ABSTRACT

Telkom Research and Development Center is a business unit of PT Telekomunikasi Indonesia, Tbk. which serves as a support service to other business units in terms of research and development. One form of support services that implement RDC research programs and development of manufacture of the SLA to the business units to generate value in customer satisfaction index.

Customer satisfaction index in 2010 amounted to 82.92%, where the value is still below the minimum target on a management contract that is 83%. RDC assumed internal controller program does not meet the target value since there is not a good communications program. Through this, it would require an audit of the program on one of the programs of the SLA and the SLA program to design a model of communication. Program being audited is the Applications Store Integrated Ecosystem program, which according to the program's internal controller has poor communication programs. Audits carried out by analyzing performance and risk identification. Performance analysis is done by determining the variables of project reports, and then analyzed. While risk identification is done by creating and filling out the form checklist. Through the program audit, program communication model SLA is designed to be better communication.

Through the audit program, it is known that the Applications Store Integrated Ecosystem program has been delayed for a month, but the cheaper cost of Rp 18,199,802, -. Checklist on the form, there are 23 gaps, where there are 7 situational gaps and 16 mandatory gaps. SLA program communication model that is designed is divided into three stages, namely stage service level agreements, planning, and execution.

Key words: Performance Analysis, Form Checklist, Communication Model