

## Laporan Kinerja TIM IT

| No | Cabang           | Nama Pemohon               | Perangkat | Keluhan  | Tgl Permohonan | Tgl Selesai | Status   | Balasan | Teknisi |
|----|------------------|----------------------------|-----------|--|----------------|-------------|----------|---------|---------|
| 1  | F22 Demak        | ERLINA SULISTIWATI         |           | printer teller epon PLQ-20 hasil cetakan selalu miring (tidak normal)  | 04-06-2026     | 17-06-2026  | Selesai  | -       | Anis    |
| 2  | F08 Winong       | lisna                      |           | cctv depan/parkir spm mati   | 03-06-2026     | -           | Diajukan | -       | -       |
| 3  | F19 Sukolilo     | niha                       |           | printer nya berbunyi dan kertasnya suka nyangkut   | 03-06-2026     | -           | Diproses | -       | Anis    |
| 4  | F16 Kelet Jepara | cikmon vale                |           | urgent , kabel hitam mesin scan jrabut2 , keluar kembang api nya .. saya coba solasi tp malah mati mesinnya , mungkin salah urat , mau segera di pakai , minta tolong iya temen2 | 03-06-2026     | -           | Diajukan | -       | -       |
| 5  | F99 Pusat        | opr                        |           | pasang akrilik all cabang  | 02-06-2026     | -           | Diproses | -       | Anis    |
| 6  | F99 Pusat        | kacab baru EDI & Syaekudin |           | imfa update di laptop kacab  | 02-06-2026     | 02-06-2026  | Selesai  | -       | Anis    |
| 7  | F99 Pusat        | Ruang Staff                |           | Perubahan posisi meja dan rak2 dan kabel2 LAN + PLN  | 02-06-2026     | 02-06-2026  | Selesai  | -       | Anis    |
| 8  | F99 Pusat        | septa                      |           | Laptop Rusak Office excel nya  | 02-06-2026     | 02-06-2026  | Selesai  | -       | Anis    |
| 9  | F19 Sukolilo     | DESTA                      |           | Genset Sudah beberapa kali di servise sekitar kantor tapi tetap error sedangkan di Sukolilo sering terjadi pemadaman listrik   | 26-05-2026     | 02-06-2026  | Selesai  | -       | Anis    |
| 10 | F06 Tlogowungu   | ANIK DWI LESTARI           |           | GENSET MATI GAK BISA DIHIDUPKAN  | 21-05-2026     | 02-06-2026  | Selesai  | -       | Anis    |
| 11 | F11 Sleko        | SUSI ERNA                  |           | scanner tidak bisa narik kertas,   | 20-05-2026     | 17-06-2026  | Selesai  | -       | Anis    |
| 12 | F02 Wedarijaksa  | INDAH KHOIRUNNISA          |           | PERBAIKAN LINE INTERNET  | 18-05-2026     | 21-05-2026  | Selesai  | -       | Anis    |
| 13 | F04 Tayu         | APRIELLA DWI PALUPI        |           | lemot bgttt  | 15-05-2026     | 21-05-2026  | Selesai  | -       | Anis    |
| 14 | F04 Tayu         | APRIELLA DWI PALUPI        |           | PRINTER PLQ, TULISAN PUTUS-PUTUS   | 15-05-2026     | 02-06-2026  | Selesai  | -       | Anis    |
| 15 | F06 Tlogowungu   | NOVITA NOOR CHOLIDA        |           | CATRIT WARNA RUSAK   | 12-05-2026     | 16-05-2026  | Selesai  | -       | Anis    |
| 16 | F05 Kayen        | HILMA MAULIDA              |           | Kabel tidak connect, scan tidak mau menyala  | 12-05-2026     | 16-05-2026  | Selesai  | -       | Anis    |

