

## ABSTRACT

PT. Telekomunikasi Indonesia, Tbk (TELKOM) is the biggest provider of telecommunication network services and a complete (full service and network providers) telecommunication network in Indonesia. As a professional business unit based customer centric, TELKOM is required to always provide the best services for its customers through business processes that facilitate the improvement and evaluation, especially in business processes that are directly related to customers such as business process problem handling Speedy.

Problem handling Speedy business process consists of sub-business billing complaint handling process and fault handling that has a standard time pledged to the customer in the Service Level Guarantee (SLG). SLG performance Speedy trouble handling is quite good, but the concomitant increase in the number of subscribers, the performance of the SLG will decline as the problem that must be handled always increases. When we view the data of Speedy interruption period July 2009-May 2010 in Bali is known Kandatel Telkom SLG amount of disruption Kandatel Telkom Speedy of Bali is still very large, with an average of 9213 complaints SLG beyond Telkom. As such, Business Process Improvement is necessary to process billing complaint handling and fault handling business and the formulation of Service Level Agreement (SLA) and Operation Level Agreement (OLA) business process handling problems include the two sub Speedy business processes.

With the SLA and OLA, an evaluation of the time of completion of a process is not only seen as a whole but seen in more detail for each of the related units and activities undertaken. In addition, the SLA also serves as a measurement and control of the relevant business processes to facilitate the evaluation and improvement of business processes.

Document control SLA Service Level Agreement is the entire business process of handling problems that Speedy is an agreement between the responsible for each activity in the process of handling business interruption. Controlling document contains a description of the service, participants of cooperation, the scope of service (service time, service conditions, quality of service), reports and documentation services, changes in service agreements, service level evaluation, and the penalty or punishment if there are violations of the SLA. While the document Operation Level Agreement (OLA) is a document that defines the relationship between the internal support team that works to support the service level agreement. The document explains the responsibilities of each internal support team against other supporters, including the process and timing for the delivery of services. The purpose of the OLA is to bring clarity and a measured description for operator service providers to support the internal relationships. Operation Level Agreement (OLA) will be in a design on each section or unit involved in the process of handling business interruption speedy access network. This document consists of objectives, the availability of services, system monitoring, time resolution, evaluation and report.

Key words : Service Level Agreement, Operation Level Agreement, SLG, Business Process Improvement