MEETING RECAP

SUMMARY

This meeting discussed maintenance contracts to ensure continuous technical support for several applications (IOMS, IPAS, SWFM) used by Telkomsel. It includes the scope of work, service level agreements, penalty schemes, and budgeting details for technical support and maintenance services.

👉 Key Takeaways

* Apllications & PO Details: IOMS, IPAS, SWFM appliactions and related PO numbers.
* Technical Support Needs: Emphasis on additional Technical Support Assistans (TSA) to handle user issues.
* Scope of Work: Details on service request and support management, application/database/software support, and reporting management.
* Service Level Agreement (SLA): Defined targets and penalties for not meeting SLA.
* Maintenance Periode: Juli 1, 2024 – June 30, 2025.
* Budget Breakdown: Costs associated with L1 and L2 support, and licensing.

🎯 Decisions

To proceed with the procurement of a maintenance contract to ensure the avaibility and reliability of technical support for the applications (IOMS, IPAS, SWFM).

⏭️Action items

* Contract Procurement: initiate and finalize the maintance contract.
* Technical Support Staffing: Hire 9 L1 Helpdesk administrators and ensure L2 support for complex issues.
* SLA Monitoring: Implement monitoring mechnisms to ensure adherence to SLA.
* Reporting: Establish regular reporting protocols as per the defined schedule (daily, weekly, monthly, quarterly, semesterly, and yearly).
* Data Management: Maintain data integrity through regular backup, restoration, and optimization activities.
* API Management: Ensure the creation and maintenance of API for reporting needs.