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| 17 | F22 Demak         | ERLINA SULISTYOWATI |           | tinta warna merah macet tidak bisa keluar saat print  | 12-05-2026     | 16-05-2026  | Selesai | -       | Anis    |
| 18 | F11 Sleko         | SUSI ERNA           |           | hardisk dan adaptor cctv sleko rusak  | 08-05-2026     | 11-05-2026  | Selesai | -       | Anis    |
| 19 | F99 Pusat         | Risca               |           | pembaruan office  | 08-05-2026     | 08-05-2026  | Selesai | -       | Wafa    |
| 20 | F99 Pusat         | bu sri              |           | kurang jelas dan isi tinta  | 07-05-2026     | 07-05-2026  | Selesai | -       | Wafa    |
| 21 | F24 Jepon (Blora) | Septy               |           | WIFI TIDAK BISA CONNECT KE KOMPUTER TELLER  | 06-05-2026     | 21-05-2026  | Selesai | -       | Anis    |
| 22 | F99 Pusat         | bu fatma            |           | instal visio  | 06-05-2026     | 06-05-2026  | Selesai | -       | Wafa    |
| 23 | F99 Pusat         | bu fatma            |           | instal visio  | 05-05-2026     | 05-05-2026  | Selesai | -       | Wafa    |
| 24 | F08 Winong        | lisna               |           | komputer sering mati lalu nyala sendiri dari hari jumat tgl 30 april 2026, dan imfa modul laporan dan modul csbo v 17.5 tidak bisa di gunakan                 | 04-05-2026     | 11-05-2026  | Selesai | -       | Anis    |
| 25 | F14 Ngablak       | csbo                |           | Hardisk utk Data,drive D, kompt CSBO, cari hdd bekas bekas lama (solusi)  | 30-04-2026     | 11-05-2026  | Selesai | -       | Anis    |
| 26 | F15 Puri          | ENDANG SNA          |           | GENSET MATI TOTAL   | 24-04-2026     | 28-04-2026  | Selesai | -       | Anis    |
| 27 | F10 Juwana        | CICI RANI           |           | AC TIDAK DINGIN SAMA SEKALI   | 22-04-2026     | 30-04-2026  | Selesai | -       | Anis    |
| 28 | F13 Tambakromo    | Vela & rois         |           | Router telkom tidak bisa munculkan sinyal 2.4 G, yg muncul Sinyal 5G, jadi kami bawakan router yg bisa 2.4g utk di pasang sampai router telkom kembali normal | 21-04-2026     | 28-04-2026  | Selesai | -       | Anis    |
| 29 | F99 Pusat         | IT                  |           | Bayar g.drive   | 21-04-2026     | 28-04-2026  | Selesai | -       | Anis    |
| 30 | F99 Pusat         | eny riska           |           | printer tidak tampil gambar   | 21-04-2026     | 28-04-2026  | Selesai | -       | Anis    |
| 31 | F99 Pusat         | sri sutiyani        |           | ganti layar led laptop & perbaikan CPu ganti hdd dan install windows baru   | 17-04-2026     | 17-04-2026  | Selesai | -       | Anis    |
| 32 | F99 Pusat         | septa               |           | perbaikan service layar kedip2 & suhu panas   | 17-04-2026     | 17-04-2026  | Selesai | -       | Anis    |

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| 33 | F25 Pamotan Rembang    | teller                  |           | antar ke pamotan pengganti teller yg ijin tdk masuk kerja                                  | 17-04-2026     | 17-04-2026  | Selesai    | -       | Anis    |
| 34 | F17 Batangan           | desi                    |           | printer csbo bocor & hasil kurang jelas printer marketing rusak tdk tampil tulisan         | 17-04-2026     | 17-04-2026  | Selesai    | -       | Anis    |
| 35 | F11 Sleko              | susi                    |           | printer indikator catrid kedip2 =ganti baruu catridge                                      | 17-04-2026     | 17-04-2026  | Selesai    | -       | Anis    |
| 36 | F13 Tambakromo         | vella&kacab             |           | Ganti router telkom  | 17-04-2026     | 17-04-2026  | Selesai    | -       | Anis    |
| 37 | F13 Tambakromo         | IT ANIS                 |           | Update koneksi cctv ke internet (2 UNIT)   | 17-04-2026     | 17-04-2026  | Selesai    | -       | Anis    |
| 38 | F20 Mayong Jepara      | kacap                   |           | cpu ganti kipas prosector  | 17-04-2026     | 30-04-2026  | Selesai    | -       | Anis    |
| 39 | F99 Pusat              | tintin                  |           | laptop rusak   | 17-04-2026     | 17-04-2026  | Selesai    | -       | Anis    |
| 40 | F99 Pusat              | riska                   |           | Printer Rusak  | 17-04-2026     | 17-04-2026  | Selesai    | -       | Anis    |
| 41 | F26 Bojonegoro (Jatim) | dayanu                  |           | koneksi apk colektor update  | 17-04-2026     | 17-04-2026  | Selesai    | -       | Anis    |
| 42 | F04 Tayu               | IT ANIS                 |           | CPU yg lama menunggu acc, sudah acc, utk ganti board dan kipas & PSU                       | 17-04-2026     | 30-04-2026  | Selesai    | -       | Anis    |
| 43 | F99 Pusat              | melinda                 |           | pembuatan link xoom  | 17-04-2026     | 17-04-2026  | Selesai    | -       | Anis    |
| 44 | F99 Pusat              | m. opr                  |           | rekap status cctv all cabang   | 17-04-2026     | 28-04-2026  | Selesai    | -       | Anis    |
| 45 | F02 Wedarijaksa        | CSBO                    |           | Instal Office  | 15-04-2026     | 15-04-2026  | Selesai    | -       | Wafa    |
| 46 | F21 Mlonggo Jepara     | faridhotun nikmah       |           | semua data excell tidak bisa dibuka  | 14-04-2026     | 17-04-2026  | Selesai    | -       | Anis    |
| 47 | F01 Tambaharjo         | CSBO                    |           | Scanner Aktivasi   | 14-04-2026     | 14-04-2026  | Selesai    | -       | Wafa    |
| 48 | F01 Tambaharjo         | TELLER                  |           | Mesin Antrian  | 13-04-2026     | 13-04-2026  | Selesai    | -       | Wafa    |
| 49 | F99 Pusat              | WIN                     |           | Instal Scanner   | 11-04-2026     | 12-04-2026  | Selesai    | -       | Wafa    |
| 50 | F01 Tambaharjo         | TELLER                  |           | Instal IMFA Teller   | 08-04-2026     | 10-04-2026  | Selesai    | -       | Wafa    |
| 51 | F99 Pusat              | RISCA                   |           | Office aktivasi  | 07-04-2026     | 08-04-2026  | Selesai    | -       | Wafa    |
| 52 | F11 Sleko              | SUSI ERNA               |           | APLIKASI FAST INVENTORY PADA BAGIAN LAPORAN STOK OPNAME G DA DATA NYA JENIS JENIS PRODUK.. | 06-04-2026     | -           | Dibatalkan | -       | Wafa    |
| 53 | F22 Demak              | DELBI RIZKA ADEK AZHARI |           | cpu teller off tidak bisa untuk operasional  | 06-04-2026     | 17-04-2026  | Selesai    | -       | Anis    |

