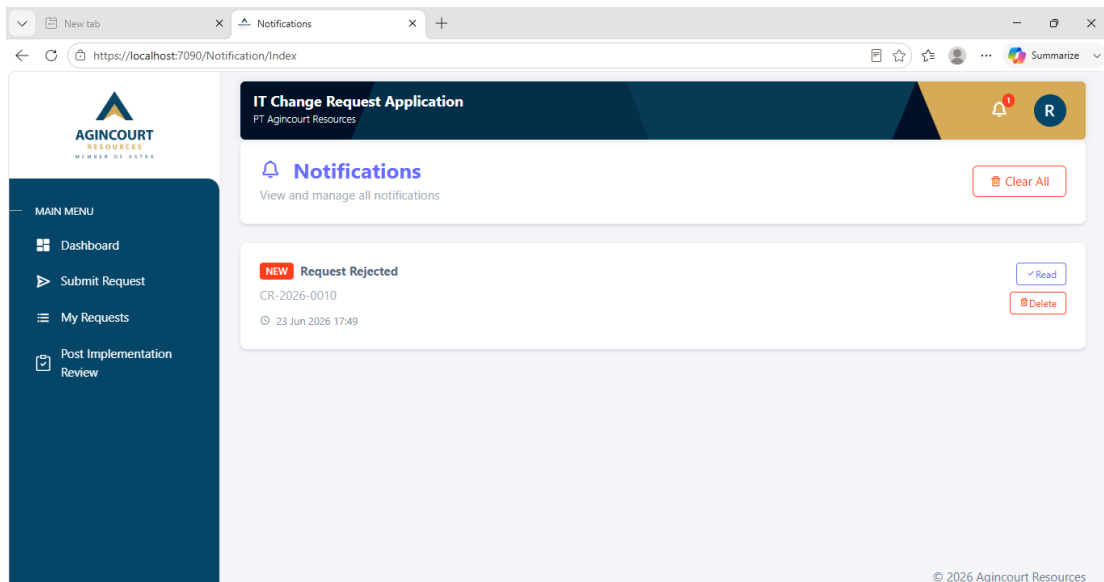
Gambar J. 6 Pengujian Notifikasi Submit Consolidation

J.7 Notifikasi Submit Revision



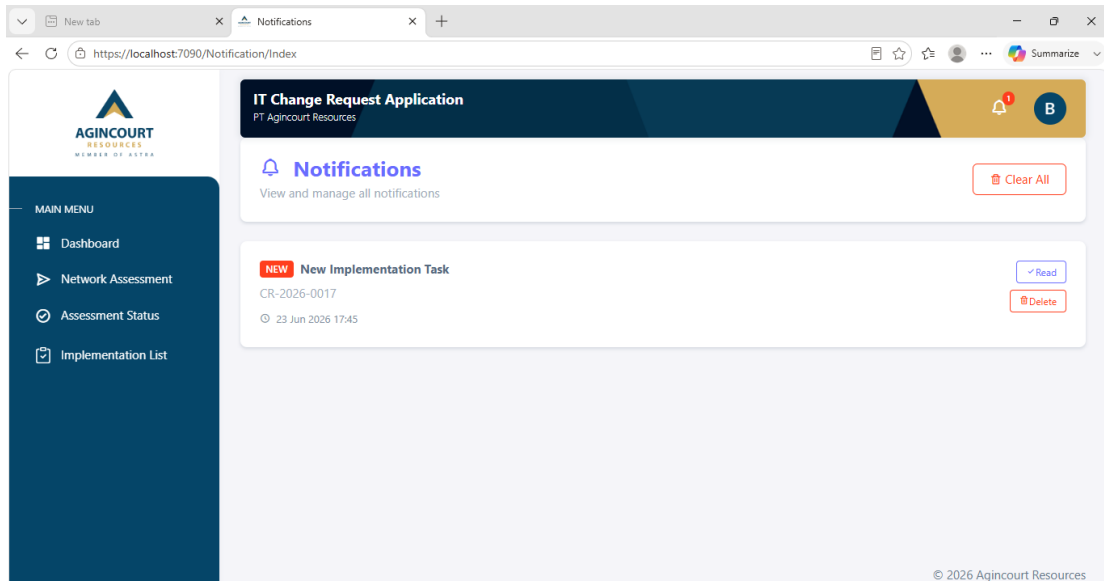
Gambar J. 7 Pengujian Notifikasi Submit Revision

