

ABSTRACT

PT. Telekomunikasi Indonesia, Tbk. is one of telecommunication service provider companies in Indonesia. One of its business units is satellite business unit which is handled by Sub Divisi Satelit (SUBDIVSAT) Divisi Infrastruktur Telekomunikasi (DIVISI INFRATEL). In implementing its business, SUBDIVSAT has some business process, i.e. provisioning business process and fault management business process. They are key main process in SUBDIVSAT as product owner. Although they have used a business process framework based on enhanced Telecom Operations Map (eTOM), but when they have implement it, they are still have some activities in business process which have process time in out of standardization. This fact based on the results of interview, observation, and document from every business process.

Based on that condition, it is needed a identification from every activity in existing business process. One of the methods to identificate that condition is Business Process Improvement (BPI) method and surely it is still in eTOM framework. With using this method, the first step is analysis of value-added in every activity of existing business process, the next step is streamlining with using tools which has available. From this method, there is a efficiency of process time.

From the results of data processing, interview, observation, and simulation in business process. So, the output is a new business process which focus in increasing the efficiency of process time. In conclusion, the new business process has more efficiency of process time compared to the existing business process i.e. Provisioning Transponder Satelit Business Process 10.04 %, Provisioning VSAT-IP Business Process 13.17 %, Provisioning Telkom Broadcast Business Process 8.03 %, Fault Management (Segmen Spacecraft) Business Process 6.91 %, and Fault Management (Segmen Ground) Business Process 22.66 %.

Key words : Business Process Improvement, enhanced Telecom Operations Map, process time.