



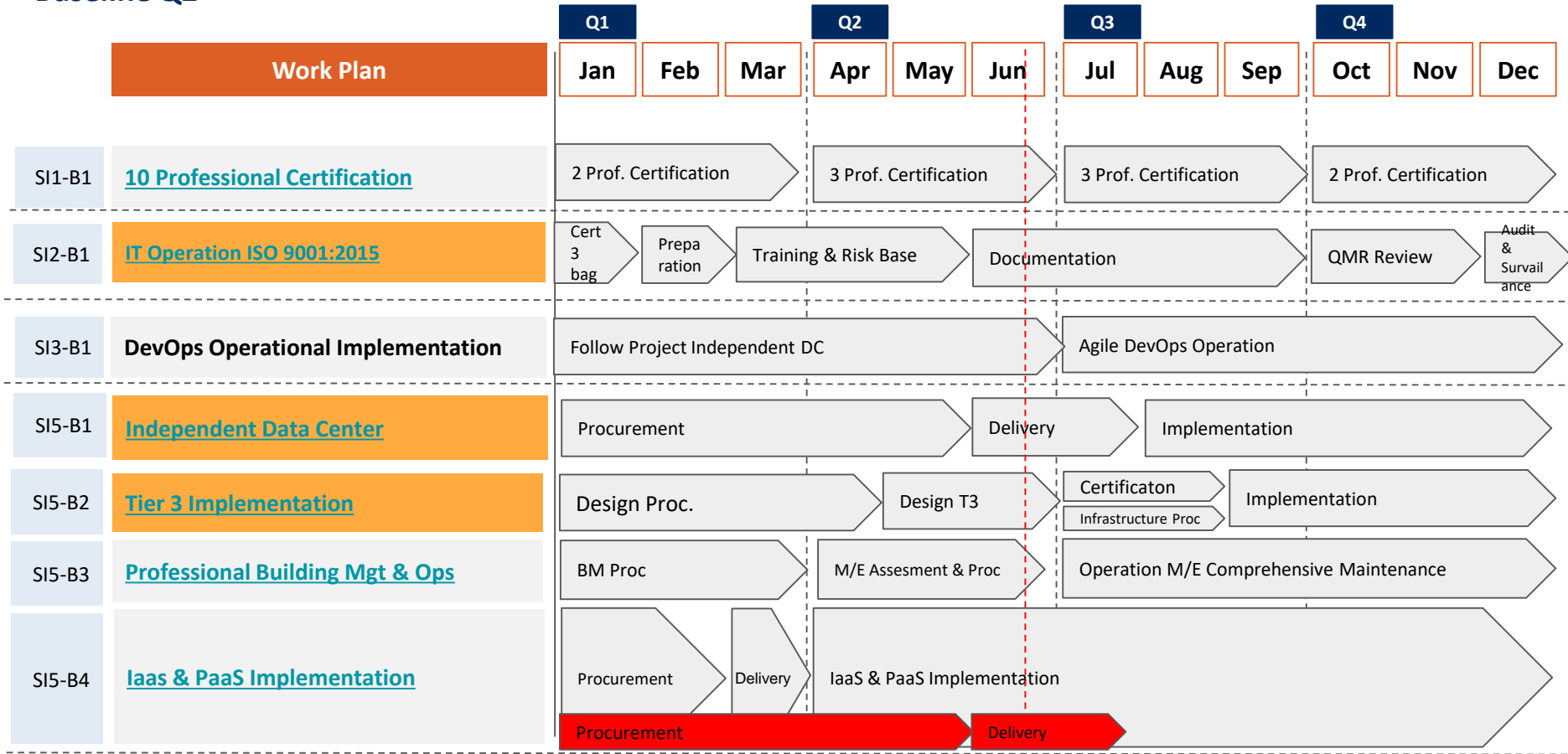
Weekly Report 2018

Divisi Operasional TI
25 Juni 2018 (Week 26)

Overview Timeline Divisi OPT 2018 (1/2)

Baseline Q2

Masterpiece Program 2018
Divisi Lainnya

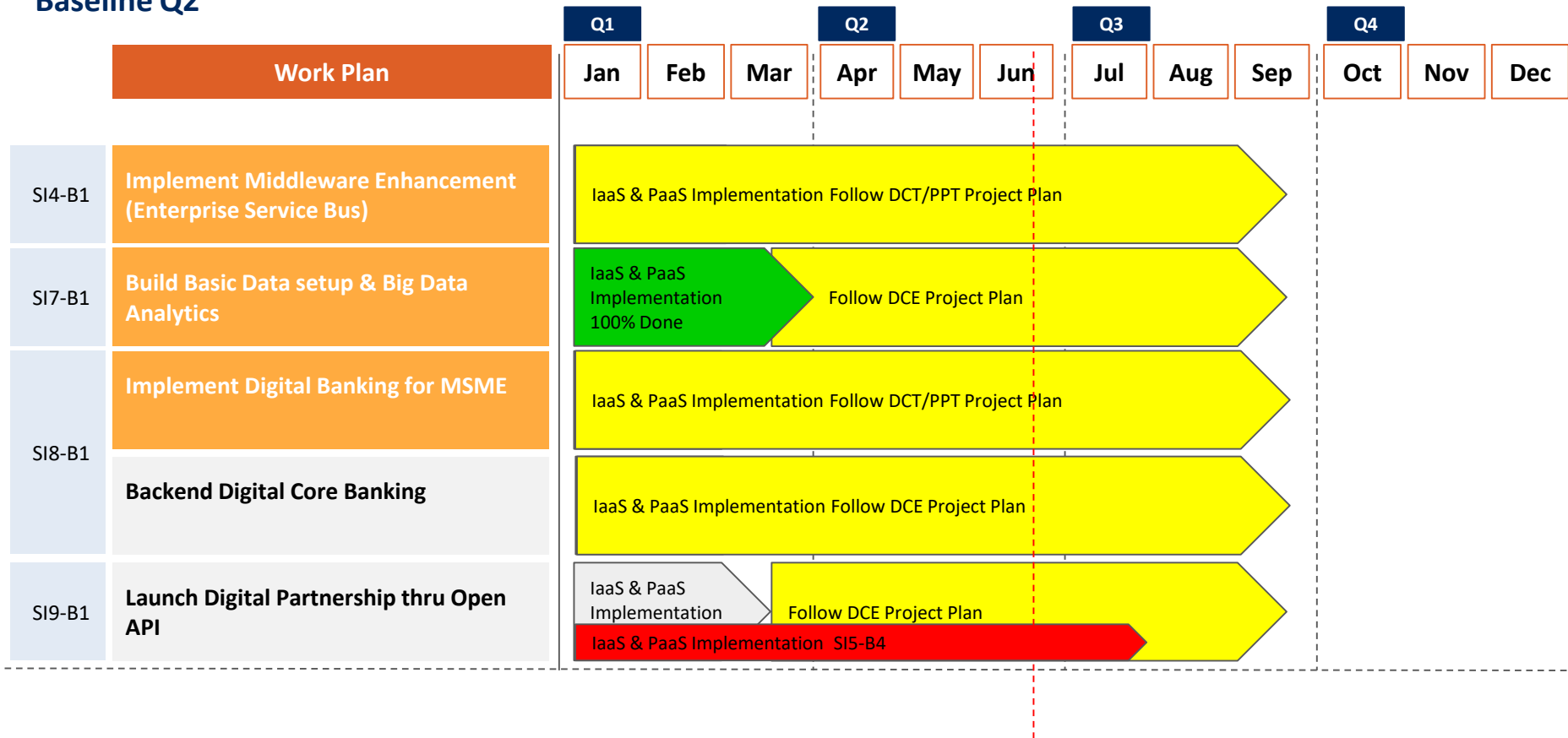


This Week

Overview Timeline Divisi OPT 2018 (2/2)

Baseline Q2

Masterpiece Program 2018
Divisi Lainnya



This Week

Select a project ▾



IT OPT ▾

+ Work package

Filter 1



ID	SUBJECT	LAST PROGRESS(%)	PROGRESS (%)	TARGET W - 25	ASSIGNEE	UPDATED ON	REMARK	+
288	> Professional Certification	<div><div></div></div> 69%	<div><div></div></div> 69%	<div><div></div></div> 43%	otty Andesita	8 Juni 2018 14:56	6 orang lulus sertifikasi	
298	> PROJECT ISO 9001:2015	<div><div></div></div> 50%	<div><div></div></div> 52%	<div><div></div></div> 52%	otty Andesita	8 Juni 2018 14:10	Progress Finalisasi BPO Bagian	
24	> SI.5.1. Independent Data Center	<div><div></div></div> 50%	<div><div></div></div> 56%	<div><div></div></div> 56%	Basrizal	22 Juni 2018 08:48	Status project masih proses di PBJ, untuk selanjutnya akan dilakukan slicing project menjadi beberapa komponen	
294	> SI.5.2 Tier 3 Data Center Implement	<div><div></div></div> 41%	<div><div></div></div> 45%	<div><div></div></div> 46%	Ajutorius Pinem	22 Juni 2018 16:36	Pengujian M/E : Delayed, Laporan dan Rekomendasi Health Check : Delayed, BA Health Check : Delayed, Weekly Meeting : Done.	
363	> SI.5.3. Professional Building Mgt & C	<div><div></div></div> 49%	<div><div></div></div> 49%	<div><div></div></div> 54%	Romi Nur Ismanto	22 Juni 2018 10:11	Pembuatan Ijin Prinsip parallel dengan pembuatan TOR OE	
115	> SI.5.4. IaaS & PaaS Implementation	<div><div></div></div> 48%	<div><div></div></div> 55%	<div><div></div></div> 100%	Basrizal	8 Juni 2018 10:55	sudah SPK Tanggal 8 Juni 2018, status menunggu delivery perangkat	
702	> Data Center 4th Floor Activation	<div><div></div></div> 32%	<div><div></div></div> 49%	<div><div></div></div> 51%	Mochamad Khilmi	22 Juni 2018 10:49	Ijin Prinsip Kegiatan : Done, Pengiriman TOR ke PBJ : Revisi TOR.	





