# Analysis of Trouble Ticket Documents In The Srikandi 3 Application For Archives Management At The Ministry of Health

Evi Zakiyah[1]*, Al Muhdil Karim[2]

[1]Diploma IV Kearsipan, Fakultas Hukum Ilmu Sosial Dan Ilmu Politik, Universitas Terbuka, Indonesia
[2]Ilmu Perpustakaan, Fakultas Adab Dan Humaniora, UIN Syarif Hidayatullah, Indonesia
*Corresponding Author:
Email: evi.zakiyah@ecampus.ut.ac.id

***Abstract**.*
*Records management is a crucial component of contemporary information governance, particularly for government agencies responsible for the storage, preservation, and accessibility of daily operational documents. The SRIKANDI application has been adopted by various agencies in Indonesia, at both the central and regional levels, and offers significant technical and managerial benefits to the Ministry of Health. This study employs a qualitative approach based on a literature review and analysis of the Problem Inventory List (DIM) Letters sent by the Ministry of Health to archives authorities. The analysis shows that the system's trouble ticket tracking mechanism enables a structured, continuous improvement process, with the entire handling cycle—from ticket creation, allocation, follow-up, and closure—systematically documented. Furthermore, the advanced reporting functionality of the ticket platform allows quantitative monitoring of the number of incoming tickets, average resolution time, and Service Level Agreement (SLA) violations, thereby enhancing transparency, accountability, and effectiveness of records management within the government. These findings recommend the integration of monitoring into key managerial policies.*

***Keywords:*** *Dynamic archives; Ministry of Health; Srikandi and Trouble Ticket.*

## I.    INTRODUCTION

Archives management is a crucial element in modern information governance, particularly for government organizations and public institutions that are responsible for the storage, preservation, and accessibility of daily operational documents. Archives, which include documents and records still actively used in business processes, require a management system capable of ensuring the availability, accuracy, and security of information throughout its lifecycle.(Rizal & Nurmantu, 2025)In this context, implementing technology-based information systems is a crucial solution to address the need for speed of access, data integrity, and administrative efficiency. One application widely adopted in Indonesia for this purpose is the SRIKANDI application, a platform designed to support the electronic management of dynamic archives at various levels of government and public agencies.The SRIKANDI application has been implemented in various institutions in Indonesia, both at the national and regional levels. SRIKANDI's presence in the state administration ecosystem marks an effort to modernize archives management through digitization and process automation. At the national level, the application is used to harmonize archives management practices across ministry/institutional work units, thereby facilitating interoperability and standardization of storage formats and metadata.(Kartika Sari, 2024)At the regional level, SRIKANDI assists provincial, district, and city governments in managing operational documents ranging from correspondence and official memos to public service documents, with the aim of accelerating workflows and increasing transparency in public services. This widespread adoption demonstrates that SRIKANDI serves not only as an administrative tool but also as a critical infrastructure in supporting accountability, auditability, and continuity of public services.(Ayang Adra, 2023).

The Ministry of Health of the Republic of Indonesia is one of the agencies that has implemented the SRIKANDI Application at various levels of its organization, starting from the central ministry level, directorates, to technical implementation units such as hospitals and polytechnics under the auspices of the Ministry of Health.(Ridha, 2023)The adoption of SRIKANDI within the Ministry of Health reflects a cross-tiered digital transformation pattern, extending beyond the central office to technical service units and health

