

ABSTRACTION

PT Telkomsel as the leader in the service provider especially in telecommunication always give the best service for the customer with their quality of performance. Business process integration of new network element in Direktorat Operations Telkomsel now is the situational business process. Business process Integration of new network element contain of planning, building and give to the operational unit if have been finished. The acceptance process from the project unit to operational unit should be complete in the procedure.

The first step in designing process business is using Reengineering, with the clean sheet approach. There are many steps in this approach, first understanding the existing business process, and then make the creative idea which is consist of brainstorming, benchmarking, and fantasizing. And then designing the process with many factor on it like the human resources, technology, and its process. And also use the eTOM framework business process model. And the last step is validation using simulation

The output of this business process development is business process integration of new network element UTRAN 3G, which is containing 2 processes business process integration of new RNC, and business process integration of new Node B. Generally business process integration of new network element UTRAN 3G have same characteristic with business process new network 2G, which contain the activity of performance which has output like the KPI (key performance indicator). From the simulation we can see that the business process can work as the hope, there is no bottleneck, , but not give an implication in degradation of RNC number in 2008. Its process owner is Integration and operation support.

Key word : BPR, Reengineering, eTOM Framework , Business Process.