Certificate of Approval

This is to certify that the Management System of:

PT Bank Rakyat Indonesia (Persero) Tbk.
Divisi Operasional TI

Divisi Operasional TI . Jl. RM. Harsono, Gedung Teknologi Informasi BRI, Pasar Minggu, Jakarta,
12550, Indonesia

has been approved by LRQA to the following standards:

ISO 9001:2015



Basem Obaid

Issued By: LRQA Indonesia for and on behalf of: Lloyd's Register Quality Assurance Ltd

Current Issue Date: 8 January 2018
Expiry Date: 7 January 2021
Certificate Identity Number: 10047037

Original Approvals:
ISO 9001 – 8 January 2018

Approval Number(s): ISO 9001 – 00011897

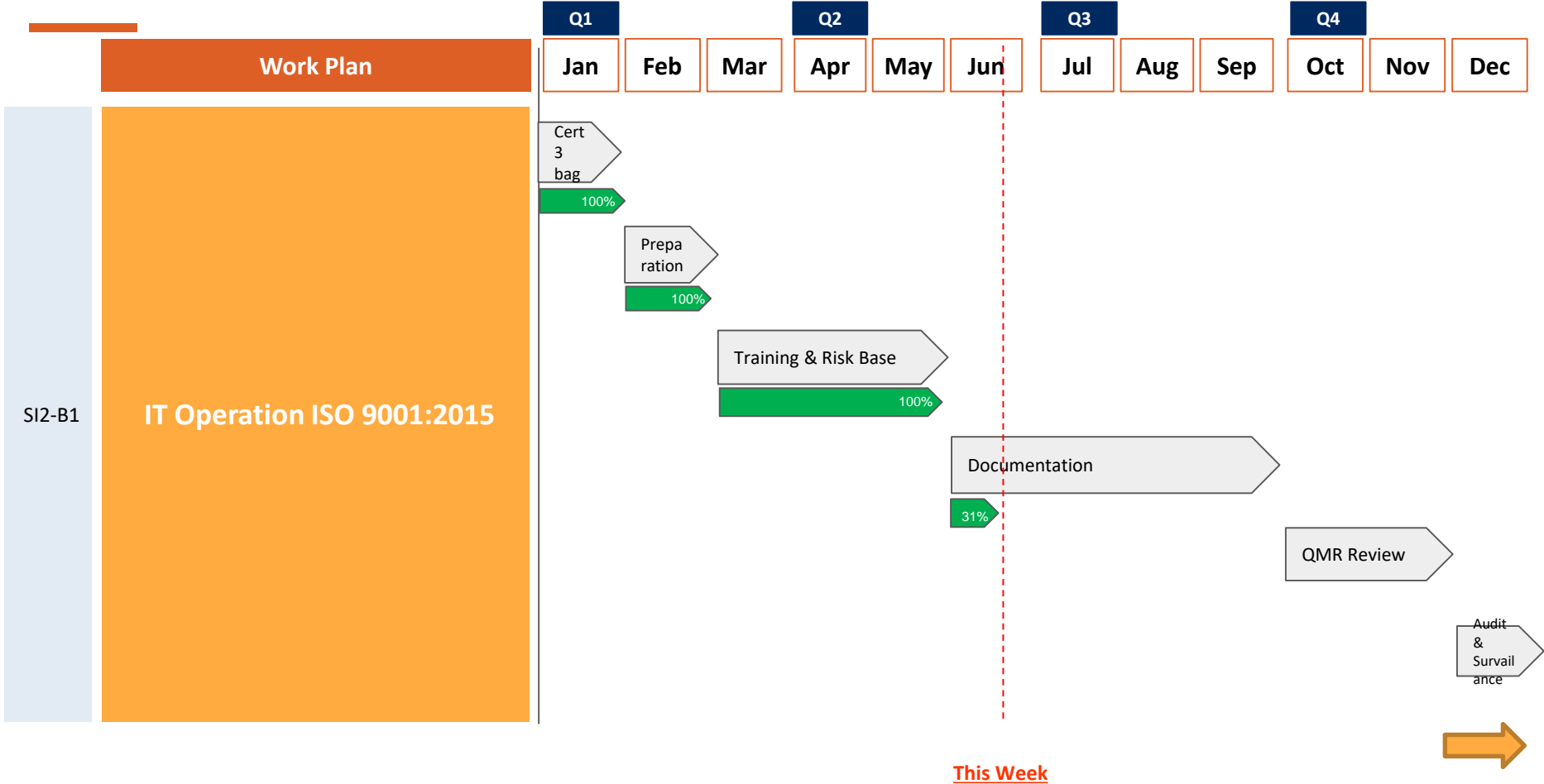
The scope of this approval is applicable to:

Provision of Technology and Information Services including Data Center Operation , IT Security Operation ,
Business Operation Platform

