

## ABSTRACT

*PT. Telekomunikasi Indonesia, Tbk (TELKOM) is the biggest full service and network provider in Indonesia. As a customer centric-based business unit, TELKOM always gives the best services for its customers through the business process that can be improved and evaluated easily, best for a business process that related directly to the customers like Speedy problem handling business process. Speedy problem handling business process consist of two subs namely billing complaint handling business process and fault handling business process have already had a standard time that assured to the customer in Service Level Guarantee (SLG). Speedy SLG achievement in October-November 2009 showed that Speedy problem handling business process in general was not good enough, especially for billing complaint handling, which only get 75.5%. This value is below the target of TELKOM which is 90%. Therefore, it is important to do Business Process Improvement for the billing complaint handling process and designing a Service Level Agreement (SLA) for whole Speedy problem handling business process. By using SLA, evaluation of the resolution time for one process is not only seen in general but also can be seen more detail in every related unit/department and activities. Besides, SLA can be functioned as a measurement tool and control for the business process and make the evaluation and improvement can be done easier.*

*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 Speedy problem handling business process is divided into two kinds of documents, controlling document of Service Level Agreement and document for Service Level Agreement on each activity. The controlling document of Service Level Agreement is an overall SLA in business process of Speedy problem handling which is an agreement among people who are responsible for each activity. This controlling document contains the service 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 fault handling and billing system application. Therefore, the report of the SLA on each activity could become a reference on the next Service Level Agreement evaluation. These are the result of maximum resolution time which is enclosed in SLA :*

<b>Num.</b>	<b>Business Process (Services)</b>	<b>Total of Maximum Resolution Time</b>	<b>Guaranteed Time in SLG</b>
1.	Billing Complaint Handling	2 hours	4x24 hours
2.	Fault Handling	9.2 hours	3x24 hours

*Keywords : Service Level Agreement, SLG, Business Process Improvement*