

ABSTRACTION

PT Telkomsel, as a leader Cellular Provider in Indonesia, is always trying to give the best service to the customers by implementing business processes which easier in improvement and evaluation. The result of an audit which held in Network Operation Division shows that System Development Life Cycle (SDLC) in the company have not implemented completely, have not been implemented completely here means that there are no continuity among correlated business processes. Therefore, a Service Level Agreement Internal Business Processes for Network Operation Division is has to be designed. Besides, the SLA could be functioned as measurement and control tools for the business process, so it will be easier to evaluate and improve the business process.

The first step to do in Internal Service Level Agreement design using SLA Process Flows is identifying and understanding process of the existing business process. The objective of this step is to know about the work flow of the existing business process. And the next step is determining the contents and boundaries of the SLA and the evaluation criteria, because basically, an SLA is an agreement between the process owner and the business process itself.

Service Level Agreement Design in Business Process of Trouble Shooting divided into two kinds of documents, The Controlling Document of Service Level Agreement and The Document for Service Level Agreement on each activity. The Controlling Document of Service Level Agreement is an overall SLA in Business Process of Trouble Shooting which is an agreement among people who are responsible for each activity. This controlling document contains the services descriptions, the cooperation participants, service coverage (time, condition, and quality), service reports and documentation, changes in service agreement, service level evaluation, and penalty or punishment if there are any violations. SLA on each activity is divided into departments to make easier in evaluating and performance controlling. This SLA contains the name of department which doing the activities, the names of activities, finishing time for each activity, notes (details about activities which have been done), and the maximum resolution time. This SLA will be included in Information System of Trouble Shooting application. Therefore, the report of the SLA on each activity could become a reference on the next Service Level Agreement evaluation. The result of SLA is given below:

Proses Bisnis BTS Alarm Handling

No	Bagian	Deskripsi Service	Maksimum Resolution Time
1	OMC-Radio	- Analisis penyebab alarm BTS down. - Cek MSI. - Broadcast SMS MSI.	30 Menit
2	BSS Regional	- Troubleshoot Alarm	3 Jam
3	RAO Siemens	- Troubleshoot Alarm	30 Menit
4	Vendor	- Troubleshoot dan Report	Sampai Clear

ProsesProses Bisnis Customer Complaint Handling

No	Bagian	Deskripsi Service	Maksimum Resolution Time
1	Customer Service/Call Centre	Submitte Complaint Ticket	10 Menit
2	HQ Helpdesk	Check data ticket Diagnose the problem Check profile pelanggan	5 Menit 15 Menit 10 Menit
3	HQ Regional	Check data ticket Diagnose the Problem	5 Menit 30 Menit
4	CRNMC	Setting profile Pelanggan Analisis Trouble type	5 Menit 15 Menit
5	Related Dept.	Fix the problem Open Emergency call	30 Menit 5 Menit
6	Vendor	Fix the problem Report	Sampai Clear (diusahakan < 2 jam