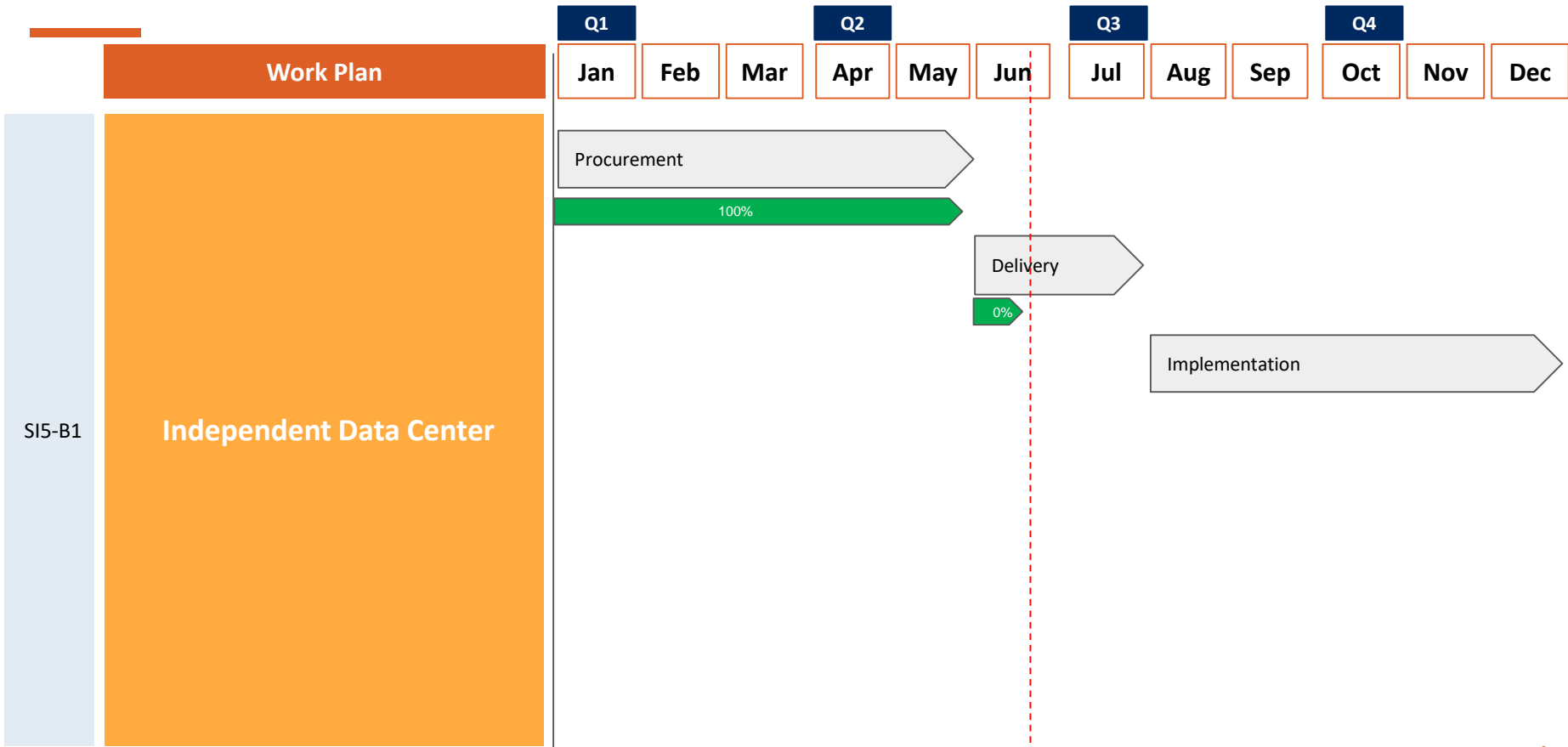


1. Masterpieces

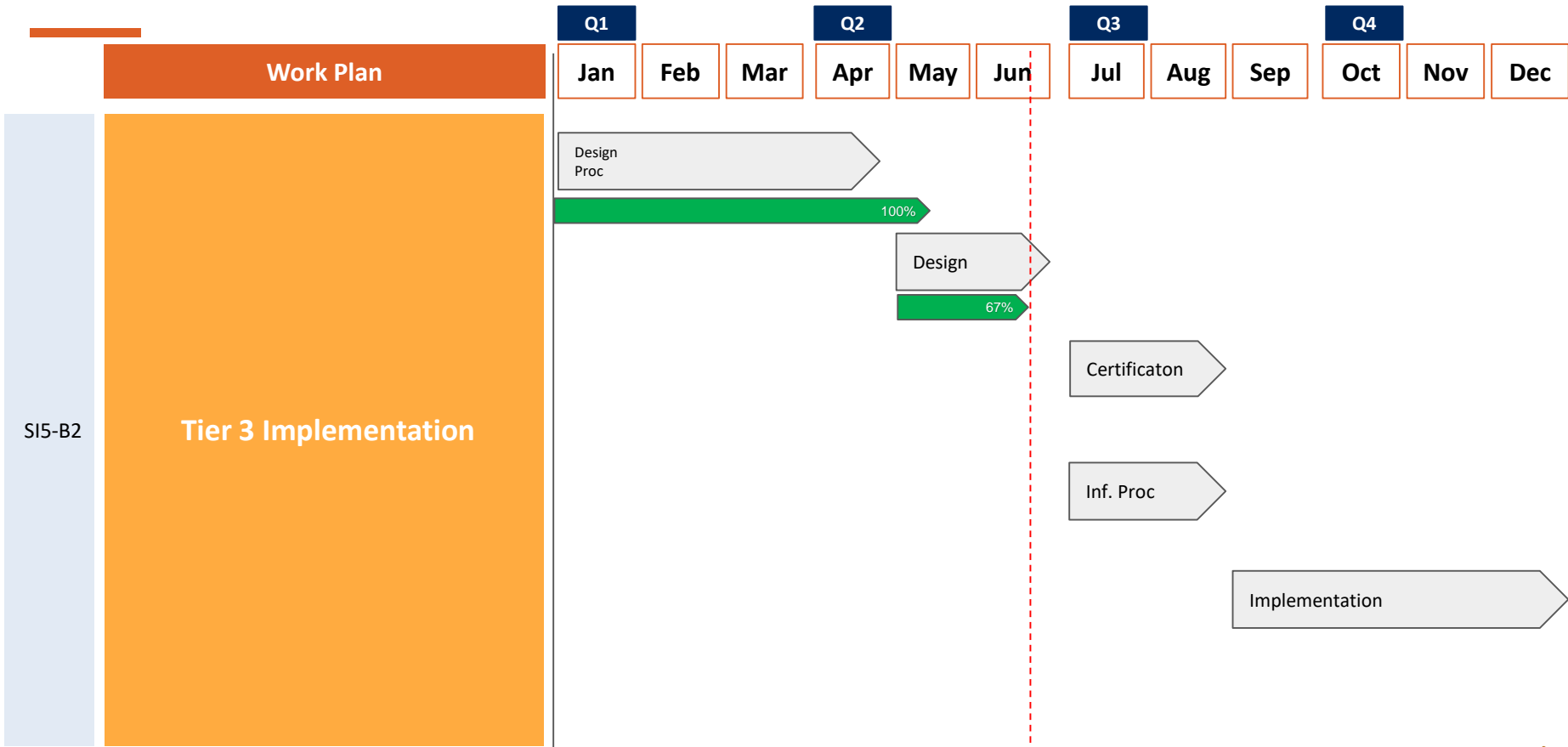
Masterpiece Timeline IT Operation ISO 9001:2015



