

ABSTRACT

Competition in service industry especially telecommunication service increase as many cellular operators in Indonesia. PT Excelcomindo as one of the biggest cellular operator In Indonesia always try to give the best service to customer with business process that easy to evaluate especially in business process, it has relationship to customer satisfaction. Therefore it need process business improvement to produce more efficient and more effective business process. Reengineering as the one of business process improvement method becomes an alternative which give significant improvement. To improve business process as reengineering it need concept that will support this improvement. eTOM as the framework model business process give enterprise process which needed by service provider. In this final project writer conduct mapping of business process of *Network Planning & Operation* using reengineering and eTOM approach.

Business process improvement as based on the reengineering steps. The steps are initial observation, concept selection, designing model and the result is new business process. Initial observation is used to select what business process that will be improved and this concept that will use in this final project is eTOM. Designing business process model started with analyze the existing business process to understand thing that will be improve in this business process. Next step is collect data that will used to depict business process in eTOM framework. Mapping of process pursuant to framework of eTOM consist of three especial steps that is process grouping, process decomposition, and scheme of process flow. The analysis result about existing business process will help in determine grouping area or position of existing business process in eTOM framework. Then, the process that have positioned in eTOM framework will decomposed as the levels that connect to existing business process. Each process will have different identity to simple in manage and evaluate the process. The plan of process flow is use swim lane approach so information flow and the connection between process and customer will be seen.

In mapping the business process obtain that the Business Process Level 0 (*The Conceptual View*) Network Planning & Operation is in Operations area. For level 1 it has position in *Functional Operation* area while in level 2 the position is in *Resource Management & Operation* and *Supplier/Partner Relationship Management* functional area. From two area in level 2 business process decomposed to level 3, the result are *Enable Resource Provisioning*, *Enable Resource Performance Management*, *Enable Resource Data Collection & Distribution*, *Allocate & Install Resource*, *Track & Manage Resource Trouble*, *Report Resource Trouble*, *Support S/P Settlements & Payments Management*.

Level 4 is decomposed with swim-lane approach to depict process flow. Lanes are *Customer Lane*, *Customer Relationship Management Lane*, *Information Lane*, *Service Management & Operations Lane* and *Resource Management & Operation Lane*, *Supplier/Partner Lane*. With customer Lane it will make company easy to identify critical process that has direct connection with the customer.

Keywords: Business Process Reengineering (BPR), eTOM, Business Process