J.8 Notifikasi Submit Rejected



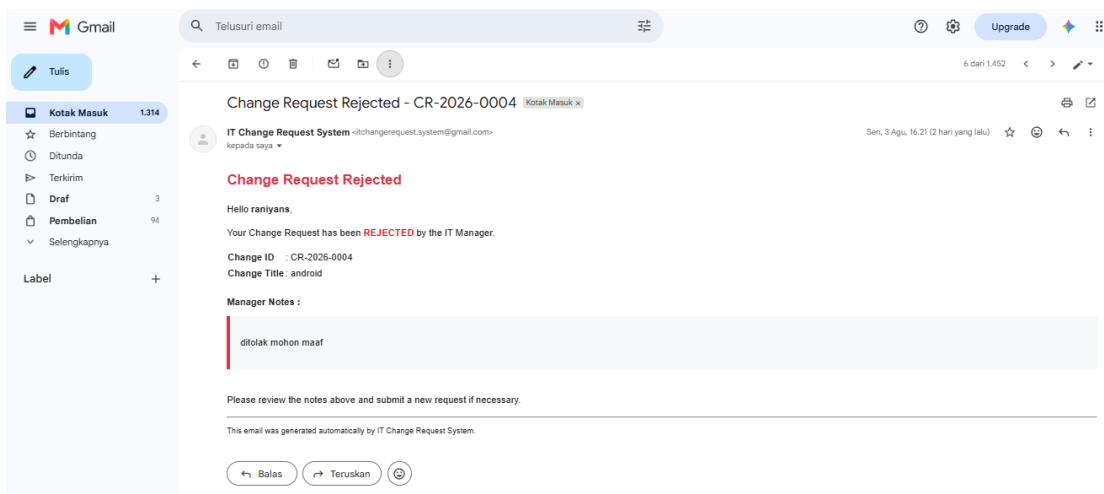
Gambar J. 8 Pengujian Submit Rejected

J.9 Notifikasi Submit Approval



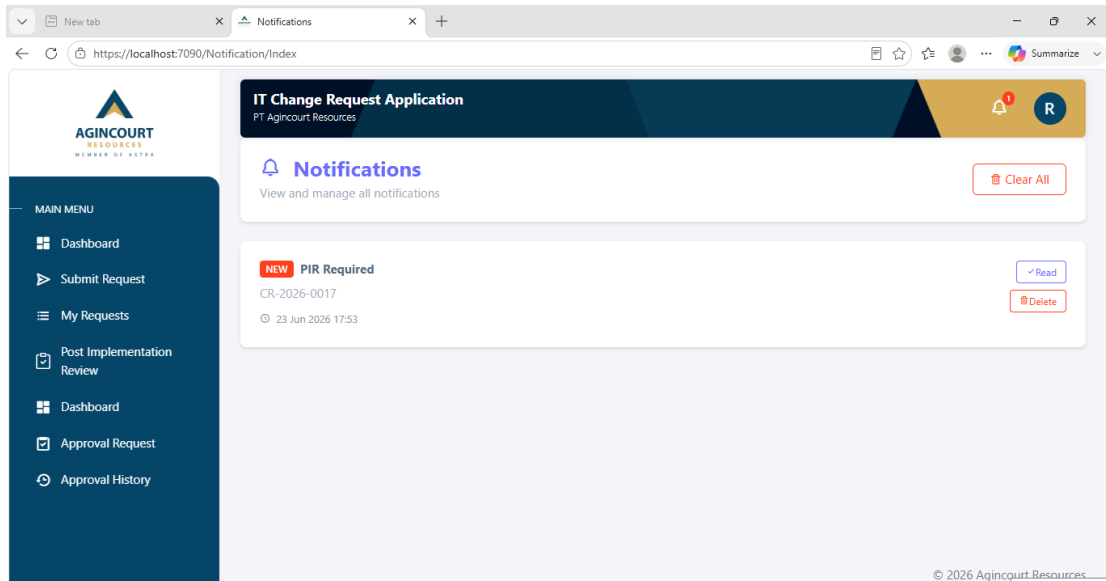
Gambar J. 9 Pengujian Notifikasi Submit Approval

J.10 Notifikasi Reject Email



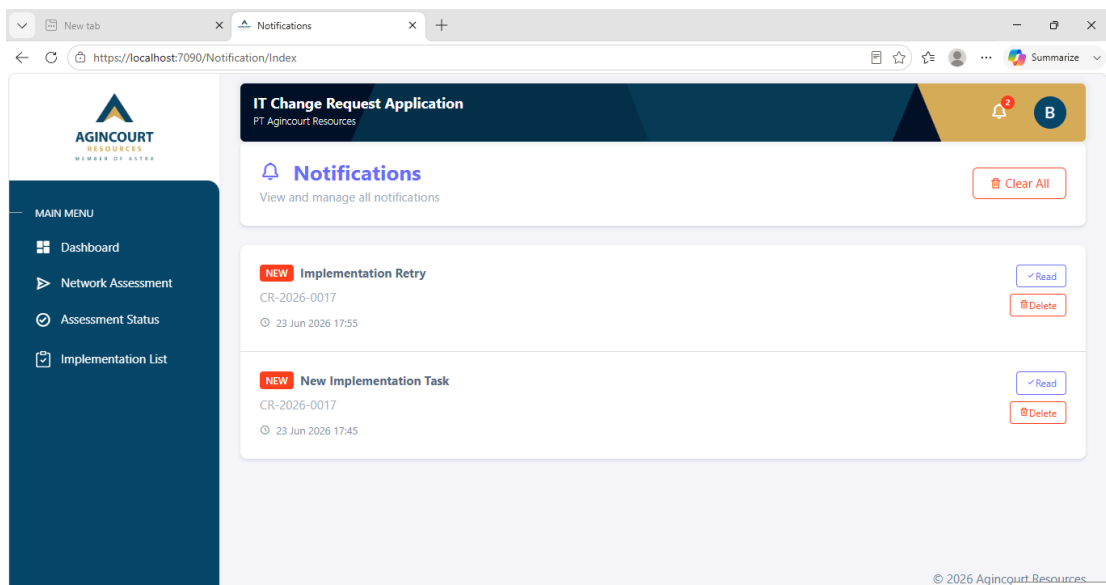
Gambar J. 10 Pengujian Notifikasi Reject Email

