

## ***ABSTRACT***

# ***DESIGN OF BUSINESS INTELLIGENCE DASHBOARD TO SUPPORT DECISIONS IN PROVISION OF NETWORK SERVICES BASED ON TELKOMSEL INTERNET NETWORK TRAFFIC USING THE BUSINESS DIMENSIONAL LIFECYCLE METHOD***

*By*

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*Cellular telecommunications operator (Telkomsel) with various products and services to meet the needs of mobile operator users. The Head of the Division of the Indonesian Consumers Foundation (YLKI) noted that there were many complaints about internet network disturbances during the pandemic with complaints related to telecommunications problems in 2020, the highest percentage of complaints against operators, namely Telkomsel, was 29.7 percent. There are problems regarding Telkomsel network service users during the pandemic making the internet used to be slow. The large number of internet network service users can reduce the value of quality of service and increase packet loss for network users, which causes the internet to be slow.*

*The design of business intelligence using the business dimensional life cycle method on Telkomsel in the form of a business intelligence dashboard is one solution that can be done, to overcome the above problems. In this study, the author designed a business intelligence dashboard using the business dimensional life cycle method. Data processing in this study uses the ETL process using Pentaho Data Integration. The processed data is then analyzed using the Tableau application. The Tableau application produces data visualization used for research results in the form of a dashboard.*

*The results of this final project are the dashboard of Telkomsel network service users in the form of graphs or diagrams containing information on the number of Telkomsel product users who use internet network services based on the Jabotabek area, internet service users based on LTE support devices, percentage of network service users, percentage of network service users. by region, and the number of internet technology service users by district.*

*Keywords: Business Intelligence, Business Dimensional Life Cycle, ETL, Pentaho Dashboard.*