education institutions with unique operational documentation needs. This widespread implementation supports interoperability of administrative processes between the central government and regional/vertical agencies, facilitating a faster and more standardized flow of information within the healthcare ecosystem.(Aknis, 2023).The existence of SRIKANDI is considered highly beneficial to the Ministry of Health for several substantive reasons that are technically and managerially relevant. Using the SRIKANDI application enables the organization of dynamic archives with a consistent metadata structure, making document searching, indexing, and monitoring more efficient.(Purwanti et al., 2025)With comprehensive metadata and classification standardization, agencies can reduce administrative workloads that previously relied heavily on manual processes.This application supports an electronic workflow mechanism that automates the approval, delivery, and recording of documents between work units—a crucial feature for ministries with multiple directorates and technical service units.(Aknis, 2023)Workflow automation not only speeds up processing time but also increases accountability because every action is digitally recorded.For service institutions such as hospitals and health polytechnics, SRIKANDI offers archive management capabilities tailored to the operational needs of healthcare services, such as incoming/outgoing mail management, service quality documentation, and vocational education administration records.

The ability to store and manage these documents neatly supports the continuity of clinical and educational services and facilitates internal and external audits. Fourth, the implementation of SRIKANDI at the Ministry of Health supports the strategic objectives of digital government, namely increasing transparency, bureaucratic efficiency, and the availability of reliable data for public health policymaking.(Purwanti et al., 2025).While the conceptual and practical benefits of implementing an electronic records management application like SRIKANDI are quite clear, field implementation experience shows that the application's use is not without various technical obstacles. Frequently occurring technical problems include system stability (e.g., service disruptions or downtime), software bugs that disrupt core functionality, high access latency under conditions of intensive user load, and compatibility issues with local IT infrastructure across agencies.(Lestari & Oktarina, 2025). Furthermore, challenges related to cross-application data integration, including non-uniform metadata formats and difficulties in integrating data from legacy systems, pose significant obstacles to realizing an integrated electronic archives ecosystem. Other factors hampering implementation include network infrastructure capacity in remote areas, limited human resources with the technical competence to operate and maintain the system, and information security issues including access rights management, data encryption, and the risk of sensitive information leaks.These technical issues not only impact operational aspects, such as delays in administrative processes or difficulties in document retrieval, but also have legal and managerial implications.

Damaged or unavailable archives when needed can disrupt decision-making, hinder public services, and pose a risk of non-compliance with statutory archiving and documentation requirements.(Dasnoer et al., 2023) Therefore, mitigation efforts and management of technical incidents are an integral part of the SRIKANDI application maintenance strategy to ensure the dynamic archive functions remain secure.As a systematic effort to address technical issues, many agencies have implemented a Trouble Ticket-based reporting mechanism to report and follow up on issues in the SRIKANDI application. This Trouble Ticket mechanism allows users to report disruptions or damage through a structured channel, identify the type of problem, attach evidence (e.g., screenshots or logs), and obtain a ticket number for tracking and escalation purposes. Implementing this type of reporting system plays a crucial role in creating transparency in problem handling, encouraging accountability among development or technical support teams, and accelerating response times and service recovery if escalation procedures and technical resources are well-structured.(Utami, 2024). In addition, the collected Trouble Ticket data can be used as an empirical evidence base for failure pattern analysis, root cause identification, and continuous improvement planning for software and supporting infrastructure.The effectiveness of Trouble Ticket reporting also depends on several factors, including the quality of communication between stakeholders, the capacity of the maintenance team to analyze and resolve issues, and the existence of a feedback mechanism that ensures reporters receive information on progress.

In some cases, administrative barriers, non-standardized ticket names, or a lack of technical documentation can slow down the recovery process. Therefore, a study investigating how the Trouble Ticket mechanism is operationalized in the context of SRIKANDI, and how it contributes to improving the quality of dynamic archives management services, is highly relevant.(Ayuningtyas, 2022).Based on this background, this study aims to examine the identification and reporting system for obstacles and damage in the use of the SRIKANDI system for the management of Dynamic Archives at the Ministry of Health of the Republic of Indonesia. Specifically, this study aims to (1) describe the Trouble Ticket-based reporting procedure for reporting obstacles that occur; (2) identify and categorize the main technical obstacles that often arise in application operations. Through a qualitative approach with a literature review study approach, and analysis of Trouble Ticket reporting documents carried out by the Ministry of Health for the National Archives of the Republic of Indonesia, this study is expected to provide pragmatic technical and managerial policy recommendations to improve the reliability, scalability, and sustainability of SRIKANDI-based dynamic archive management.More broadly, the findings of this study are expected to be useful not only for application developers and IT teams at user agencies, but also for policymakers at the central and regional levels who are designing national archives digitization strategies. Strengthening technical capabilities, interoperability standards, and effective reporting and maintenance mechanisms will be key to ensuring that digital transformation in archives management truly supports the goals of effective, transparent, and accountable governance. Thus, this introduction opens up analytical space to explore the relationship between the technological innovation of the SRIKANDI application, operational dynamics in the field, and governance practices responsive to technical challenges.

