

ABSTRACT

The existence of copper technology in telecommunication access networks is currently not able to serve the needs of high data flows, causing innovation in the field of technology that gave birth to fiber optic technology capable of serving high bandwidth requirements including data, voice and video in fiber to the home access network scenarios . PT. ABC is one of the largest telecommunications companies and providers of telecommunications and network services in Indonesia. The project that is being undertaken by PT. ABC is a fiber optic feeder installation project. A fiber optic feeder is a network service delivery cable, which is part of FTTH (Fiber To The Home). In the case experienced by PT. ABC is a delay (delay) in the completion of a fiber optic feeder installation project so that one of the obstacles is the stakeholder aspect.

Stakeholders are an important thing in a company or organization, especially a project because basically human resources are engaged in managing a company or project. RACI is one of the technical methods and tools to support the planning of assignment matrices on the project. The RACI method consisting of Responsibility, Assignment, Consult, and Informed has benefits that can be achieved fully if the project management team understands and uses it in accordance with the organizational context. The results of the business process project activities are adjusted to the ongoing project. Project activities are mapped with the RACI Matrix to determine roles and responsibilities in each position. The output of the RACI Matrix is a job description for stakeholders found on the ongoing project.

Keywords: RACI Matrix, Stakeholder Management, Business Processes, Job Description