Masterpiece Timeline Independent Data Center



Masterpiece Timeline Tier 3 Implementation



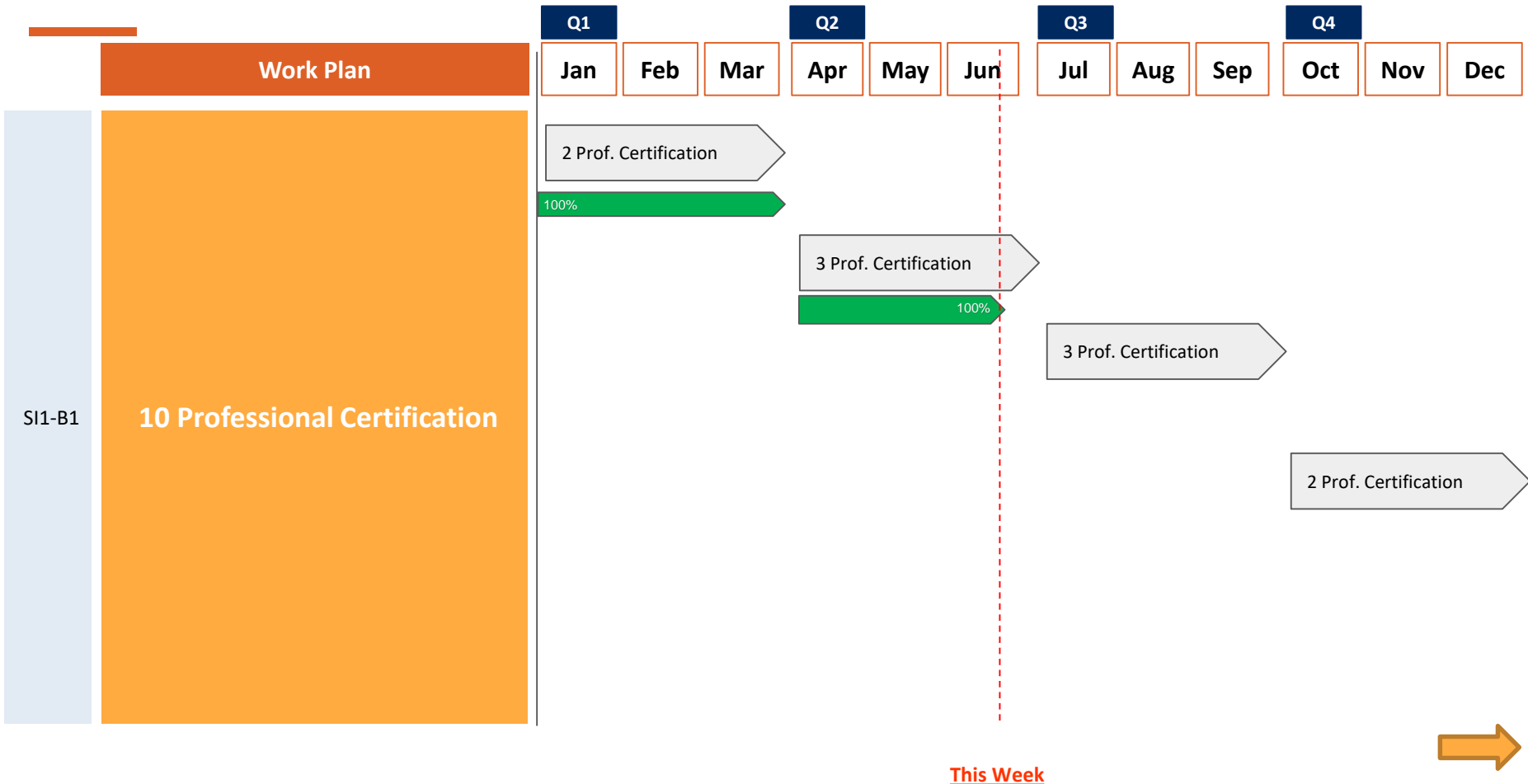
This Week



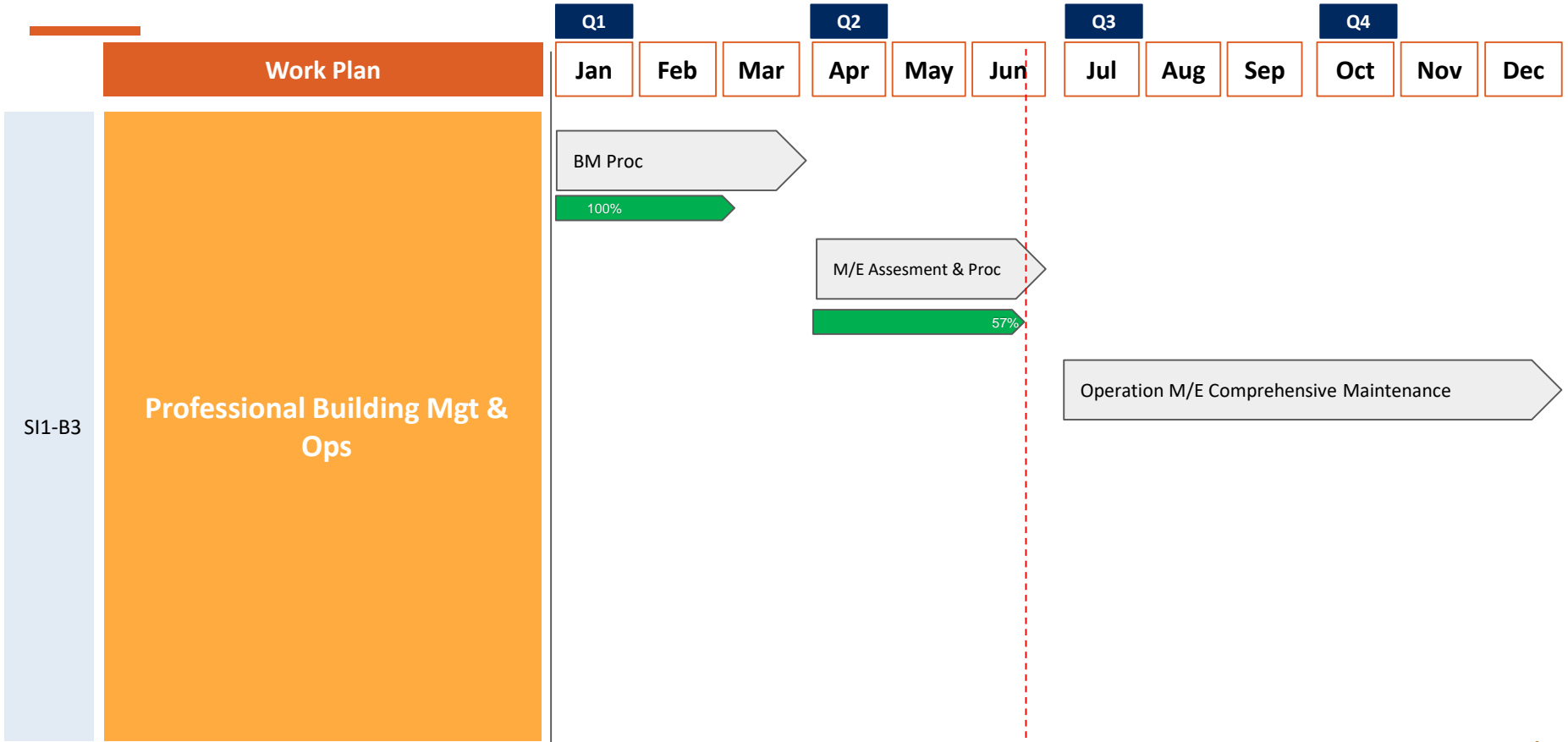


2. Strategic Initiatives

Strategic Initiatives 10 Professional Certification



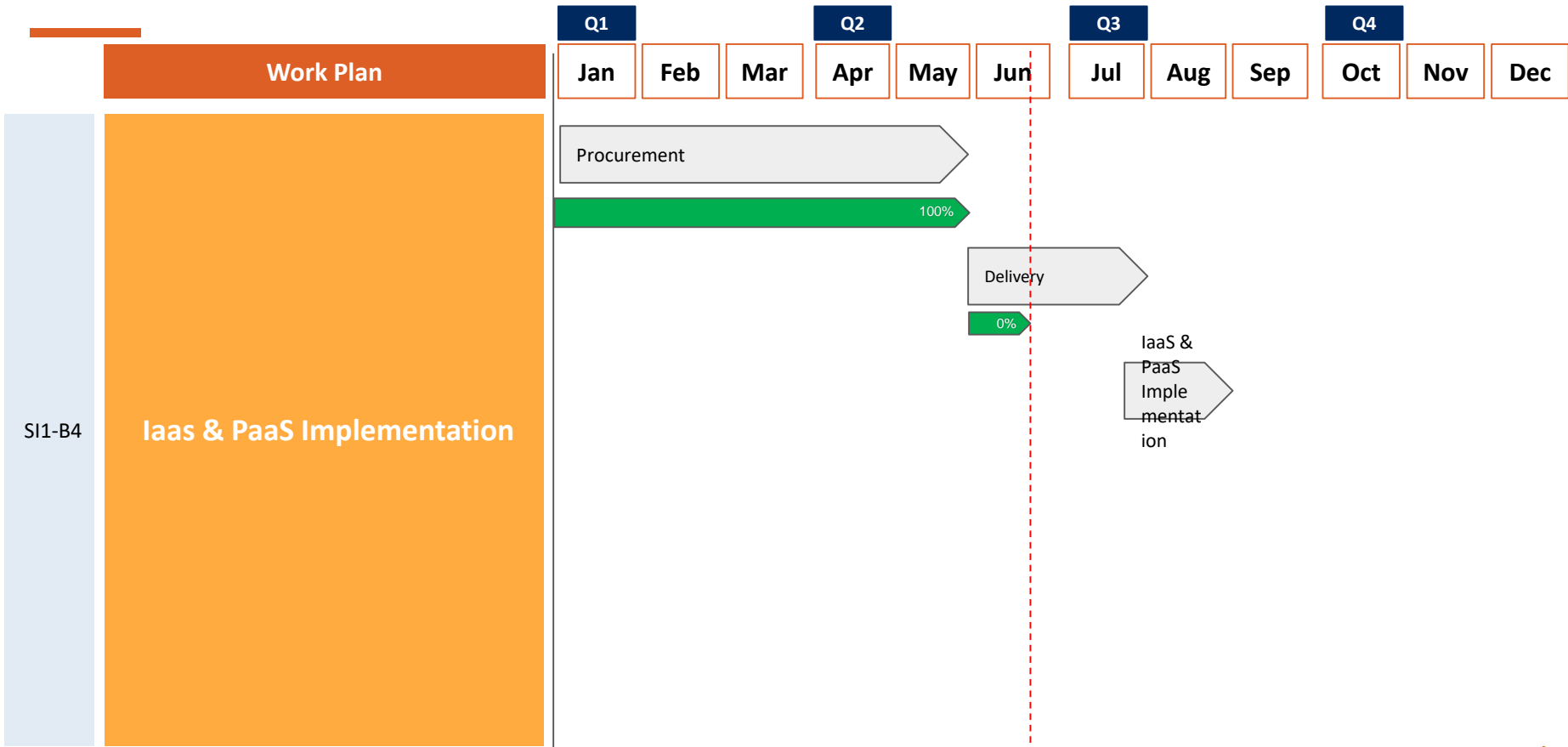
Strategic Initiatives Professional Building Management & Ops



