

INTISARI

PT Pramindo Ikat Nusantara (PINS) Indonesia adalah perusahaan IoT (*internet of things*) yang merupakan anak perusahaan PT Telkom Indonesia dengan saham sebesar 100%. PT PINS memiliki dua pelayanan utama, yaitu penyediaan perangkat CPE (*Costumer Premises Equipment*) dan sekaligus pemeliharannya. Sebagai perusahaan yang bergerak di bidang IoT yang menyediakan *managed service* menuntut penggunaan teknologi dengan sistem pengelolaan yang baik dan terintegrasi dalam seluruh lini bisnisnya.

Kendala yang dihadapi Direktorat Operasional PT PINS adalah pencapaian nilai SLA (*service level agreement*) dan penalti yang ditanggung jika SLA tidak terpenuhi. Untuk mengetahui kemampuan Direktorat Operasional dalam menjalankan proses bisnisnya (*managed service*), dilakukan penelitian dengan menggunakan *best practice* yang telah ditentukan, digunakan kerangka kerja *Information Technology Infrastructure Library (ITIL)*. Studi kasus di Direktorat Operasional PT PINS, bagian *Service Operation* pada kerangka kerja ITIL merupakan komponen untuk analisis seluruh kegiatan sesuai dengan peran dan fungsi tim operasional yang memengaruhi kinerja pencapaian SLA. Rekomendasi untuk perbaikan adalah dengan melihat hal apa saja yang perlu diperbaiki yang akan didekati dengan metode *fishbone diagram* dan diharapkan dapat diterapkan pada Direktorat Operasional, khususnya untuk aktivitas *corrective maintenance*.

Berdasarkan hasil penelitian didapatkan bahwa 1) Pengukuran tingkat kematangan berada antara *level managed* menuju *optimized*. 2) Evaluasi tingkat berdasarkan panduan di itsm.info dan itil.selfsurvey.org menunjukkan bahwa kematangan AS-IS sesuai dan hampir setara dengan *benchmark* perusahaan, yaitu pada level 4 menuju 5. Selain itu, dilakukan wawancara terkait *service operation* dengan pertanyaan pada aspek *incident* dan *problem management*. Pada aspek tersebut Direktorat Operasional belum dapat mencapai level 5 (*optimized*) yang berguna untuk mengetahui lebih dalam tentang akar permasalahan pada penanganan gangguan. 3) Hasil analisis didapatkan akar permasalahan dan diperlukan perbaikan dalam hal berikut ini. 1. *People* (kapabilitas, komitmen mitra, jumlah *solver*/teknisi, dan *workload*), 2. *Process* (*Approval* dari atasan, *part delivery*, *change request*, jangkauan tempat konsumen, urgensi ticket, audit), 3. *Tools* (*customer interface*, *alert notification*, integrasi tiket & ID *solver*, plotting & otomatisasi tiket).

Kata kunci: ITSM, *Maturity Level*, *Information Technology Infrastructure Library*, *Fishbone diagram*

ABSTRACT

PT Pramindo Ikat Nusantara (PINS) Indonesia is an IoT company which is a subsidiary of PT Telkom Indonesia with a 100% stake. PT PINS has two main services, namely the provision of CPE equipment and maintenance. As a company engaged in the IoT field that provides managed services requires the use of technology with a good management system and integrated in all lines of business.

The obstacle faced by the Operational Directorate of PT PINS is the achievement of SLA values and penalties incurred if the SLA is not met. To find out the ability of the Directorate of Operations to run its business processes (managed service), a study was conducted using the best practices that have been determined, using the Information Technology Infrastructure Library (ITIL) framework. Case study at the PT PINS Operations Directorate, the Service Operations section of the ITIL framework is a component for the analysis of all activities in accordance with the roles and functions of the operational teams that influence the performance of SLA achievements. The recommendation for improvement is to look at what needs to be improved which will be approached by the fishbone diagram method and is expected to be applied to the Directorate of Operations, especially for corrective maintenance activities.

Based on the results of the study found that 1) Measurement of the level of maturity is between managed to optimized levels. 2) Evaluation of the level based on the guidelines at itsm.info and itil.selfsurvey.org shows that US-IS maturity is appropriate and almost equivalent to the company's benchmark, from level 4 to 5. In addition, interviews were conducted regarding service operations with questions on incident aspects and problem management. In this aspect, the Directorate of Operations has not yet reached level 5 (optimized), which is useful for knowing more deeply about the root causes of handling disturbances. 3) The results of the analysis found the root of the problem and needed improvement in the following cases. 1. People (capability, commitment of partners, number of solvers / technicians, and workload), 2. Process (Approval from superiors, part delivery, change requests, reach of customer places, ticket urgency, audits), 3. Tools (customer interface, alerts notification, ticket integration & ID solver, ticket plotting & automation).

Keywords: ITSM, Maturity Level, Information Technology Infrastructure Library, Fishbone diagram