J.11 Notifikasi Submit Implementation



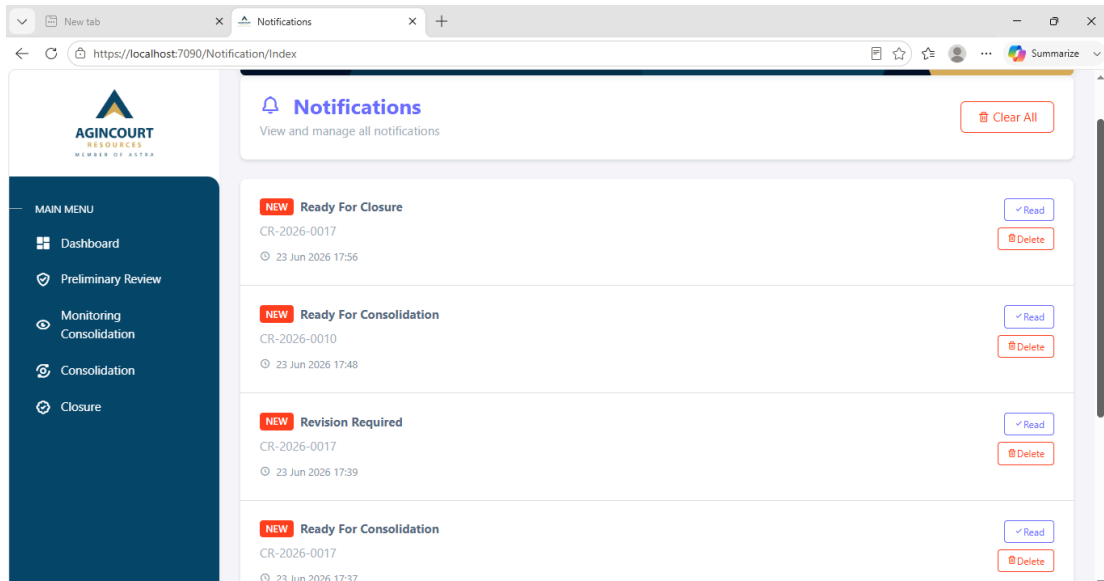
Gambar J. 11 Pengujian Notifikasi Submit Implementation

J.12 Notifikasi Submit PIR (Retry Current Request)



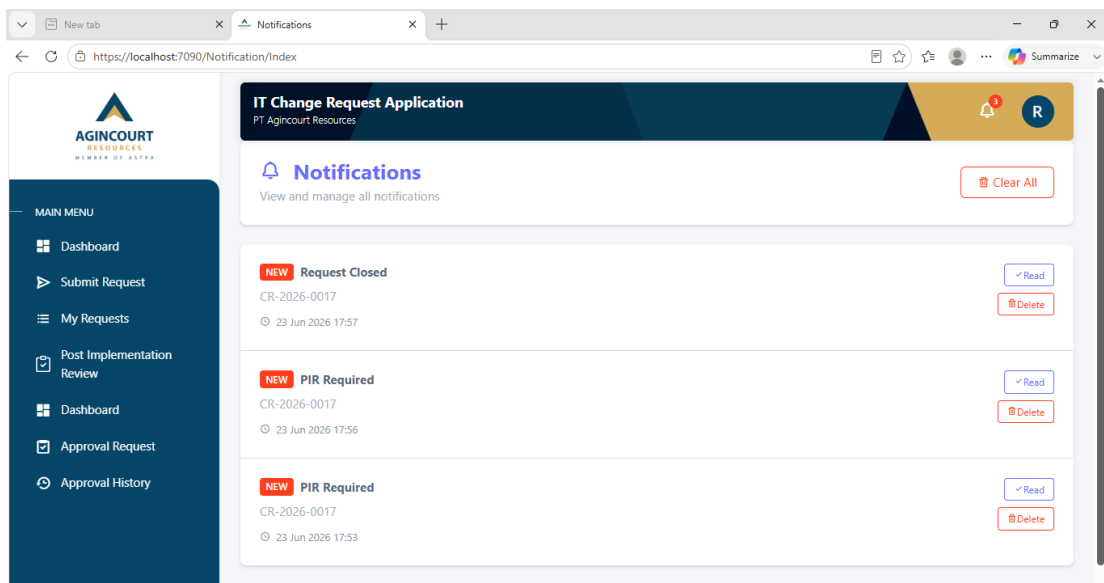
Gambar J. 12 Pengujian Notifikasi PIR (Retry Current Request)