This Week



Strategic Initiatives IaaS & PaaS Implementation



This Week



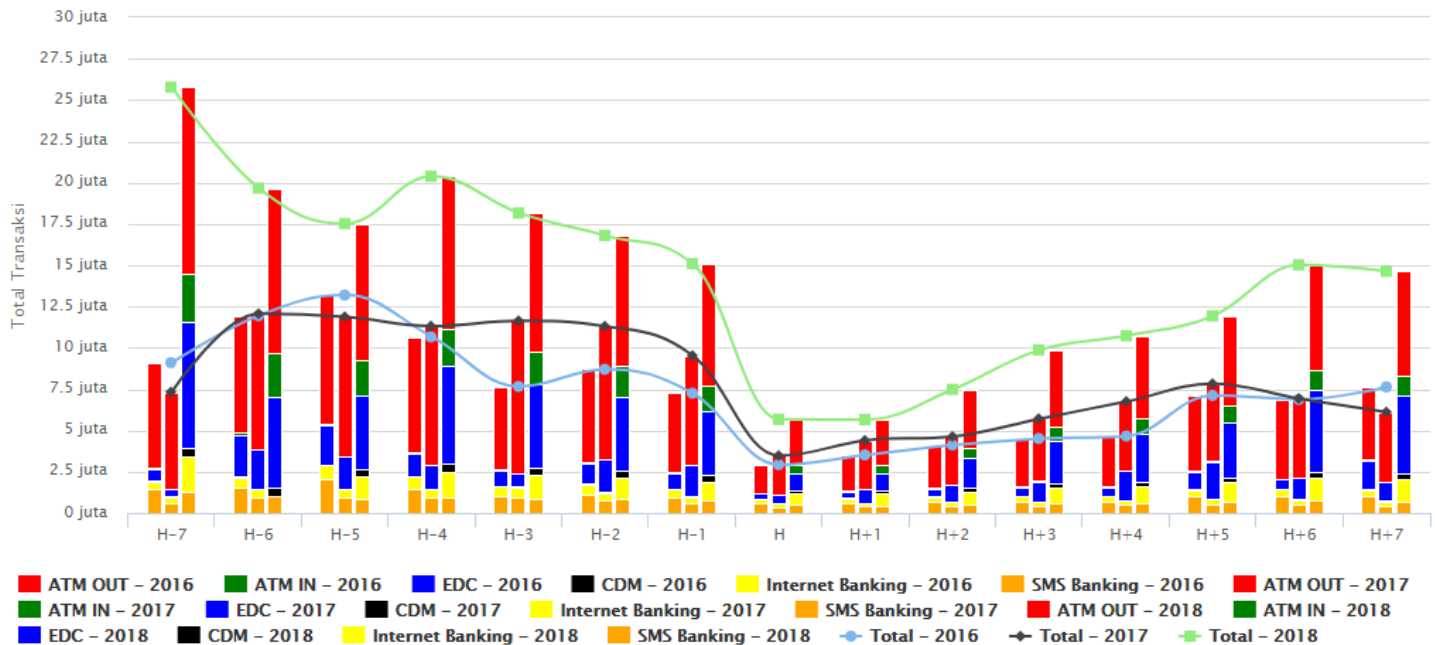


Perkembangan Transaksi E-Channel Selama Libur Lebaran

Perkembangan Transaksi E-Channel

Transaksi e-Channel

Perkembangan Transaksi E-Channel

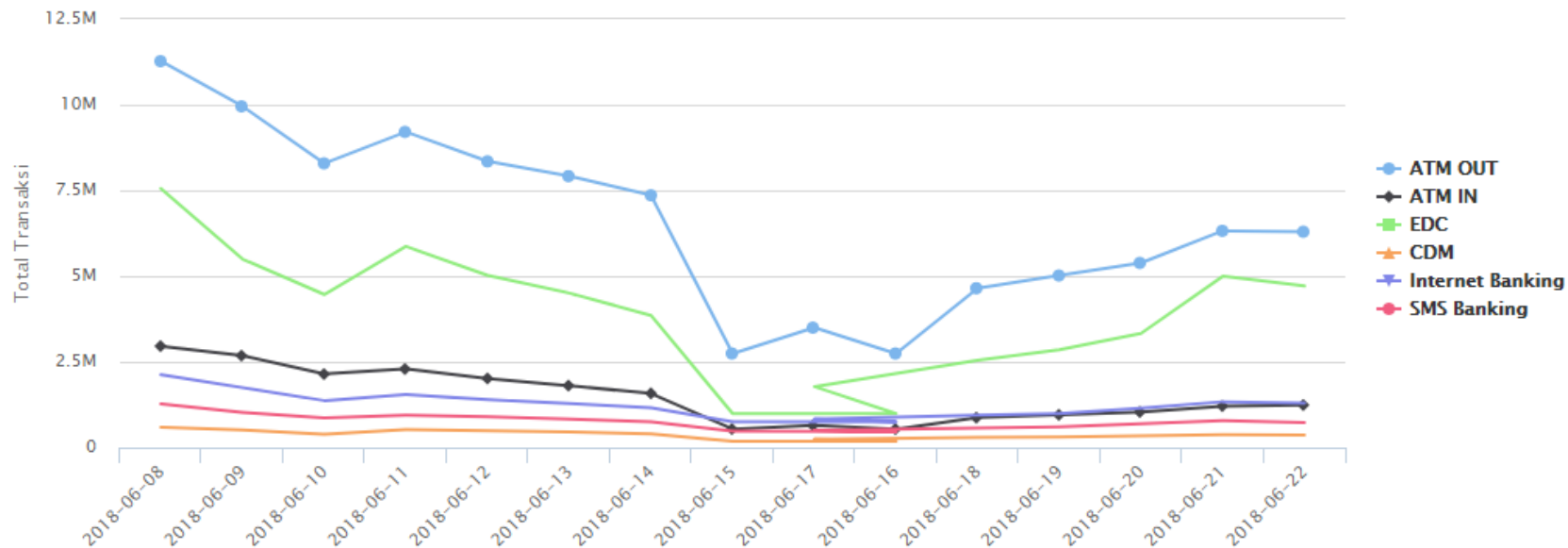


Perkembangan Transaksi E-Channel Tahun 2018

Transaksi e-Channel

Perkembangan Transaksi e-Channel

Libur Lebaran 2018

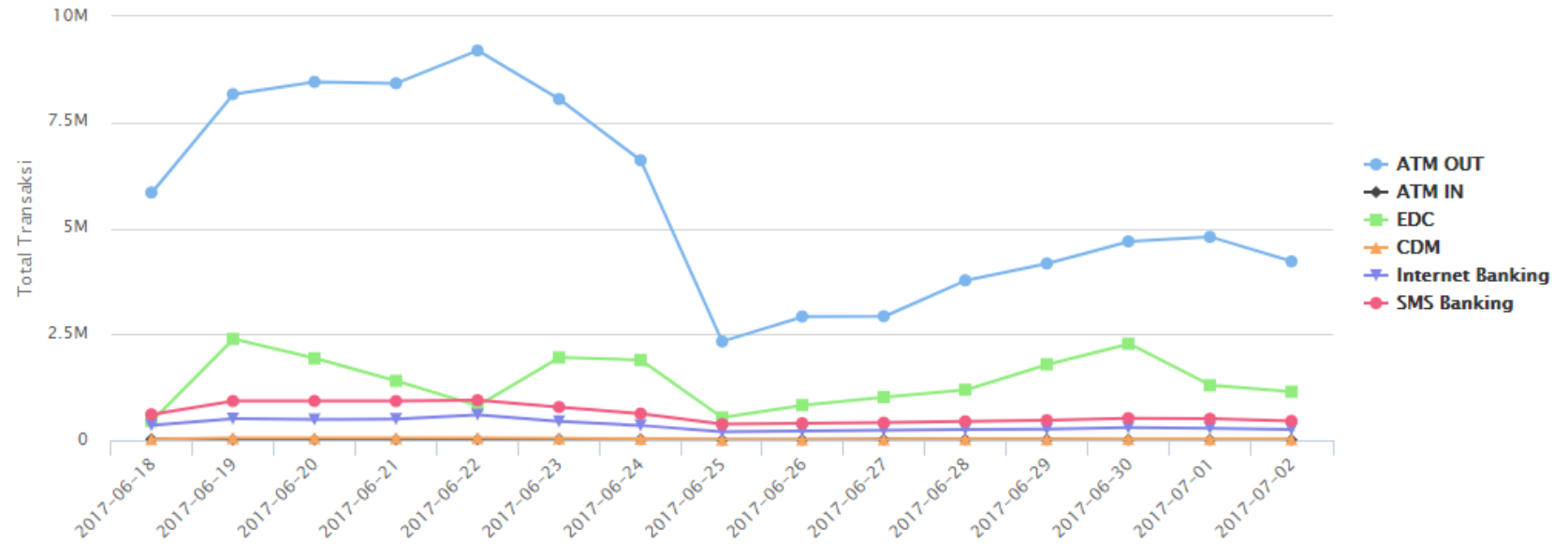


Perkembangan Transaksi E-Channel Tahun 2017

Transaksi e-Channel

Perkembangan Transaksi e-Channel

Libur Lebaran 2017