## II.    METHODS

This study uses a qualitative approach, grounded in literature review and document analysis, as the primary strategy for understanding and interpreting the inventory of problems related to the SRIKANDI application. The qualitative approach was chosen because the research aimed to explore the meaning, context, and relationships between themes emerging from official documents and related literature.(Patria & Salamah, 2022). The analysis is interpretive and hermeneutic: placing the contents of the document within the framework of theory and previous research findings to produce a rich conceptual understanding.(Wahyudin, 2017).The primary data sources in this study are two Problem Inventory List Letters (DIM) sent by the Ministry of Health to the National Archives of the Republic of Indonesia (ANRI). Both DIM documents are viewed as administrative artifacts that record operational, technical, and management issues of the SRIKANDI application's dynamic archives. Due to the limited number of documents, the study emphasizes analytical depth and thematic interconnectedness between problem inventory items rather than statistical generalizations. In addition to these primary sources, the study utilizes a literature review of books, journals, archive management guidelines, and relevant information technology literature to conduct conceptual triangulation and place the document findings within the context of dynamic archives management theory, system interoperability, and public IT governance.The data processing procedure follows the systematic steps ofCreswell, (1998): (1) document familiarization by reading both DIMs in their entirety to obtain an initial overview and context of submission; (2) data extraction identifying units of analysis in the form of problem statements, problem categories, reporting chronology, and related parties; (3) open coding assigning conceptual labels to these units to reveal patterns;

(4) categorization and grouping of themes combining similar codes into substantive themes (e.g., technical, procedural, human resources, archival compliance); and (5) interpretation and synthesis linking themes resulting from document analysis with findings and concepts from the literature review to formulate a broader understanding of the causes, impacts, and recommendations for SRIKANDI management.The analysis was conducted qualitatively and descriptively using content analysis and thematic analysis approaches. The researcher applied theoretical triangulation techniques.(Bachri, 2010)Each finding from the document is tested and compared with relevant literature to strengthen the credibility of the interpretation. To increase dependability and credibility, the coding process is recorded in a codebook and accompanied by an audit trail that documents analytical decisions. Researchers also engage in critical reflection on the research

positions and assumptions (reflexivity) to minimize interpretive bias.Ethical considerations included securing permission to use the DIM documents from ANRI and the Ministry of Health, confidentiality of sensitive information, and data anonymization when necessary for publication. Limitations of the study are acknowledged: the database consisting of only two DIMs limits the generalizability of the findings to all SRIKANDI implementations, but the depth of analysis and integration of the literature review provide valuable conceptual contributions for policy development and further research. Thus, the methodology was designed to ensure a systematic, transparent, and theoretically grounded analysis of the SRIKANDI application problem inventory.In the literature on information technology service governance, the most frequently adopted disruption reporting mechanism is the trouble ticket system, which functions not only as a tool for recording incidents but also as an administrative tool that binds service users and technical providers.(Sanjaya & Sondari, 2017)