J.13 Notifikasi Submit PIR (Completed)



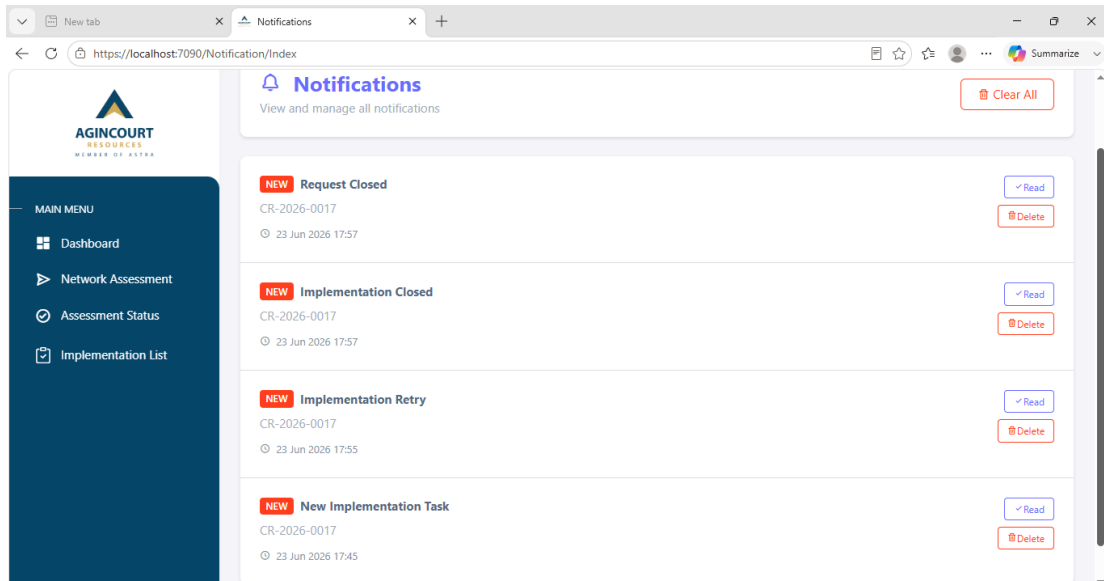
Gambar J. 13 Pengujian Notifikasi Submit PIR (Completed)

J.14 Notifikasi Submit Closure Requestor



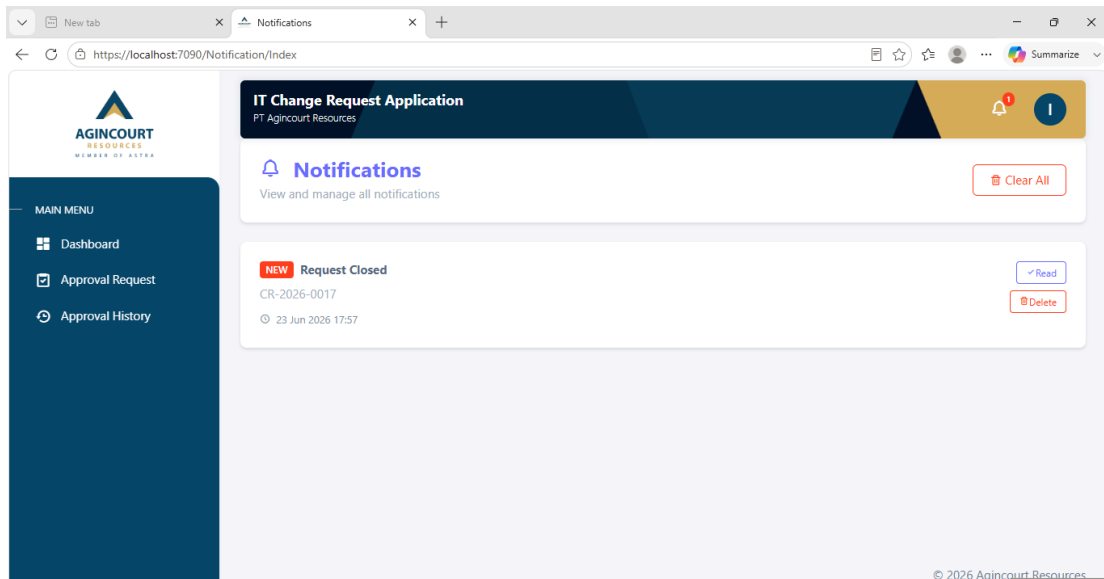
Gambar J. 14 Pengujian Notifikasi Submit Closure Requestor