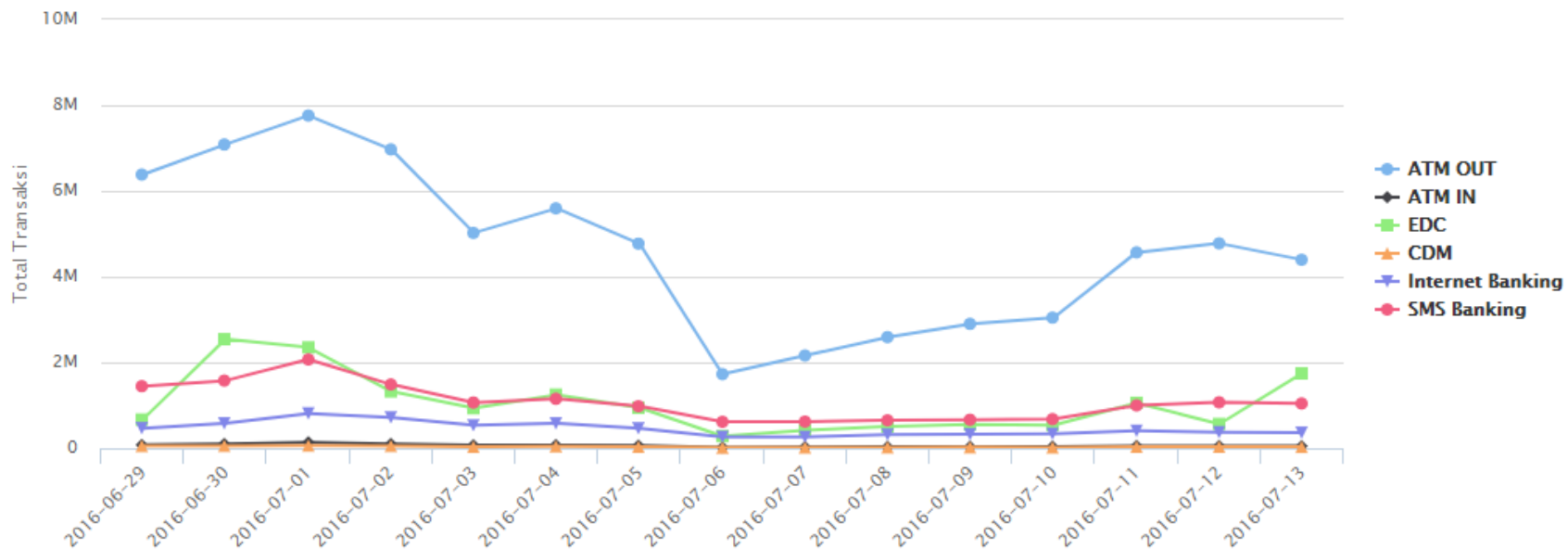


Perkembangan Transaksi E-Channel Tahun 2016

Transaksi e-Channel

Perkembangan Transaksi e-Channel

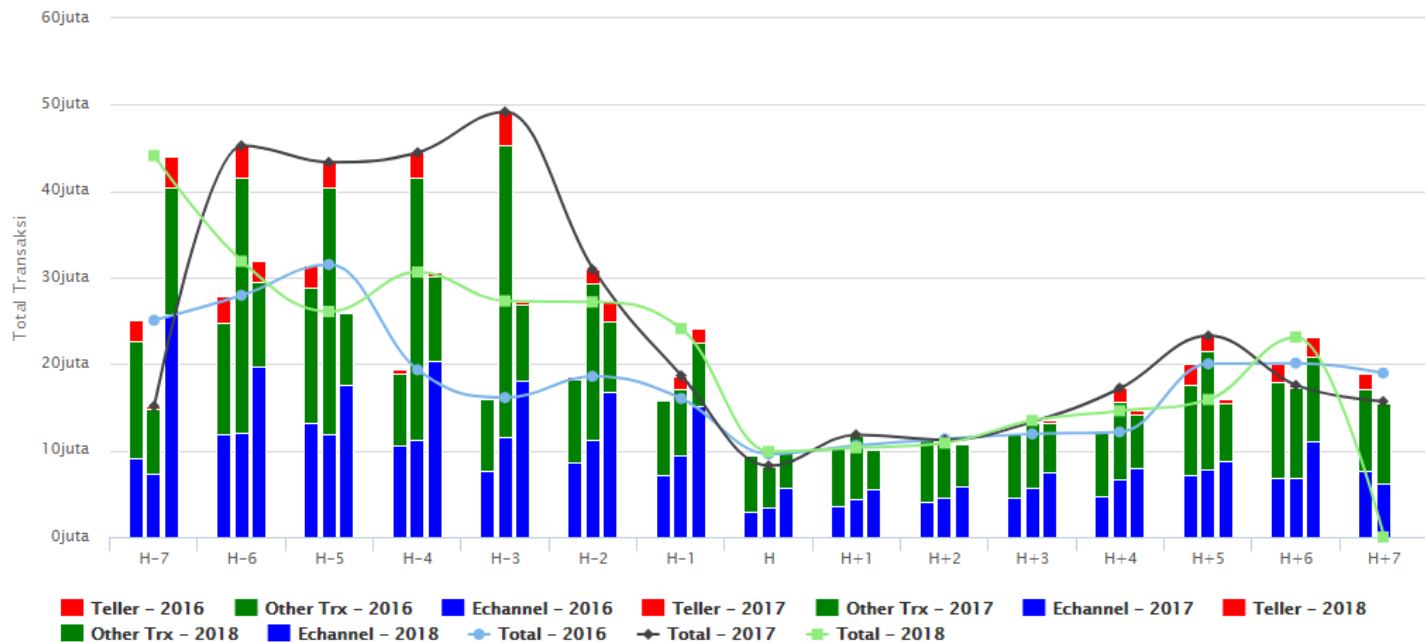
Libur Lebaran 2016



Perkembangan Transaksi TLLOG

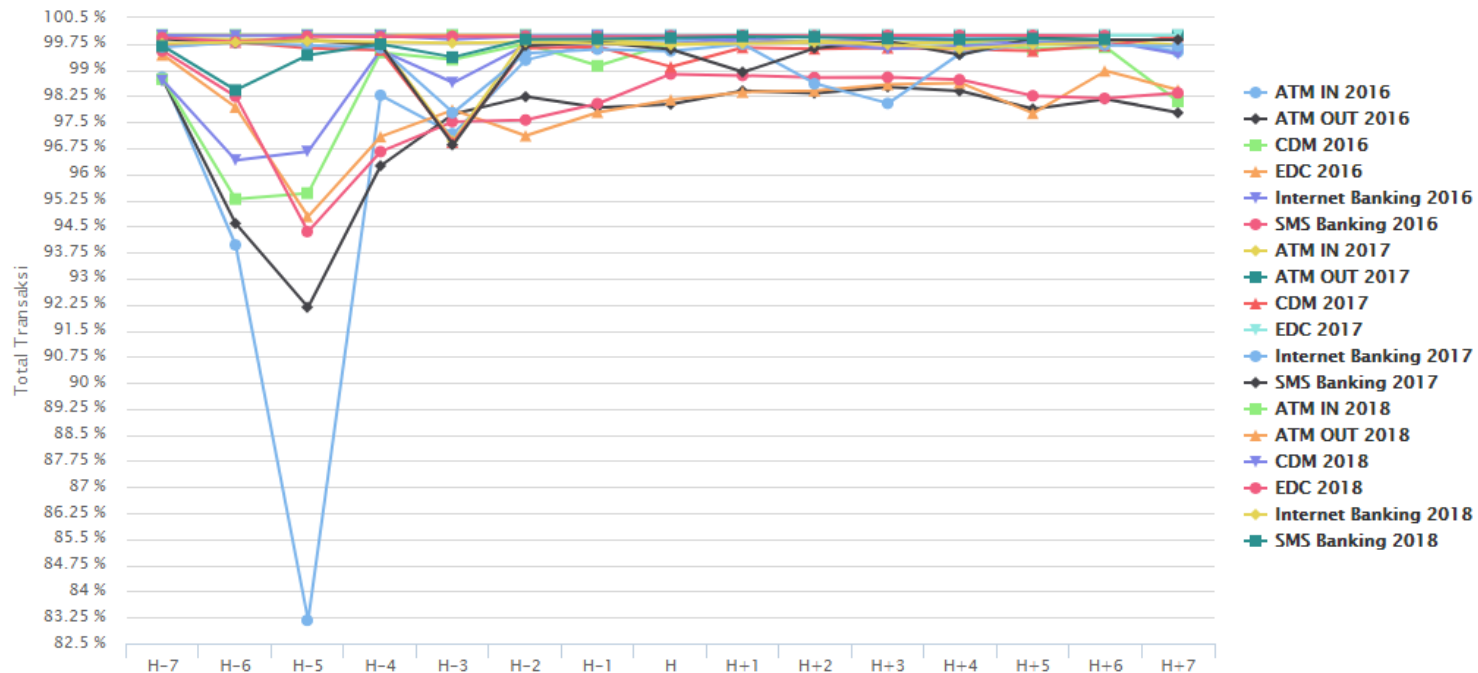
Transaksi tllog

Perkembangan Transaksi TLLOG(Teller,Other Trx, Echannel)



Other Trx : Inquiry, Passbook, PrintCertificate,Down Currency, Start/End of Day

Echannel : ATM OUT, ATM IN, EDC, CDM, Internet Banking, SMS Banking

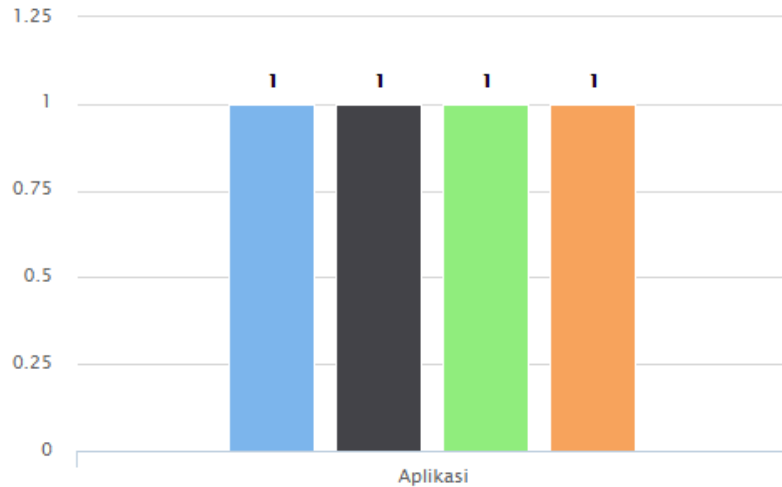


Top 10 Incident Report & Complain Handling Week 24(Week 1 lebaran)

