

ABSTRACTION

PT. Telekomunikasi Indonesia, Tbk, the biggest *InfoComm* company in Indonesia, is always trying to give the best service to the customers by implementing business processes which easier in improvement and evaluation, such as a phone order handling. As the professional business organization, PT. Telkom needs to define operation management strategy and business process framework on each activity for provides a service. So PT. Telkom have standard definition for each workflow, that implement ting on every units, who have settled input – output standard on each them business process. This point is the cornerstone to business process must have a service level agreement, which later as a function for agreement form between related unit about commitment of business process implementation.

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 Phone Order Handling divided into two kinds of documents; The Controlling Document of Service Level Agreement and The Document for Service Level Agreement on each activity, there are available at one document and were agreed between Customer Care Unit and Access Network Operation Unit. 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 that based on adjustment factors and enlargement factors. The result of SLA is given below:

a. SLA of the Business Process

No.	Layanan (Proses Bisnis)	Deskripsi Layanan	Maksimum Resolution Time	Related Departement
1.	Penyelesaian Pasang Sambung Baru (PSB)	layanan yang diberikan kepada kustomer sesuai dengan permintaan untuk mendapatkan jaringan sambungan telepon baru.	3 x 24 jam	

b. SLA on Each Activity

No.	Layanan (Aktivitas)	Deskripsi Layanan	Maksimum Resolution Time	Related Departement
1.	Registrasi Permintaan PSB	Aktivitas input data terhadap kustomer yang melakukan permintaan PSB.	30 menit	Bagian Customer Care (Plasa Telkom)
2.	Feasibility Jaringan	Aktivitas check terhadap ketersediaan jaringan di sekitar kawasan tempat tinggal kustomer.	10 menit	Bagian Customer Care (Plasa Telkom)
3.	Validasi Data Pelanggan	Aktivitas validasi data pelanggan, termasuk hasil pembayaran yang berlangsung pada aktivitas sebelumnya.	5 menit	Bagian Customer Care (Plasa Telkom)
4.	Perintah WO (Work Order)	Aktivitas pengiriman adanya perintah WO (Work Order) ke bagian terkait.	30 menit	Bagian Customer Care (Plasa Telkom)
5.	Instalasi MDF	Aktivitas instalasi pada jaringan kabel telepon di sentral.	7 jam	Bagian Access Network Operation (Telasi Sentral)
6.	Instalasi Kabel Primer	Aktivitas instalasi pada jaringan kabel primer di Rumah kabel (RK).	4 jam	Bagian Access Network Operation (Telasi RK)
7.	Instalasi Kabel Sekunder & IKR (Instalasi kabel Rumah)	Aktivitas instalasi pada jaringan kabel sekunder pada <i>Distribution Point</i> (DP) dan IKR langsung di dalam tempat tinggal kustomer.	5 jam	Bagian Access Network Operation (Telasi DP)
8.	Konfirmasi "telepon kling"	Aktivitas penyampaian "salam perdana" kepada pelanggan baru mengenai penyelesaian PSB.	4 jam	Bagian Customer Care (Plasa Telkom)

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

Proses 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)