

ABSTRACT

PT. Telkom as a pioneer of fixed telecommunication company in Indonesia has become the market leader in its field. In order to maintain its position, the company must assure and increase the quality of its communication network. It also have to manage products in a good way. Considering it has a leading role in the company which make a direct interaction with development product. 8 IC test as one way to maintain development product. If product that they develop can passed the test its mean the product ready to be delivered to the market. Now is the one competitive era in telecommunication, more than 5 operator telecommunication fight to get customer. If one of operator late to launch some new product in fact that products are needed by customer, so their customer can churn in to other operator or they can loss of opportunity to get more customer.

To resist their existence PT. Telkom Indonesia should be faster than other operator in launch their product. How to realize it? Of course product & service development process have to adopt efficiency process. One step in product & service development process is 8 IC test. This test have a purpose to make sure all element in product/service which are developed equal with its hope. In existing condition, process 8 IC test have difficulties with collecting, recapitulation, transfer information about the test and reporting test result. So, make 8 IC test process more efficient is one way to realize product / service which are developed can launch early.

Information systems made to help its users in a lot of activity. That activities can be integrated to get result which are needed by it users. After watch the existing process of 8 IC test, the writer have an idea to provide system information in order to support 8 IC test. This system will integrated some process that will reduce source. Beside that the systems also provide tools to know how importance some aspects to the others. The tools that its mean is Pairwise Comparison matrix. The role of Pairwise Comparison is importance to minimize subjectivity judgement and to make 8 IC team fast in decide recommendation for products launch.

So, PT. Telkom Indonesia can get advantage from this system information because its can help them in boost product & service development process faster, especially in process 8 IC test. The consequence of this advantage are they can resist their current customer and they can get opportunity to get more customer. If their customers increase, its mean their have possibility to grow their income and profit equal with the increase of customer.

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