Top Ten Insiden

Top Ten Insiden Report

09 Jun 2018 sampai 15 Jun 2018

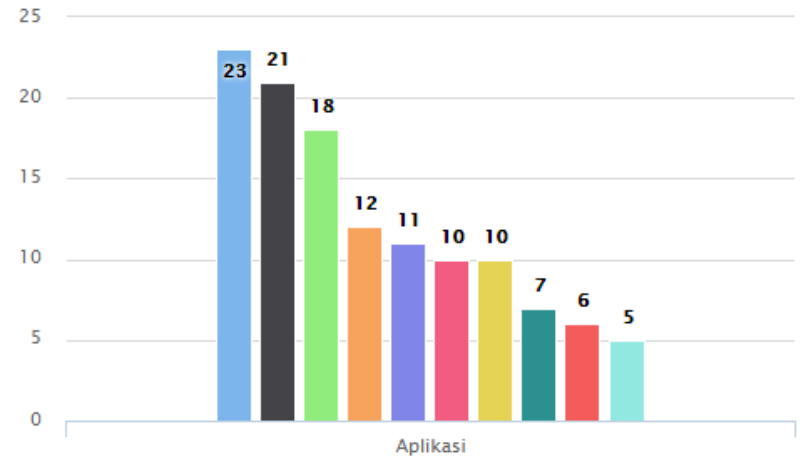


■ Aplikasi UPS – Terjadi undervoltage listrik PLN
 ■ Mocash
 ■ Internet Banking
 ■ TI Plus

Top Ten Complain Handling

Top Ten Complain Handling

09 Jun 2018 sampai 15 Jun 2018



■ PLN
 ■ CRM
 ■ ATM
 ■ SMS/Email Notifikasi
 ■ Brinets Web
 ■ Internet Banking
 ■ KARTU ATM
 ■ Brinets Express
 ■ WBS (Web Banking Service)
 ■ BDS

Top 10 Incident Report & Complain Handling Week 25(Week 2 lebaran)

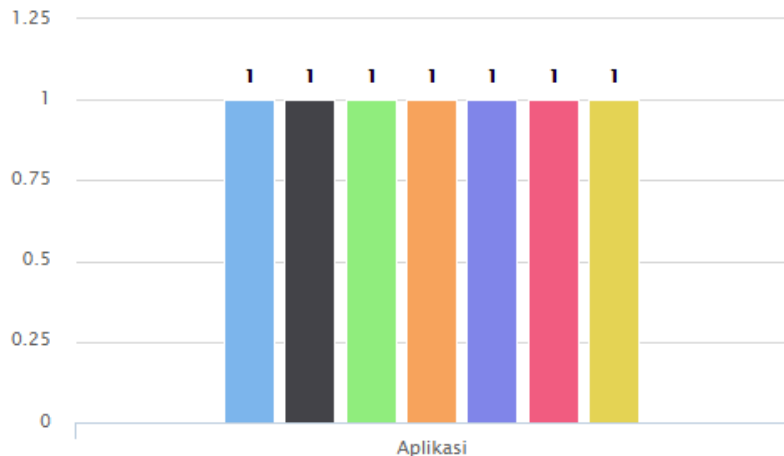
Top Ten Insiden



Top Ten Insiden Report



16 Jun 2018 sampai 22 Jun 2018



■ WBS -Web Banking Service-
 ■ Portal SSO
 ■ -
 ■ BRIFAST
■ Proswitching Timles
 ■ Brinets Express
■ AUTODEBET KARTU KREDIT

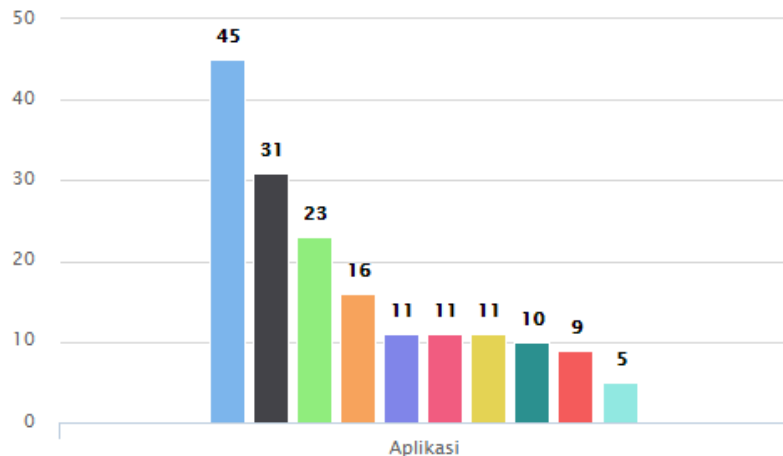
Top Ten Complain Handling



Top Ten Complain Handling



16 Jun 2018 sampai 22 Jun 2018



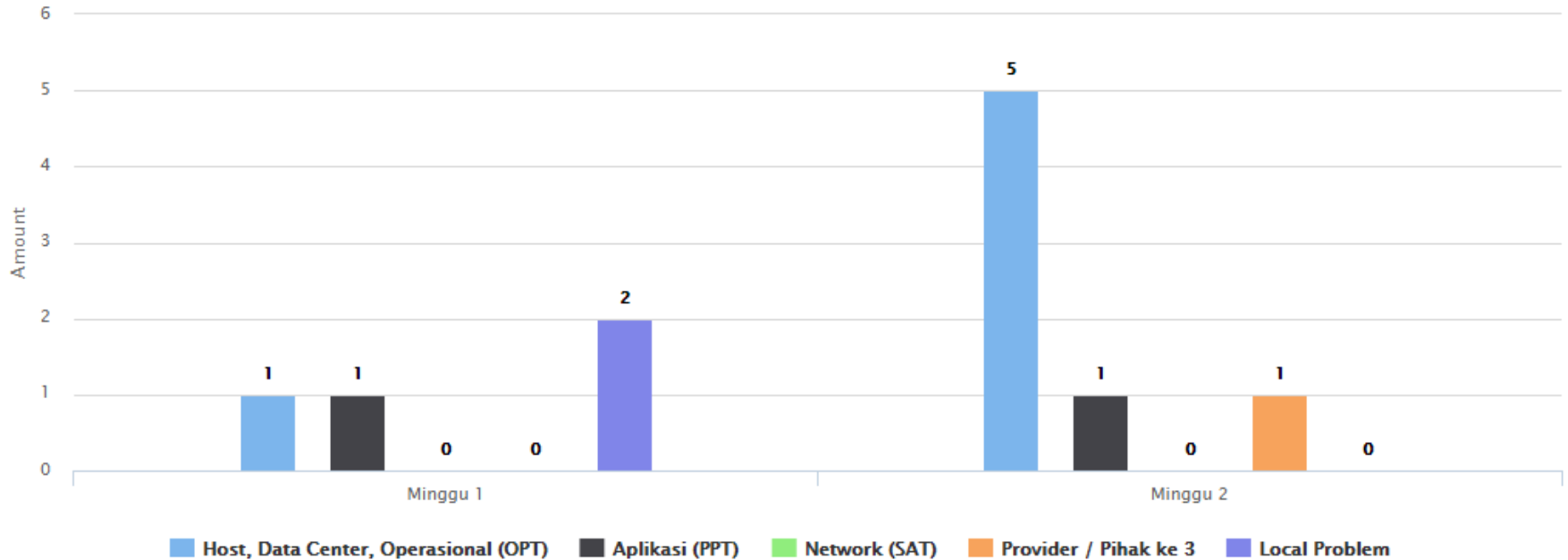
■ Brinets Express
 ■ PLN
 ■ KARTU ATM
■ WBS (Web Banking Service)
 ■ Internet Banking
 ■ LAS
■ CRM
 ■ ATM
 ■ SMS Banking
 ■ KARTU PETUGAS

Incident Report Week 24(Week 1 lebaran) vs Week 25(Week 2 lebaran)

Minggu Lalu Insiden : 4 Insiden

Minggu Ini Insiden : 7 Insiden

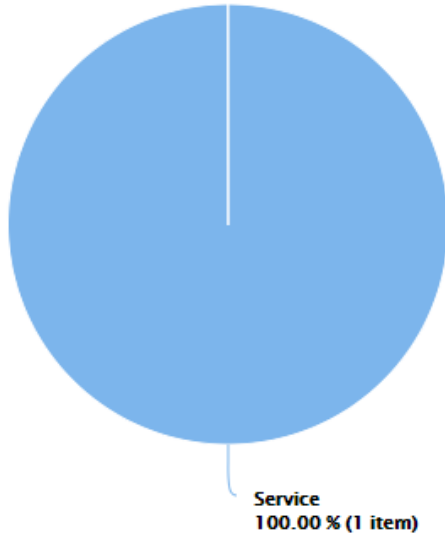
Perbandingan Insiden



Incident Report Kategori OPT Week 24(Week 1 lebaran) vs Week 25(Week 2 lebaran)

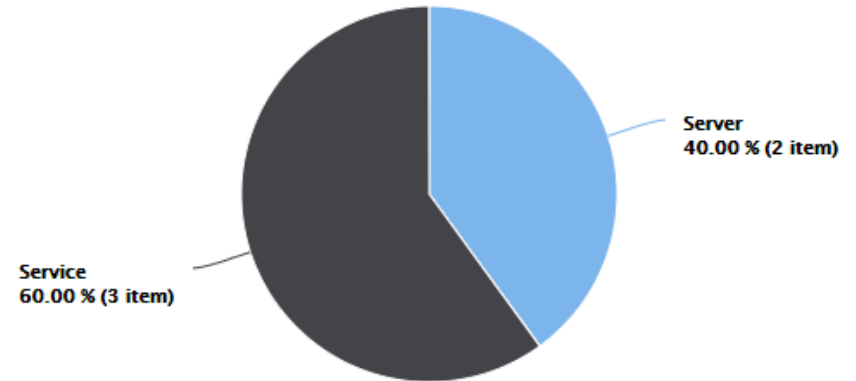
Incident Report by Host, Data Center, dan Operasional (Div OPT)

