

## ABSTRACT

Disruptions handling particularly in coaxial local access network need special attention for PT. TELKOM because it concerns their customers. Customers' satisfaction can be seen through fast and good handling of disruption.

Decision support tools in customers disruption handling nowadays is SISKKA (*Sistem Informasi Kastemer*) and survey activity. In fact, the network officer as we called the repair team took so many times since they have to look around every time they have things to repair. Not only looking for the location of customer's house, but also need more time to find the sets of network equipment in case they need something to repair, such as secondary cable in a different Distribution Point (DP).

Geographic Information System (GIS) for handling disruption (*SIG-Pekat*) is a computer based system that is used to entry, store, examine, call back, process, analyze, and produce geographic reference data. GIS integrates spatial and non spatial data. Based upon the explanation, GIS is an appropriate solution in supporting coaxial local access network disruption handling. Some things that have to be concerned in disruption handling are customers' locations and segment, sets of network equipment location, and operational policy.

*SIG-Pekat* which is designed to support coaxial local access network disruption gives ease in management, reduce the existing business process and able to give solution. This system works in intranet only but has high accessibility

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