J.15 Notifikasi Submit Closure IT Subdivision



Gambar J. 15 Pengujian Notifikasi Submit Closure IT Subdivision

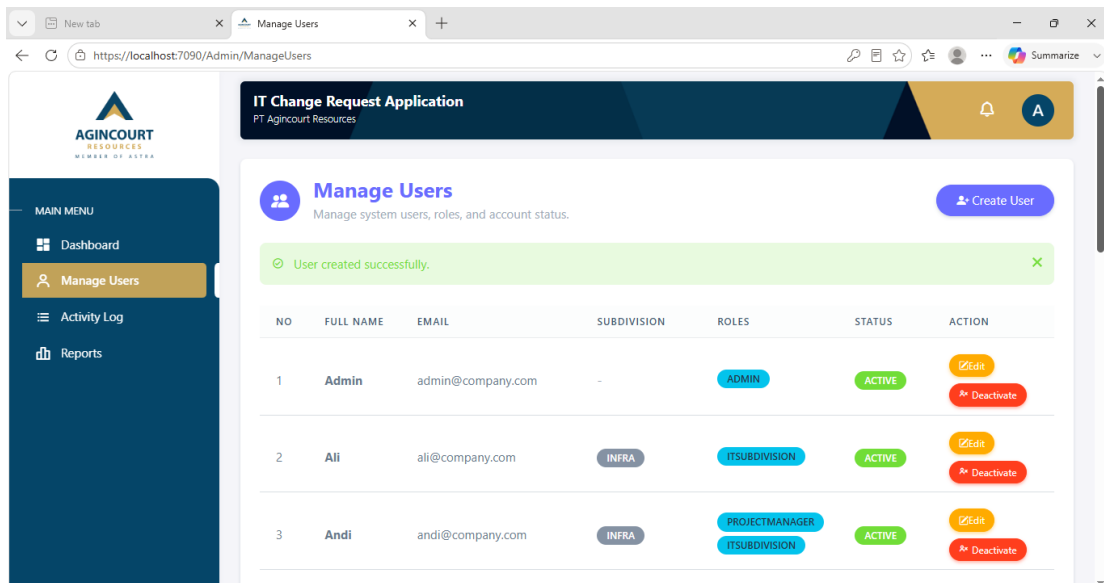
J.16 Notifikasi Submit Closure IT Manager



Gambar J. 16 Pengujian Notifikasi Submit Closure IT Manager

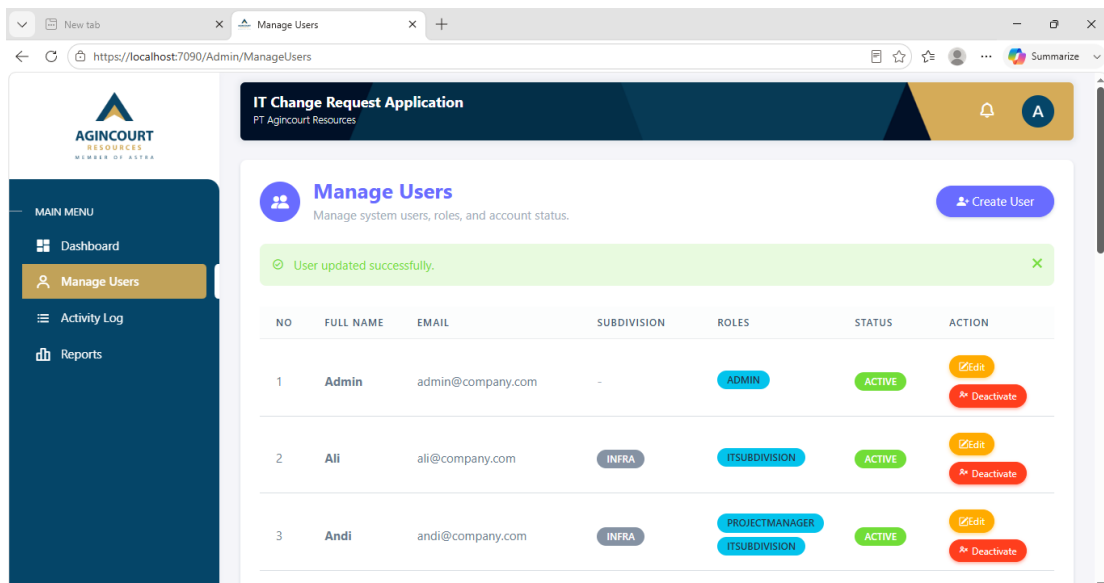
LAMPIRAN K. PENGUJIAN MANAGE USER

K.1 Submit Create User



Gambar K. 1 Pengujian Submit Create User

K.2 Submit Edit User



Gambar K. 2 Pengujian Submit Edit User

K.3 Menonaktifkan User

ID	Name	Email	Role	Status	Action
4	Budi	budi@company.com	NETWORK	ACTIVE	[Edit] [Deactivate]
5	Heru	heru@company.com	SECURITY	ACTIVE	[Edit] [Deactivate]
6	IT Manager	manager@company.com	-	ACTIVE	[Edit] [Deactivate]
7	Janel	janel@company.com	DEVELOPMENT	INACTIVE	[Edit] [Activate]
8	Kasih Lestari	kasih@gmail.com	-	INACTIVE	[Edit] [Activate]
9	Lile	lile@company.com	DEVELOPMENT	ACTIVE	[Edit] [Deactivate]
10	Louis	louis@gmail.com	SECURITY	ACTIVE	[Edit] [Deactivate]