Conceptually, a trouble ticket is a formal record entity that represents an incident, service request, or operational anomaly; it stores a set of essential information such as the reporter's identity, time of occurrence, problem description, category and priority, history of corrective actions, and resolution status. Its primary function goes beyond ad hoc recordkeeping because tickets provide an audit trail that can be used for accountability purposes, service performance evaluation, and long-term incident trend analysis that informs remediation planning and risk mitigation. Thus, trouble tickets can be understood as strategic information objects that link technical capacity with the organization's need to maintain operational continuity and data integrity.(Primary, 2022).Implementing outage reporting through ticketing mechanisms in operational practice follows a structured yet adaptive cycle to the organizational context; the process begins with the detection or reporting of an issue by a user or monitoring system, followed by classification and prioritization based on impact and urgency. Tickets are then assigned to the appropriate technical unit for diagnostic and remediation, and can be escalated when intervention at a higher level of competence or authority is required. In the era of integrated information systems, modern implementations combine ticket creation automation from proactive monitoring, API integration between application modules, and monitoring dashboards that enable real-time tracking of handling performance.(Hardianto, 2020). In addition, the handling documentation stored in the ticket serves as an operational knowledge base that can be used to expedite the resolution of similar issues in the future and to calculate service metrics such as mean time to repair (MTTR) or frequency of outages per component.

## III.    RESULTS AND DISCUSSION
### Trouble Ticket-Based Reporting Procedure

The finding that the Ministry of Health's process of reporting disruptions and functional needs of the SRIKANDI application is carried out by sending a Problem Inventory List (DIM) letter to the National Archives of the Republic of Indonesia (ANRI) indicates a formal bureaucratic practice that functions as an official communication channel between institutional users and application managers. From the perspective of trouble ticket theory, the DIM acts as a problem recording unit that functions like a ticket to record complaints, evidence, and requests for changes but differs substantively in the information flow mechanism: the DIM is recorded and sent as an official document, rather than through a real-time and structured electronic ticket system.(Azzahra et al., 2025). These differences in mechanisms have direct consequences for the speed of intake, traceability, and integration of application maintenance workflows.Trouble ticket reporting is essentially a formal mechanism for recording, tracking, and addressing issues in a structured manner. IT service management literature states that trouble tickets serve as a reporting form for IT service disruptions, which serves as the basis for implementing response actions to the reported issues.(Kartiana et al., 2024)In modern web-based implementations, ticketing systems enable real-time reporting and monitoring of outage status across multiple devices. This system not only expedites incident handling but also provides robust documentation of issues. This concept is applied in the management of the SRIKANDI application: every complaint or improvement proposal is recorded centrally, similar to the trouble ticket function, although in practice, this is done via official mail.(Dasnoer et al., 2023).

Research findings based on Letter Number R.02.01/A.VII/1123/2025 and Letter Number IR.02.01/A.VII/2523/2025, the Ministry of Health reported SRIKANDI application issues to the National Archives via a Problem Inventory List (DIM) letter. In other words, the DIM acts like a written service ticket containing a list of SRIKANDI issues and improvement requests sent to the developer (ANRI). This approach aligns with ANRI's own practice, where every SRIKANDI issue is compiled in a DIM from users for further development evaluation. This means that the DIM letter sent by the Ministry of Health constitutes a formal form of communication that bridges the gap between end users and the development team, similar to forwarding a repair ticket to the relevant unit. Although done manually by letter, this mechanism remains structured: all issues are documented and traceable in the Problem Inventory List, in accordance with the ticketing principle that prioritizes comprehensive recording and follow-up on improvements.(Aristriya & Tuswoyo, 2024).The unique feature of this procedure is that DIM submissions are routinely conducted quarterly. This periodic schedule demonstrates a scheduled evaluation cycle for outage management. In theory, a web-based outage ticketing system allows for rapid reporting and monitoring, allowing for prompt response to any incidents.(Saefulrahman et al., 2025)With a batch reporting frequency (quarterly), the development team compiles a periodic collection of issues for joint review. This approach has the advantage of consolidating issues, but within a traditional trouble ticketing framework, it can present challenges related to response speed.(Kartiana et al., 2024). The literature emphasizes that improving user service depends on the system's ability to dynamically integrate reports.

