

DAFTAR GAMBAR

Gambar I.1 Grafik Down Detector Indihome (Rizal, 2021)	2
Gambar II.1 FCAPS Management	13
Gambar II.2 PDCA Cycle	18
Gambar II.3 OODA Loop	19
Gambar II.4 PDSA Cycle.....	20
Gambar III.1 Konseptual model Tree of Research	24
Gambar III.2 Sistematika Penilaian	28
Gambar IV.1 Logo PT. Telkom Indonesia.....	31
Gambar IV.2 Struktur Organisasi PT. Telkom Indonesia.....	33
Gambar IV.3 Proses Bisnis Penanganan Keluhan	36
Gambar IV.4 Proses Bisnis Monitoring.....	37
Gambar IV.5 Topologi Jaringan PT Telkom Indonesia.....	38