

ABSTRACT

The development of computer network technology has had a significant impact on the world of telecommunications and informatics. Computer networks allow computers to communicate and share resources. However, networks often encounter problems, such as unpredictable failures. Effective network management is the key to ensuring network continuity. The FCAPS (Fault, Configuration, Accounting, Performance, and Security) conceptual model from ISO is used to describe the functions and processes of network management. One key aspect of FCAPS is Configuration Management, involving the management and documentation of network device configurations. Proper implementation of Configuration Management improves operational efficiency and reduces network failure risks. The PDCA (Plan-Do-Check-Act) cycle is employed to enhance the effectiveness of Configuration Management systematically. Standard Operating Procedures (SOP) are also crucial in controlling network configurations accurately and consistently. Previous research by Abdul Azies Muslim, Muharman Lubis, and Arief Ridho Lubis utilized a set of network configuration activities called MFAST to assess network management configurations. The assessment results indicated that the company has implemented Configuration Management well, but there is still room for improvement in efficiency and consistency by adopting more structured procedures and conducting activities regularly. Therefore, this research will evaluate the PDCA activities of Configuration Management in PT. Telkom Indonesia based on the MFAST standard, with the aim of enhancing the overall network management system of the company.

Keywords: [Network, Management, Configuration, PDCA, Assessment]