With quarterly scheduling, there is potential for delays in addressing critical issues, necessitating additional, more real-time reporting mechanisms to maintain system reliability.(Sari et al., 2025).The Ministry of Health's DIM letter not only contains complaints but also outlines new feature requirements, particularly for dynamic archive management. This indicates that the ticketing reporting mechanism also serves as a user feedback channel for system development. The SRIKANDI work reference document states that feature improvements are based on "user input listed on the Problem Inventory List (DIM)."(Sonia Asa & Rembu, 2024)The requested dynamic archive feature relates to the need to transfer and destroy inactive archives in accordance with Decree of the Minister of Administrative and Bureaucratic Reform No. 679/2020. As noted, dynamic archive management encompasses the processes of creation, utilization, maintenance, and reduction (transfer and destruction), but this reduction module is not yet available in SRIKANDI.(Puji et al., 2025). Therefore, the inclusion of dynamic archive requirements in the DIM shows that users (the Ministry of Health) are actively submitting improvement proposals that align with the national dynamic archive business process scheme, which then become input for subsequent development.The fact that the DIM letter included the need for a dynamic archive management feature as input for SRIKANDI development demonstrates the product/feature request dimension inherent in the bug report.

In the feature management practice literature, ideally, feature requests are treated as separate ticket categories with clear metadata (requesting agency, business priority, impact, use case), a triage process, and feed into the product development backlog so developers can decide between operational improvements (bug fixes) and a medium/long-term feature roadmap.(Purwanti et al., 2025)When feature input is delivered through routine formal letters, there is a risk that these requests will be dragged into political/bureaucratic prioritization cycles or scheduled into large development packages, rather than being processed according to business value, frequency of request, or technical complexity determined through a measurable product management process. Therefore, incorporating DIM as a valid source of ideas needs to be accompanied by a classification and assessment mechanism that connects this formal document to the integrated ticketing and backlog processes.Overall, the Ministry of Health's DIM submission practice can be understood as a formal implementation of the trouble ticket-based reporting concept. This process ensures that all issues and suggestions are recorded in a structured manner, then analyzed and responded to by the developer. Previous research documents also noted that SRIKANDI constraints were "collected in a Problem Inventory List (DIM) based on data collected from users" and discussed jointly for further evaluation.(Aini, 2023). This means that the Ministry of Health's quarterly DIM mechanism functions similarly to a ticketing system that documents each incident. However, as emphasized in the literature, ticketing effectiveness is optimal when the system supports immediate reporting and continuous tracking.

Therefore, while the quarterly DIM already creates a structured feedback channel, it should also be complemented by a faster reporting channel to allow for more responsive disruption handling and feature development. Therefore, the combination of both approaches (periodic DIM letters and an electronic ticketing system) can improve the performance of the SRIKANDI application utilization according to organizational needs.

**Analysis of Constraints and Needs in the SRIKANDI Application**

The launch of SRIKANDI marks the digitalization of archiving within the Ministry of Health. According to ANRI, SRIKANDI is designated as a General Dynamic Archiving Application, expected to "support more efficient and effective archive management activities."(ANRI, 2022)This application is an implementation of the Electronic Records Management System (ERMS), an electronic archive management software that provides digital access, version control, and audit trail functions. Managing documents digitally offers many practical advantages: virtually unlimited virtual storage space, and documents can be accessed anytime online. In this context, SRIKANDI must support features such as fast search, document classification, metadata integration, and role-based access control to maintain archive confidentiality. With this foundation, any technical issues or functional needs within SRIKANDI need to be addressed systematically.(Purwanti et al., 2025).The concept of a trouble ticket-based reporting system is highly relevant in modern IT management. In general, a ticketing system (or issue tracking system) is software that manages a structured list of incidents, problems, and service requests. Each ticket contains detailed information about the incident, user contact information, and the time of the problem, and follows a standard workflow. This approach ensures transparency and accountability: responsibilities are clearly defined, and the entire process is audit-proof.(Hardianto, 2020)For large organizations or public services like the Ministry of Health, this method supports SLA monitoring, resource allocation, and continuous improvement because incident data is collected for trend analysis.