09 Jun 2018 sampai 15 Jun 2018



Incident Report by Host, Data Center, dan Operasional (Div OPT)

16 Jun 2018 sampai 22 Jun 2018

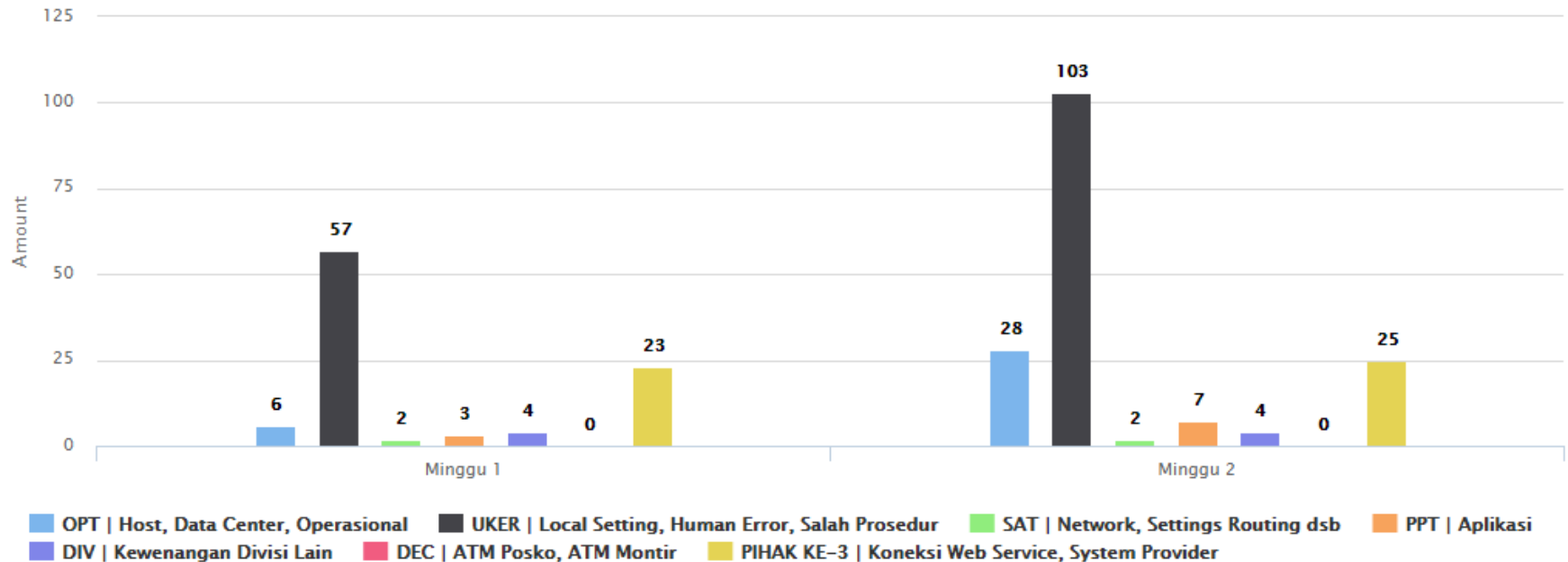


Complain Handling Week 24(Week 1 lebaran) vs Week 25(Week 2 lebaran)

Minggu Lalu Complain : 95 Complain

Minggu Ini Complain : 169 Complain

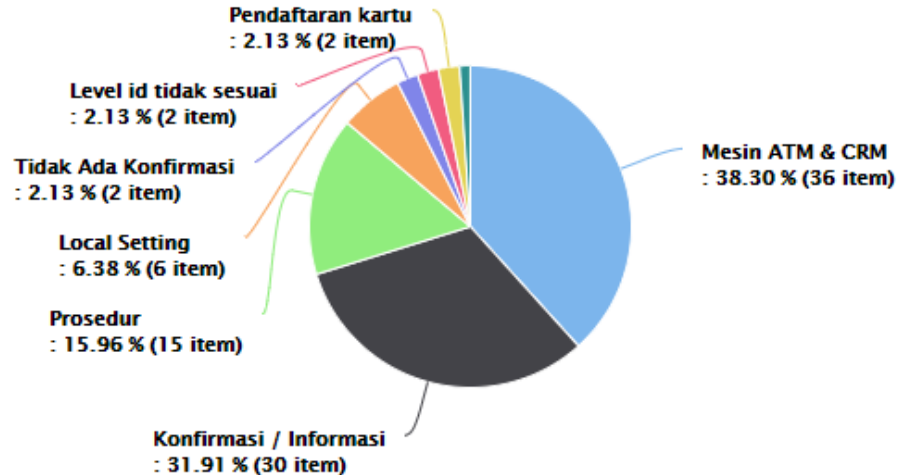
Perbandingan Komplain



Complain Handling Kategori Uker Week 24(Week 1 lebaran) vs Week 25(Week 2 lebaran)

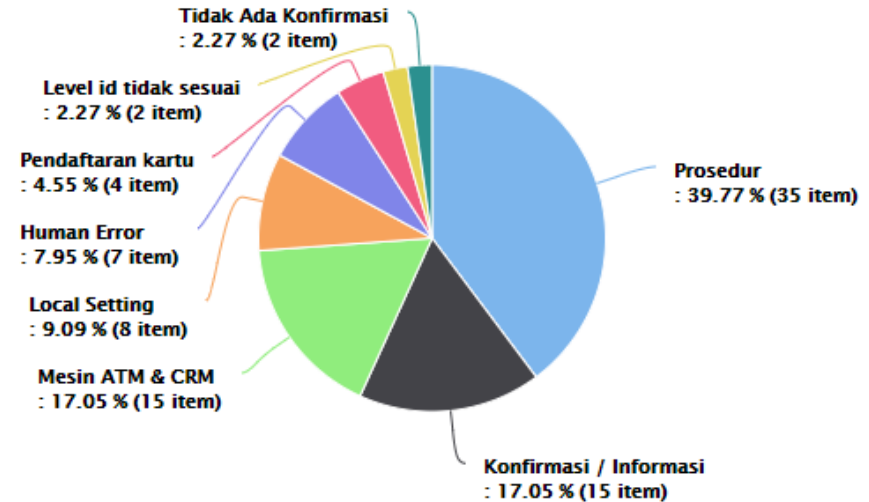
Report Handling by Uker

09 Jun 2018 sampai 15 Jun 2018



Report Handling by Uker

16 Jun 2018 sampai 22 Jun 2018



Top 3 Analysis Incident Report Saat Libur Lebaran

Analisa Top 3 Incident Report

No	Jenis	Problem	Group	Action	Root Cause
1	Autodebet	Autodebet kartu kredit, mendeбет nasabah lebih dari 1 kali	Aplikasi (PPT)	Melakukan perubahan script retry autodebet dari 20 menjadi 1. Scheduler cronstab di disable agar tidak berjalan otomatis, job dijalankan secara manual	Terdapat timeout antara aplikasi CSAP ke Apps server sehingga mengakibatkan job autodebet dijalankan berulang-ulang.
2	CMS	Salary Crediting CMS tidak berjalan atau terproses lebih dari satu kali	Aplikasi (PPT)	1. Rekening nasabah yang terkredit lebih dari 1x sudah diblokir saldonya sebesar kelebihan kreditnya. Total blokir: Rp 2.2 milyar. Dari jumlah itu, ada 4 rekening yg saldonya tidak cukup, dengan total nominal Rp 4.2 juta. OPT dan PPT telah berkoordinasi dengan TRB tentang tindak lanjut case ini, dan sedang dikoordinasikan dg STO. 2. semua file/batch salary crediting sudah selesai diproses. 3. Perbaikan aplikasi terkait hal ini telah dibahas, dan akan dienhance ke depan.	Panjang nama file lebih dari 12 karakter (seharusnya 12). Ini karena jumlah file lebih dari 1000 file, sedangkan counter file cuma disediakan 3 digit (bagian dr 12 karakter nama file), sehingga nama file menjadi 13 karakter.
3	Brifast	Middleware BRIfast down	Host, Data Center, Operasional (OPT)	1. menyediakan space di disk dg menghapus banyak file Log. Free space disk saat ini mjd 11 GB. 2. menjalankan scheduler yg menjalankan script penghapusan Log. 3. menjalankan middleware BRIfast 4. memastikan trx BRIfast sukses 5. koordinasi dengan business owner (INT) dan STO untuk meng-cancel beberapa trx yang gagal agar counterpart bisa mengirim ulang trx yang gagal.	Disk di server middleware BRIfast penuh karena scheduler yg menjalankan script penghapusan Log tidak berjalan. Karena Disk penuh, middleware BRIfast down.



Thank You