

## **ABSTRACT**

*PT. Telekomunikasi Seluler (Telkomsel) is one of the cellular operators in Indonesia with the number of subscribers reached 152.641.000 in 2015. Telkomsel employs 4,930 employees which spread across Indonesia with a career path is divided into two, the structural and functional. Business expert (BE) is a knowledge worker and an employee whom in band 4 and 5 position, which are in functional lines with in-depth expertise in a functional scope.*

*Interaction between BE to conduct knowledge sharing that appropriate with their expertise take place within a specific time through offline knowledge sharing and yet a system that facilitates knowledge sharing among BE in real time. In this study, communities of practice (COP) is a form of knowledge management to amass BE making knowledge sharing. COP embodied in the designing a web-based expert locator system (ELS) with forum that facilitates knowledge sharing, knowledge is documented in the form of best practice and innovation.*

*System development method used in the design ELS COP module is iterative incremental, consisting of four phases include inception, elaboration, construction, transition and framework used is CodeIgniter.*

*The results of this study are expert locator system features a web-based forum to facilitate communities of practice that documents best practices and innovations produced by knowledge sharing between BE.*

*Keywords: Knowledge management, communities of practice, expertise locator, knowledge sharing, incremental iterative method, CodeIgniter framework*