Essentially, the trouble ticket framework allows for the neat recording of system issues or user requests, facilitating resolution and providing valuable feedback for service improvement.Trouble ticket reporting is essentially an incident and service request management practice that serves as a formal record for detecting, categorizing, escalating, and resolving IT service operational issues. In the service management literature, tickets serve not only as initial notification but also as a database that enables incident correlation, root cause analysis, and the creation of long-term corrective actions.(Primary, 2022)Therefore, each trouble ticket entry ideally contains a category (incident/problem/service request), priority, business impact, reproducibility steps, evidence (logs/screenshots), assignment, SLA, and an audit trail of the actions taken. These principles serve as benchmarks for assessing the quality and effectiveness of SRIKANDI's reporting mechanisms, as reflected in the findings in the Letter.The first finding regarding login errors despite correct credentials and captcha indicates a common authentication problem encountered in government-scale web applications. In theory, authentication incidents can stem from several layers: (1) issues with credential storage or verification (backend), (2) session/token inconsistencies on the server or client side, (3) issues with centralized authentication service integration (SSO/LDAP), or (4) network outages/timeouts that terminate sessions during verification. In the context of a trouble ticket, such reports should be categorized as potentially high-impact incidents (impeding user access).

Effective handling requires a ticket that requires the collection of authentication logs (timestamp, IP, user agent), trace tokens, and request-response traces from the authentication server to enable root cause analysis (RCA).(Purnaningsih, 2024). Best-practice industry approaches involve rapid triage, checking the status of authentication services, and using monitoring for problem management. Practical technical recommendations include implementing robust refresh tokens, checking time drift, and SSO fallback if primary authentication fails.E-sign affixing failures due to "failed to accommodate client hit error" and other e-sign issues (upload/403/timeout) indicate weaknesses in the upload pipeline, signature processing queue, or document validation prior to the electronic seal process. Technical literature on e-signature failures emphasizes the need for end-to-end logging of the upload stage, MIME/type validation, file size, and retry/queueing mechanisms if the backend signature service is busy. Within a ticketing framework, this type of report can be an incident if the signature service is essential to the business process, or a service request if

interpreted as a request for additional features/capacity. Recommendations: (1) tickets must include a sample file of the failure, (2) add instrumentation to detect bottlenecks (e.g., timeouts on the gateway), and (3) plan for escalation to the e-signature vendor or middleware module for remediation. Vendor troubleshooting practices (Adobe, e-sign providers) emphasize clearing caches, verifying size/format, and checking API status codes as initial validation steps.(Utami, 2024).

Token expiration cases without any usage intervals indicate session management issues: these could be due to a short token lifetime configuration, a malfunctioning token refresh, or an inconsistent single sign-on mechanism. According to the session and token guidelines, token expiration is a security feature, but it must be balanced with a smooth refresh mechanism to ensure a seamless user experience. In the context of trouble ticketing, this incident requires a diagnostic field to contain the token's expiry value, the server-side time, and a record of the user's last activity so that technicians can verify whether the token is indeed expired or whether there is a synchronization issue.(Kartika Sari, 2024)Technical recommendations: Improve the token refresh mechanism, review the session lifetime configuration on the authentication gateway, and provide clear UI handling for users (e.g., auto-refresh or informative messages). Industry practice suggests using secure token refreshes and monitoring for mass expiration patterns as indicators of configuration issues.The report-related issues (Incoming Manuscripts List not sorted by manuscript date; Files List displays sorting by filing date instead of manuscript date) are classic examples of discrepancies between source metadata (manuscript dates) and process metadata (filing dates). From a ticketing perspective, reports like these should be classified as bugs (defects) because they involve functional inaccuracies that impact the integrity of archived information. Root cause analysis requires examining the database schema (which fields are used for sorting), data transformations during import/entry, and front-end default policies that may be picking incorrect date values.(Ayang Adra, 2023).