Gambar K. 3 Pengujian Menonaktifkan User

K.4 Mengaktifkan User

ID	Name	Email	Role	Status	Action
5	Heru	heru@company.com	SECURITY	ACTIVE	[Edit] [Deactivate]
6	IT Manager	manager@company.com	-	ACTIVE	[Edit] [Deactivate]
7	Janel	janel@company.com	DEVELOPMENT	INACTIVE	[Edit] [Activate]
8	Kasih Lestari	kasih@gmail.com	-	ACTIVE	[Edit] [Deactivate]
9	Lile	lile@company.com	DEVELOPMENT	ACTIVE	[Edit] [Deactivate]
10	Louis	louis@gmail.com	SECURITY	ACTIVE	[Edit] [Deactivate]
11	Raniva	raniva@company.com	-	ACTIVE	[Edit] [Deactivate]

Gambar K. 4 Pengujian Mengaktifkan User

K.5 Validasi Data Create User

Create New User
Create a new system account and assign user roles.

Full Name is required. ✕

FULL NAME: Enter full name

EMAIL ADDRESS: user@company.com

PASSWORD: Enter password

IT SUBDIVISION: -- Select Subdivision --

USER ROLES: Select Roles

Buttons: Cancel, Create User

Gambar K. 5 Pengujian Validasi Data Create User

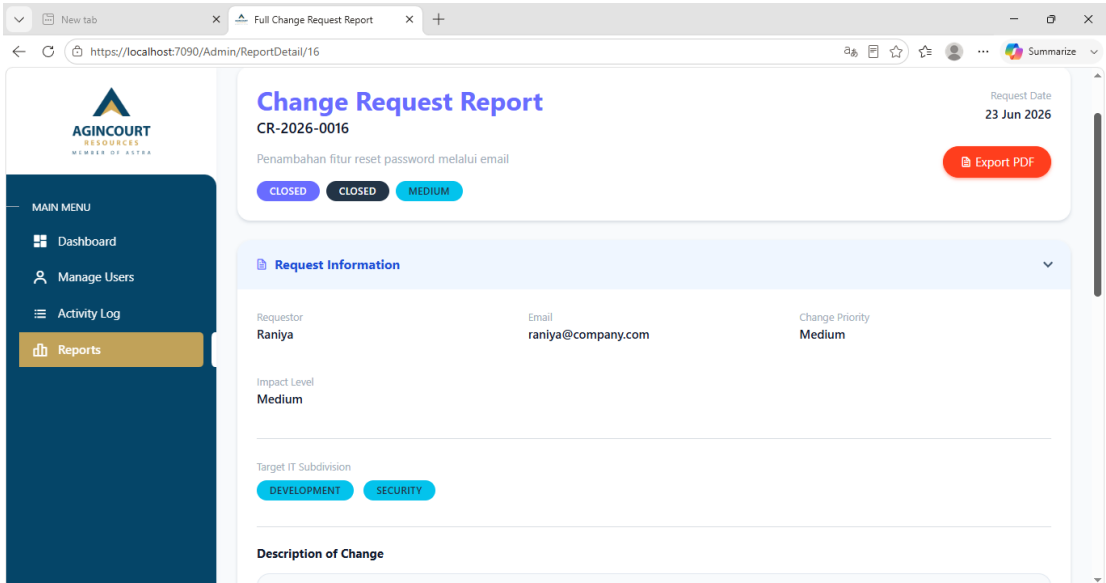
LAMPIRAN L. PENGUJIAN REPORTS DAN EXPORT PDF

L.1 Melihat Reports List

CHANGE ID	TITLE	REQUESTOR	PRIORITY	STATUS	CURRENT STEP	REQUEST DATE	ACTION
CR-2026-0017	update ui/ux	Raniya	MEDIUM	CLOSED	Closed	23 Jun 2026	View
CR-2026-0016	Penambahan fitur reset password melalui email	Raniya	MEDIUM	CLOSED	Closed	23 Jun 2026	View
CR-2026-0015	jkebfkewbfkdwf	Raniya	MEDIUM	WAITING CLOSURE	Closure	21 Jun 2026	View
CR-2026-0014	ksmfwemfe	Raniya	HIGH	IN PROGRESS	Assessment	21 Jun 2026	View
CR-2026-0013	efefnlewnf	Raniya	LOW	SUPERSEDED	Closed	19 Jun 2026	View
CR-2026-0012	Upgrade Kapasitas Server Aplikasi IT Change Request	Raniya	HIGH	COMPLETED	Closed	19 Jun 2026	View

