

## ABSTRACT

*PT. Indonusa Telemedia (TelkomVision) is a subsidiary of PT. Telekomunikasi Indonesia, Tbk. that held for business expansion in the service of Non-POTS (Plain Old Telephone Services) in subscription TV broadcasting services. TelkomVision required to have the attentiveness, reliability, and commitment of human resource and service system capable of providing the best service for its customers because the business competition in providing subscription TV services are increasingly stringent. Therefore, it required a good business process definition for each services activity that directly relate to customer, such as the business process of fault handling.*

*On the realization of fault handling data in November-December 2010, it shows that many fault handling completion is above a standard SLA existing, especially in complaint lost channel list, Failed decoder/ card, No Signal, and Scramble E-48 No Signal. Existing SLA standard established based on estimates from the customer care, so that the measurements are still being subjective. It required to measure the time activity use the 'jam henti' metode, then performed simulations to determine the efficiency of existing measurement. In addition, it is important to do Business Process Improvement for fault handling business process as a first step in formulating the Service Level Agreement (SLA). By using SLA, evaluation of the resolution time for one process is not only seen in general but also can be seen more detail in every related unit/department and activities. Beside that, SLA can be functioned as a measurement tool and control for the business process and make the evaluation and improvement can be done easier.*

*Service Level Agreement design in YES TV fault handling business process is divided into two kinds of document, controlling document of Service Level Agreement and document for Service Level Agreement on each activity. The controlling document of Service Level Agreement is an overall SLA in business process of Speedy problem handling which is an agreement among people who are responsible for each activity. This controlling document contains the service descriptions, the cooperation participants, service coverage (time, condition, and quality), service reports and documentation, changes in service agreement, service level evaluation, and penalty or punishment if there are any violations. From the results of SLA designs that have been proposed, it can be made a design of Service Level Guarantee (SLG) based on the maximum time resolution of a SLA time.*

*The conclusions from the results of the improvement and SLA & SLG design are, lost list channel have a time recommendation SLA is 1778.3, Fault Decoder/Card have a time recommendation SLA is 1702.3, No Signal have a time recommendation SLA is 1778.3, No Signal have a time recommendation SLA is 1582.3, and Scramble E-48 no signal have a time recommendation SLA is 1631.3. All fault have a same SLG design. The recommendation of SLG is 3x24 hours.*

*Keywords : SLA, SLG, Business Process Improvement*