

## **ABSTRACT**

*PT. XL Axiata (XL) is one of service and network provider in Indonesia. As a customer centric-based business unit, XL 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 network no coverage problem handling business process.*

*Network no coverage problem handling business process has already had maximum resolution time that involved in Service Level Agreement (SLA). SLA achievement in November-Desember 2010 showed that problem handling business process in general and in some unit was not good enough. It has not had standard time that assured to the customer in Service Level Guarantee (SLG). Therefore, it is important to do Business Process Improvement, designing SLA and SLG for the network no coverage 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 and activities.*

*The first step to do in Internal SLA and SLG design 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. Next step is designed SLG.*

*SLA design in network no coverage problem handling business process is divided into two kinds of documents, controlling document of SLA and document for SLA on each activity. The controlling document of SLA is an overall SLA in business process of network no coverage 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, service reports and documentation, changes in service agreement, service level evaluation, and penalty 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, and the maximum resolution time. The result of maximum resolution time which is enclosed in SLA for network no coverage problem handling is 20 hours and the guaranteed time in SLG is 3x24 hours.*

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