

ABSTRACT

Currently, the need for information technology-based systems is increasing significantly in line with technological advancements. Therefore, as technology continues to advance, it holds promise for CV Karya Muda Digital to further develop as an IT service provider company. Currently, CV Karya Muda Digital itself has been using several tools to manage ongoing projects, especially in service procurement projects. However, the use of these tools is temporary and limited to a few projects, which leads to a lack of a comprehensive system to manage projects from start to finish, as well as the absence of a specialized system for managing client complaints or maintenance requests. Consequently, these issues result in a lack of client trust in the services or products provided by CV Karya Muda Digital, ultimately leading to client dissatisfaction with the company's offerings. This study aims to develop an Enterprise Resource Planning (ERP) system with a project management module using the open-source ERP software, Odoo. This system will support an integrated project management process using the Quickstart method to reduce complexity in the development process. The ERP system will facilitate CV Karya Muda Digital in designing a project management system, starting from the initial project phase to the maintenance process, by utilizing the Kanban method in the project management module and a ticketing process in the helpdesk to manage customer complaints. This system will be tested for its functionality using integration testing and blackbox testing. The outcome of this research is the development of a project management system that integrates all processes of service and product procurement projects within the company.

Keywords— Enterprise Resource Planning (ERP), Open-source ERP, Odoo, Quickstart, Project management