## ABSTRACTION

PT Telkomsel, as a leader Cellular Provider in Indonesia, is always trying to give the best service to the customers by implementing business processes which easier in improvement and evaluation. The result of an audit which held in Network Operation Division shows that System Development Life Cycle (SDLC) in the company have not implemented completely, have not been implemented completely here means that there are no continuity among correlated business processes. Therefore, a Service Level Agreement Internal Business Processes for Network Operation Division is has to be designed. Besides, the SLA could be functioned as measurement and control tools for the business process, so it will be easier to evaluate and improve the business process.

The first step to do in Internal Service Level Agreement design using SLA Process Flows is identifying and understanding process of the existing business process. The objective of this step is to know about the work flow of the existing business process. And the next step is determining the contents and boundaries of the SLA and the evaluation criteria, because basically, an SLA is an agreement between the process owner and the business process itself.

Service Level Agreement Design in Business Process of Trouble Shooting divided into two kinds of documents, The Controlling Document of Service Level Agreement and The Document for Service Level Agreement on each activity. The Controlling Document of Service Level Agreement is an overall SLA in Business Process of Trouble Shooting which is an agreement among people who are responsible for each activity. This controlling document contains the services descriptions, the cooperation participants, service coverage (time, condition, and quality), service reports and documentation, changes in service agreement, service level evaluation, and penalty or punishment if there are any violations. SLA on each activity is divided into departments to make easier in evaluating and performance controlling. This SLA contains the name of department which doing the activities, the names of activities, finishing time for each activity, notes (details about activities which have been done), and the maximum resolution time. This SLA will be included in Information System of Trouble Shooting application. Therefore, the report of the SLA on each activity could become a reference on the next Service Level Agreement evaluation. The result of SLA is given below:

No	Bagian	Deskripsi Service	Maksimum Resolution Time
1	OMC- Radio	- Analisis penyebab alarm BTS down. - Cek MSI. - Broadcast SMS	30 Menit
2	BSS Regional	MSI. - Troubleshoot Alarm	3 Jam
3	RAO Siemens	- Troubleshoot Alarm	30 Menit
4	Vendor	- Troubleshoot dan Report	Sampai Clear

Proses Bisnis BTS Alarm Handling

ProseProses	<b>Bisnis</b>	Customer	Complaint	Handling
11030110303	DISHIS	Customer	Complaint	. Hanumig

No	Bagian	Deskripsi Service	Maksimum Resolution Time
1	Customer	Submitte Complaint Ticket	10 Menit
	Service/Call		
	Centre		
2	HQ	Check data ticket	5 Menit
	Helpdesk	Diagnose the problem	15 Menit
		Check profile pelanggan	10 Menit
3	HQ Regional	Check data ticket	5 Menit
		Diagnose the Problem	30 Menit
4	CRNMC	Setting profile Pelanggan	5 Menit
		Analisis Trouble type	15 Menit
5	Related	Fix the problem	30 Menit
	Dept.	Open Emergency call	5 Menit
6	Vendor	Fix the problem	Sampai Clear
		Report	(diusahakan < 2 jam