Short-term solution via ticket: add sample data, reproduction steps, and screenshots. Long-term solution involves correcting query/report logic, asserting a standard metadata schema, and regression testing the reporting module to maintain archival compliance. This statement aligns with change management practices: query/report corrections may require scheduled change requests to avoid disrupting operational services.Feature requests from the Ministry of Health to ANRI, such as dedicated storage at the National Data Center, increased upload capacity, a delete button + history log, WhatsApp notifications, electronic stamp affixing, and the activation of confidential mail features, are mostly categorized as service requests or change requests within the ITIL framework. Managerially, these requests require a business case evaluation, security/privacy impact analysis, capacity planning, and a change approval (CAB) process.(Primary, 2022)For example, storage requests at the National Data Center touch on data sovereignty, backup, and archive retention, requiring regulatory and storage SLA considerations. Upload capacity requests must be validated with traffic pattern analysis and growth projections so that solutions are not merely reactive but also anticipate future loads. The addition of a delete button to TU/secretary accounts must be balanced with an audit trail design (i) to maintain archive integrity; accountability and forensic practices require a delete history log that cannot be deleted by ordinary users. Security and compliance with materials such as the affixing of electronic stamps must refer to electronic stamp duty regulations and technical regulations related to e-stamps to ensure document legality.

For the WhatsApp notification feature, integration must comply with WhatsApp Business API template/approval rules and personal data protection aspects (consent, storage of phone numbers).(Almira, 2024).With implications for SRIKANDI's trouble ticket practices, several concrete recommendations are: (1) improve ticket quality with a structured form (category, priority, evidence, business impact); (2) establish SLAs and escalation paths for each issue category (authentication, e-sign, reports, capacity requests); (3) integrate monitoring and logging so that tickets are equipped with automatic telemetry data; (4) use problem management to identify root causes when recurring incidents arise; (5) for change requests (storage, capacity, features), conduct risk assessments, rollback plans, and change advisories; (6) in the delete feature, implement soft delete plus immutable audit logs to meet the principles of archiving and accountability; (7) for WhatsApp notifications, use the official API with a pre-approval template and comply with the privacy

policy; and (8) document all actions on tickets for compliance and future audits. These principles reflect the integration between ticketing operations and good IT governance.

## IV.    CONCLUSION

Strong formal practice (the use of DIM) but also shows conceptual gaps when confronted with ticket-based reporting theory: information flow delays, operational tracking limitations, and potential dissynchronization between user needs and development priorities. Incorporating DIM into a structured and automated ticketing architecture, while maintaining the legal value and accountability of official letters, is a compromise consistent with ITSM literature and feature management best practices.Overall, the use of a trouble tracking ticket system enables the SRIKANDI team to conduct structured, continuous improvement. From ticket creation to closure, the entire cycle is recorded. For example, advanced reporting on the ticket platform can monitor the number of incoming tickets, resolution times, and SLA violations. This statistical data is useful for identifying problem trends, such as common login failure patterns or high demand for specific features, allowing for proactive resource allocation and development. This practice aligns with the principles of modern electronic records management: documents are stored in an indexed structure with metadata that facilitates search.By integrating ticket reporting methods with a digital archiving framework, SRIKANDI is expected to meet the Ministry of Health's needs while ensuring compliance with technical and regulatory standards. Related theoretical references suggest that a well-designed ticketing system can improve service efficiency, transparency, and data utilization to enhance the quality of IT and archives management.

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