

ABSTRACT

PT Telekomunikasi Indonesia Tbk (TELKOM) as a company that provides the biggest service and telecommunication network in Indonesia tries to offer product based on CDMA technology as known as TELKOMFlexi. On the network architecture, each transmission equipment has an important role in order to build a connection. If there is transmission equipment that has interrupted and has made disconnected in some part of the transmissions, this case would have made declining of the potential revenue. Fixed Wireless Network Division RO Bandung, that handles operation, monitor, and maintenance transmission equipment in several areas of Jawa Barat, has difficulty in order to deliver interruption that has happened to unit that handles repairing. Now a day, the transmission interrupted is delivered by phone to unit that handles repairing. There is no report from Infratel and Access Division about interrupted that has been repaired until operation process of the transmission equipment return operates well. Based on that problem, TELKOM needs information system that could coordinate all of units so that both of units could receive the process of delivering information more rapidly.

In order to build Information System for Repairing Interruption of the Transmission Equipment, generally, there are several things to perform within that trouble-shooting in several phases, there are: determining problems and goals which want to be reached, studying literature and object research, data collecting, analyzing system required, designing system, developing software, analyzing phase, conclusion and suggestion phase.

Primary data is the data that is obtained directly from the first resource. This data contain of detection of transmission interrupted that received by OMC, interviews with the official who is monitor the network. Secondary data is the data that is obtained from the document of Fixed Wireless Network Division RO Bandung and literature study that could support the research. On the phase developing software, the application is using PHP (Personal Home Page) programming language which supported by MySQL database. With reliable software and information system application, TELKOM could provide the requirement of the user especially in delivering information that is faster and more accurate.

Conclusion that is obtained from this research is Information System for Repairing Interruption of the Transmission Equipment could accelerate the process of delivering information of the equipment interruption in order to increase coordination between FWN Division, Infratel and Access Division. And moreover, could help FWN Division in evaluate the repairing of interruption and transmission equipment.

Keyword: Information system based on web, repairing interruption