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| 54 | F15 Puri            | DESI RISTIYANI           |           | CUK2 KAN NGLONYOM   | 06-04-2026     | 28-04-2026  | Selesai | -       | Anis    |
| 55 | F06 Tlogowungu      | KACAB                    |           | Instal Office   | 06-04-2026     | 08-04-2026  | Selesai | -       | Wafa    |
| 56 | F06 Tlogowungu      | CSBO                     |           | Scanner rusak   | 02-04-2026     | 06-04-2026  | Selesai | -       | Wafa    |
| 57 | F01 Tambaharjo      | evi                      |           | mesin antrian offline   | 01-04-2026     | 01-04-2026  | Selesai | -       | Anis    |
| 58 | F04 Tayu            | nina                     |           | rusak   | 01-04-2026     | 30-04-2026  | Selesai | -       | Anis    |
| 59 | F99 Pusat           | Fifi                     |           | Reset printer   | 01-04-2026     | 23-04-2026  | Selesai | -       | Wafa    |
| 60 | F12 Jekulo Kudus    | RUSYDINA SA'ADAH         |           | Mesin scan plustek , gambar hasil scannya tidak berwarna jelas tulisannya samar samar | 17-03-2026     | 01-04-2026  | Selesai | -       | Anis    |
| 61 | F12 Jekulo Kudus    | csbo                     |           | install modul scan  | 13-03-2026     | 13-03-2026  | Selesai | -       | Wafa    |
| 62 | F22 Demak           | Csbo                     |           | scanner printer setup   | 11-03-2026     | 11-03-2026  | Selesai | -       | Wafa    |
| 63 | F99 Pusat           | pak coy                  |           | instal ulang laptop   | 11-03-2026     | 11-03-2026  | Selesai | -       | Wafa    |
| 64 | F12 Jekulo Kudus    | Csbo                     |           | reset   | 10-03-2026     | 10-03-2026  | Selesai | -       | Wafa    |
| 65 | F99 Pusat           | FIFI                     |           | Setup ulang   | 10-03-2026     | 10-03-2026  | Selesai | -       | Wafa    |
| 66 | F11 Sleko           | teller                   |           | mesin uang rusak  | 09-03-2026     | 01-04-2026  | Selesai | -       | Anis    |
| 67 | F99 Pusat           | winarti                  |           | suara cpu tidak normal  | 09-03-2026     | 09-03-2026  | Selesai | -       | Anis    |
| 68 | F99 Pusat           | sri lasmi                |           | update jam server absensi   | 09-03-2026     | 09-03-2026  | Selesai | -       | Anis    |
| 69 | F04 Tayu            | endang csbo              |           | tinta bocor   | 09-03-2026     | 09-03-2026  | Selesai | -       | Anis    |
| 70 | F13 Tambakromo      | vella                    |           | printer csbo hasil cetak warna biru tdk ada   | 09-03-2026     | 09-03-2026  | Selesai | -       | Anis    |
| 71 | F25 Pamotan Rembang | teller f25               |           | hardisk rusak   | 06-03-2026     | 09-03-2026  | Selesai | -       | Anis    |
| 72 | F25 Pamotan Rembang | findi ajeng paramitasari |           | komputer teller tidak bisa nyala dari kemarin sore                                    | 06-03-2026     | 09-03-2026  | Selesai | -       | Anis    |
| 73 | F08 Winong          | lisna                    |           | WARNA MERAH,TIDAK JELAS,GARIS"  | 06-03-2026     | 01-04-2026  | Selesai | -       | Anis    |