ABSTRAK

Sistem servis bengkel mobil saat ini telah mengalami perkembangan pesat berkat kemajuan teknologi dan inovasi. Hal ini menjadikan proses servis mobil menjadi lebih mudah, responsif, dan terjangkau, dengan kemajuan ini tercermin dalam penggunaan sistem digital, otomatisasi, dan integrasi teknologi informasi dalam berbagai aspek servis bengkel mobil. Tujuan penelitian ini adalah memperbaiki proses layanan servis mobil di Dynospeed Motorsport yang saat ini masih dilakukan secara manual. Berdasarkan hasil analisis dan pengamatan, disimpulkan bahwa sistem servis mobil di Dynospeed Motorsport masih kurang memadai dan menghambat pelanggan dalam melakukan Servis Mobil. Oleh karena itu, penulis bertujuan merancang Sistem Informasi Servis Mobil di Dynospeed Motorsport berbasis website. Metode yang digunakan meliputi wawancara, studi pustaka, dan observasi serta menggunakan metode analisis Pieces, perancangan sistem menggunakan Unified Modeling Language, dan pengembangan sistem menggunakan Extreme Programming. Dari hasil kesimpulan penelitian, diharapkan dapat meningkatkan kinerja, menghemat waktu, dan memudahkan penggunaan oleh pelanggan.

Kata Kunci : Sistem Informasi, Servis Mobil, *Pieces*, UML, *Extreme Programming.*

ABSTRACT

The automotive workshop service system has experienced rapid development thanks to technological advancements and innovation. This has made the process of servicing vehicles easier, more responsive, and more affordable, with these advancements reflected in the use of digital systems, automation, and the integration of information technology in various aspects of automotive workshop services. The purpose of this research is to improve the process of servicing vehicles at Dynospeed Motorsport, which is currently done manually. Based on the analysis and observations, it is concluded that the vehicle servicing system at Dynospeed Motorsport is still inadequate and hinders customers from servicing their vehicles. Therefore, the author aims to design a Vehicle Service Information System at Dynospeed Motorsport based on a website. The methods used include interviews, literature studies, and observations, as well as the PIECES analysis method, system design using Unified Modeling Language, and system development using Extreme Programming. From the conclusions of the research, it is hoped that it can improve performance, save time, and make it easier for customers to use.

Keywords: *Information System, Car Service, Pieces, UML, Extreme Programming.*