

ABSTRACT

The network infrastructure in the Telkom University Landmark Tower (TULT) building which the Central Directorate of Information Technology currently manages (PuTI), still has several obstacles. The building has limited Human Resources (HR) handling network troubleshooting. Another problem is the lack of in-formation transparency in dealing with network problems because, currently, the network infrastructure has monitoring applications that are not optimal for network troubleshooting. With these problems in this research, the Network Development Life Cycle (NDLC) methodology is used as a step to solve the problem. The sequence of stages of the NDLC methodology includes the analysis stage, the design stage, and the prototyping simulation stage. Based on the results of the research that has been carried out, it can be seen that PuTI currently has an Standard Operating Procedure (SOP) in monitoring the network on devices that are down and has also implemented a Network Monitoring System (NMS) to monitor the network. At Telkom University. However, the SOP and NMS implemented by PuTI are currently less than optimal in terms of easy maintenance in the TULT building. Therefore, this research produces recommendations regarding SOPs for network monitoring in the TULT building and special dashboard monitoring at the Industrial Engineering Faculty for floors 4, 8, 9, and 18 in the TULT building. These recommendations are made for easy maintenance regarding monitoring, controlling, and handling in the TULT building.

Keywords: analysis, easy maintenance, monitoring, network.