

## **ABSTRACT**

*High complexity in the network requires a management in order to properly manage the network so as to have a good performance in performing the task. Network management is required to be able to support the performance of the device so as not to interfere with business processes owned by the company. Network management can also be helpful in terms of handling a problem or event or incident occurring in the network. The fault management field is a field that is specifically responsible for all disruptions occurring in the network.*

*Research conducted in the office Diskominfo Bandung regency to get results that network management, especially in the management of disruption in Diskominfo Bandung regency is still minimal, because the Diskominfo Bandung regency to monitor the devices owned only use the service ping to know the state of the device works well or not . Therefore it takes optimization to improve the performance of network management systems in Diskominfo Bandung regency. How to use other services such as load, memory, disk, and SNMP so as to produce a more specific report. The goal is to facilitate the Diskominfo Bandung regency to learn the trends that occur in the network owned and can determine the resolution for problems that often occur. The design of fault management based on FCAPS framework and service operation in accordance with ITILv3. For service operation design is divided into four parts, namely event management, incident management, access management, and problem management..*

*Keywords: fault management, monitoring, FCAPS, ITIL, service operation*