

ABSTRACT

This report discusses issues related to Online Single Submission (OSS) which is an online-based licensing system service introduced by the Indonesian government as an effort to simplify the licensing and investment process which is now transformed into Online Single Submission Risk Based Approach (OSS-RBA). However, there are also users who experience some obstacles or problems in using the OSS application. Some of the problems reported include some users reporting that the information services provided by the Investment Coordinating Board (BKPM) are still inadequate, especially in terms of response and technical support. This report discusses how PT Telkom Indonesia as a vendor makes updates related to the information service system, specifically on Frequently Asked Question (FAQ) and Guidelines to improve the effectiveness of the OSS-RBA application implementation. The development method used by PT. Telkom Indonesia in supporting the development of features in the OSS-RBA application is the Agile method with a flexible Scrum framework that can adjust to changes or updates to information related to Frequently Asked Question (FAQ) and Guidelines as application needs by involving all teams. With the development of Frequently Asked Question (FAQ) and Guidelines, it is expected that the implementation will run efficiently and effectively so that OSS-RBA users can more easily understand and use the system correctly and effectively. In addition, it is also expected to increase efficiency and accuracy in the licensing process at BKPM.

Keywords: Frequently Asked Question (FAQ), Guide, OSS-RBA, BKPM