

## ABSTRACTION

PT. Telekomunikasi Indonesia, Tbk as the biggest InfoComm company in Indonesia, is always trying to give the best service to the customer by implementating business process which easier in improvement and evaluation, especially in business processes that are associated directly with customers, such as trouble handling network s access peedy. Audit result shows that the trouble network access speedy was still not in accordance with the MTTR, that 9.25 hours or 555 minutes. Therefore, a Service Level Agreement (SLA) and Operation Level Agreement (OLA) Business Processes of Trouble Handling Access Network Speedy is has to be designed. Besides, the SLA and OLA could be functioned as measurement and control tools for the business process, so it will be easier to evaluate and improve the business process.

The first step to design Service Level Agreement 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, OLA and the evaluation criteria, because basically, an SLA and OLA are an agreement between subject of the process.

Design Service Level Agreement business process of trouble handling network access speedy is divided into two types, namely are Service Level Guarantee and Service Level Agreement. While the design of OLA, divided into five documents control, consisting of OLA between MBOC and 147, OLA between MBOC and TDC, OLA between TDC and MDF, OLA between MDF and PCAN and OLA between MBOC and PCAN. Service Level Guarantee document is the promises service providers to their customers. This document includes service description, service time and penalty. Unlike the SLG documents, Service Level Agreement is an overall SLA business process of interruption handling which is an agreement among people who are responsible for each activity. This controlling document contains the service description, the cooperation participant, service coverage (service time, service conditions, quality of service), service report and documentation, changes in the service agreement, service level evaluation, and the penalty or punishment if there are any violations. While OLA is made per section in order to make it easier to evaluate and control performance of each part. Same with SLA, OLA also contains the service description, the cooperation participant, service coverage (service time, service conditions, quality of service), service report and documentation, changes in the service agreement, service level evaluation, and the penalty or punishment if there are any violations, but in OLA, also describe detail about activities which have been done. Based on the calculation and improvements made to obtain the maximum resolution time for SLG is 24 hours, while the maximum resolution time for SLA and all OLA documents are 529 minutes.

Keyword : SLA, OLA, SLG, MTTR, Business Process of Trouble Handling Network Access Speedy, PT Telekomunikasi Indonesia, Kandatel Jakarta Barat