Gambar L. 1Pengujian Reports List

L.2 Melihat Report Detail



Gambar L. 2 Pengujian Report Detail

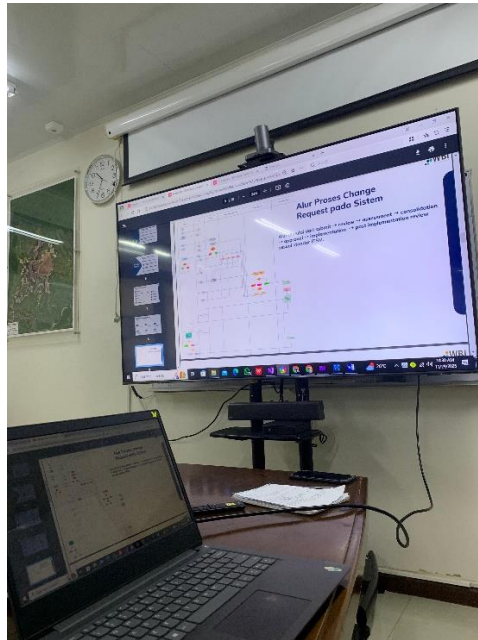
L.3 Hasil File PDF


IT CHANGE REQUEST
FULL REPORT DOCUMENT
CHANGE ID
CR-2026-0016
CHANGE TITLE
Penambahan fitur reset password melalui email
REQUESTOR
Raniya
STATUS
Closed
GENERATED DATE
23 June 2026
PT AGINCOURT RESOURCES
CONFIDENTIAL DOCUMENT

Gambar L. 3 Pengujian Hasil File PDF

LAMPIRAN M. DOKUMENTASI OBSERVASI

M.1 Dokumentasi Wawancara (Bagian 1)



Gambar M. 1 Dokumentasi Wawancara (Bagian 1)

M.2 Dokumentasi Wawancara (Bagian 2)



Gambar M. 2 Dokumentasi Wawancara (Bagian 2)

LAMPIRAN N. LISTING PROGRAM

N.1 Listing Program Login Proses Login dan Logout

```
[HttpPost]
public async Task<IActionResult> Login(string email, string password)
{
    if (string.IsNullOrEmpty(email) &&
        string.IsNullOrEmpty(password))
    {
        ViewBag.Error = "Email dan Password wajib diisi.";
        return View();
    }
    if (string.IsNullOrEmpty(email))
    {
        ViewBag.Error = "Email wajib diisi.";
        return View();
    }
    if (string.IsNullOrEmpty(password))
    {
        ViewBag.Error = "Password wajib diisi.";
        return View();
    }
    var user = await _context.Users
        .Include(u => u.Roles)
        .FirstOrDefaultAsync(u => u.Email == email);

    if (user == null)
    {
        ViewBag.Error = "Email tidak ditemukan.";
        return View();
    }
    bool validPassword = PasswordHelper.VerifyPassword(
        password,
        user.PasswordHash
    );
    if (!validPassword)
    {
        ViewBag.Error = "Password salah.";
        return View();
    }
    if (!user.IsActive)
    {
        ViewBag.Error = "User tidak aktif.";
        return View();
    }
}
```

```

    }
    HttpContext.Session.Clear();
    HttpContext.Session.SetInt32("UserID", user.UserID);
    HttpContext.Session.SetString("UserName", user.Name ?? "");
    HttpContext.Session.SetString("Email", user.Email ?? "");
    HttpContext.Session.SetString("Subdivision",
        user.Subdivision ?? "");
    var roles = user.Roles
        .Select(r => r.RoleName)
        .Distinct()
        .ToList();
    HttpContext.Session.SetString(
        "Roles",
        string.Join(", ", roles)
    );
    HttpContext.Session.SetString(
        "Role",
        roles.FirstOrDefault() ?? ""
    );
    return RedirectToAction(
        "Welcome",
        "Dashboard"
    );
}
public IActionResult Logout()
{
    HttpContext.Session.Clear();

    return RedirectToAction(
        "Login",
        "Auth"
    );
}

```

N.2 Listing Program Pengajuan IT Change Request

```

[HttpPost]
[ValidateAntiForgeryToken]
public async Task<IActionResult> Submit(
    RequestCreateViewModel model)
{
    var userId =
        HttpContext.Session.GetInt32("UserID");

    if (userId == null)

```

```

{
    return RedirectToAction(
        "Login",
        "Auth"
    );
}

if (!ModelState.IsValid)
{
    return View(model);
}

// Prediksi prioritas
var prediction =
    await _priorityPredictionService
        .PredictPriorityAsync(
            model.ChangeTitle,
            model.DescriptionOfChange,
            model.ReasonForChange
        );

if (prediction == null)
{
    ModelState.AddModelError(
        "",
        "Failed to predict Change Priority."
    );

    return View(model);
}

var predictedPriority =
    prediction.Predicted_Priority;

var request =
    new ChangeRequest
    {
        UserID = userId.Value,
        ChangeID = changeId,
        ChangeTitle = model.ChangeTitle,
        DescriptionOfChange =
            model.DescriptionOfChange,
        ReasonForChange =
            model.ReasonForChange,
        ChangePriority =

