

ABSTRACT

BINTANG RIZAL FAHMI, Study Program of Information Management, Polytechnic Negri Jember, Diagnosis Expert System Damage in the Smartphone Blackberry and Iphone. Taught By: Mr. Wahyu Kurnia Dewanto, S.kom, MT (Supervisor I) and Mr Hendra Yufit S, Kom, M.Cs (Supervisor II).

Many users Smartphone Smartphone confusion when they had broken down and just bring it to a repair Smartphone. Though they do not know what the damage suffered by their Smartphone. The incidence of fraud is where a lot of elements reparsi Smartphone. Which Awalanya only one kind of damage could be more than doubled and the cost.

Therefore, built a damage diagnosis expert system applications on the Blackberry Smartphone and iPhone by applying a forward chaining method. This application allows users to overcome the doubts in determining the type of damage Smartphone quickly and precisely. At the time of diagnosis of the user input experience symptoms so that the application is able to provide a diagnosis in the form of a natural type of damage that in the Smartphone.

In addition, there are the menus to view the description and solution of each of damage Smartphone. While the existing knowledge base in the form of symptom data, data destruction, the data descriptions and data solutions based Smartphone damage from an expert that is an owner of a mobile phone service courses that have been stored in a computer program.

Keywords: Expert System, System Diagnosis, Damage Blackberry, Iphone Damage