ABSTRACT

PT Telkom Witel (Telecommunications Region) Magelang is company that engaged information and communication as well as a provider of telecommunications services and networks. There are seven types of company services aimed at customers, one of the services is the Indihome troubleshooting service. In this service, PT Telkom Witel Magelang cooperates with PT Telkom Access Magelang which is engaged in the construction and management of network infrastructure. Based on data on the number of incoming troubleshooting services, there is still a percentage of services that exceed the company's standards.

By using the lean service concept, identification the cause of the problem is done by mapping activities using Value Stream Mapping and Process Activity Mapping, it is found that the most dominant waste is the waste of waiting. And in the calculation of cycle time, it was found that the process that has the largest gap with takt time is the process of repairing troubleshooting. The next step is to design a monitoring system and time reminder. The design is carried out using the scrum method. After the system design is complete, the next system testing is carried out. The results of system testing show that the system is running successfully and can meet user needs. With this system, technicians can pay more attention to the repair time, so the waiting time for the repair process can be reduced. In addition, this system provides the benefit for HelpDesk admins to be able to monitor repair times.

Keywords: Lean Service, Troubleshooting Service, Scrum, System