```

```

        predictedPriority,
        FileAttachmentPath =
            filePath,
        RequestStatus =
            "Waiting PreReview",
        CurrentStep =
            "Preliminary Review",
        RequestDate =
            DateTime.Now,
        CreatedAt =
            DateTime.Now
    };

    _context.ChangeRequests.Add(request);

    await _context.SaveChangesAsync();

    TempData["Success"] =
        "Request submitted successfully.";

    return RedirectToAction("MyRequests");
}

```

N.3 Listing Program Machine Learning SVM

N.3.1 Preprocessing dan Pembagian Data

```

df_ml = df[['Summary', 'Description', 'Priority']].copy()
df_ml['Text'] = (
    df_ml['Summary'].astype(str) + ' ' +
    df_ml['Description'].astype(str)
)

priority_mapping = {
    'Lowest': 'Low',
    'Low': 'Low',
    'Medium': 'Medium',

```

```

    'High': 'High',
    'Highest': 'High',
    'Critical': 'High',
    'Blocker': 'High'
}
df_ml['Priority_Category'] = df_ml['Priority'].map(priority_mapping)
def clean_text(text):
    text = str(text)
    text = BeautifulSoup(text, "html.parser").get_text()
    text = re.sub(r'http\S+|www\S+', "", text)
    text = re.sub(r'\s+', ' ', text).strip()
    return text
df_ml['Clean_Text'] = df_ml['Text'].apply(clean_text)
def clean_text(text):
    text = str(text)

    text = BeautifulSoup(text, "html.parser").get_text()

    text = re.sub(r'http\S+|www\S+', "", text)

    text = re.sub(r'\s+', ' ', text).strip()
    return text
df_ml['Clean_Text'] = df_ml['Text'].apply(clean_text)
X = df_ml['Clean_Text']
y = df_ml['Priority_Category']
X_train, X_test, y_train, y_test = train_test_split(

```

```

X,
y,
test_size=0.2,
random_state=42,
stratify=y
)

```

N.3.2 Pembentukan Embedding

```

from sentence_transformers import SentenceTransformer
embedding_model = SentenceTransformer(
    'paraphrase-multilingual-MiniLM-L12-v2'
)
X_train_embedding = embedding_model.encode(
    X_train.tolist(),
    show_progress_bar=True
)
X_test_embedding = embedding_model.encode(
    X_test.tolist(),
    show_progress_bar=True
)

```

N.3.3 Penambahan Data Training

```

X_train_final_medium_df = pd.concat(
    [
        X_train_final_it_df,
        medium_it_change_df
    ],
    ignore_index=True
)
X_train_final_medium = (
    X_train_final_medium_df["Text"].astype(str).tolist()
)
y_train_final_medium = (
    X_train_final_medium_df["Priority_Category"].tolist()
)
X_train_final_medium_embeddings = embedding_model.encode(
    X_train_final_medium,
    show_progress_bar=True
)

```

)

N.3.4 Training Model SVM Final

```
from sklearn.svm import SVC
svm_medium_final = SVC(
    kernel='rbf',
    C=1.0,
    gamma='scale',
    probability=True,
    class_weight='balanced',
    random_state=42
)
svm_medium_final.fit(
    X_train_final_medium_embeddings,
    y_train_final_medium
)
```

N.3.5 Evaluasi Model

```
from sklearn.metrics import (
    accuracy_score,
    classification_report,
    confusion_matrix
)
y_pred_medium_final = svm_medium_final.predict(
    X_test_embeddings
)

accuracy_medium_final = accuracy_score(
    y_test,
    y_pred_medium_final
)
print("Accuracy SVM Final:")
print(accuracy_medium_final)

print("\nClassification Report:")
print(
    classification_report(
        y_test,
        y_pred_medium_final
    )
)
print("\nConfusion Matrix:")
print(
```

```

        confusion_matrix(
            y_test,
            y_pred_medium_final
        )
    )
)

```

N.3.6 Penyimpanan Model

```

import joblib
joblib.dump(
    svm_medium_final,
    "svm_priority_model.pkl"
)
embedding_model.save(
    "multilingual_embedding_model"
)

```

N.4 Listing Program FastAPI

```

from fastapi import FastAPI
from pydantic import BaseModel
from sentence_transformers import SentenceTransformer
import joblib
app = FastAPI()
embedding_model = SentenceTransformer(
    "multilingual_embedding_model"
)
svm_model = joblib.load(
    "svm_priority_model.pkl"
)
class ChangeRequest(BaseModel):
    change_title: str
    description: str
    reason: str
@app.post("/predict")
def predict_priority(request: ChangeRequest):
    text = (
        request.change_title
        + " "
        + request.description
        + " "
        + request.reason
    )
    embedding = embedding_model.encode(
        [text]
    )

```

```

)
prediction = svm_model.predict(
    embedding
)[0]
probabilities = svm_model.predict_proba(
    embedding
)[0]
classes = svm_model.classes_
probability_result = {
    str(classes[i]): float(probabilities[i])
    for i in range(len(classes))
}
return {
    "predicted_priority": prediction,
    "probabilities": probability_result
}

```