



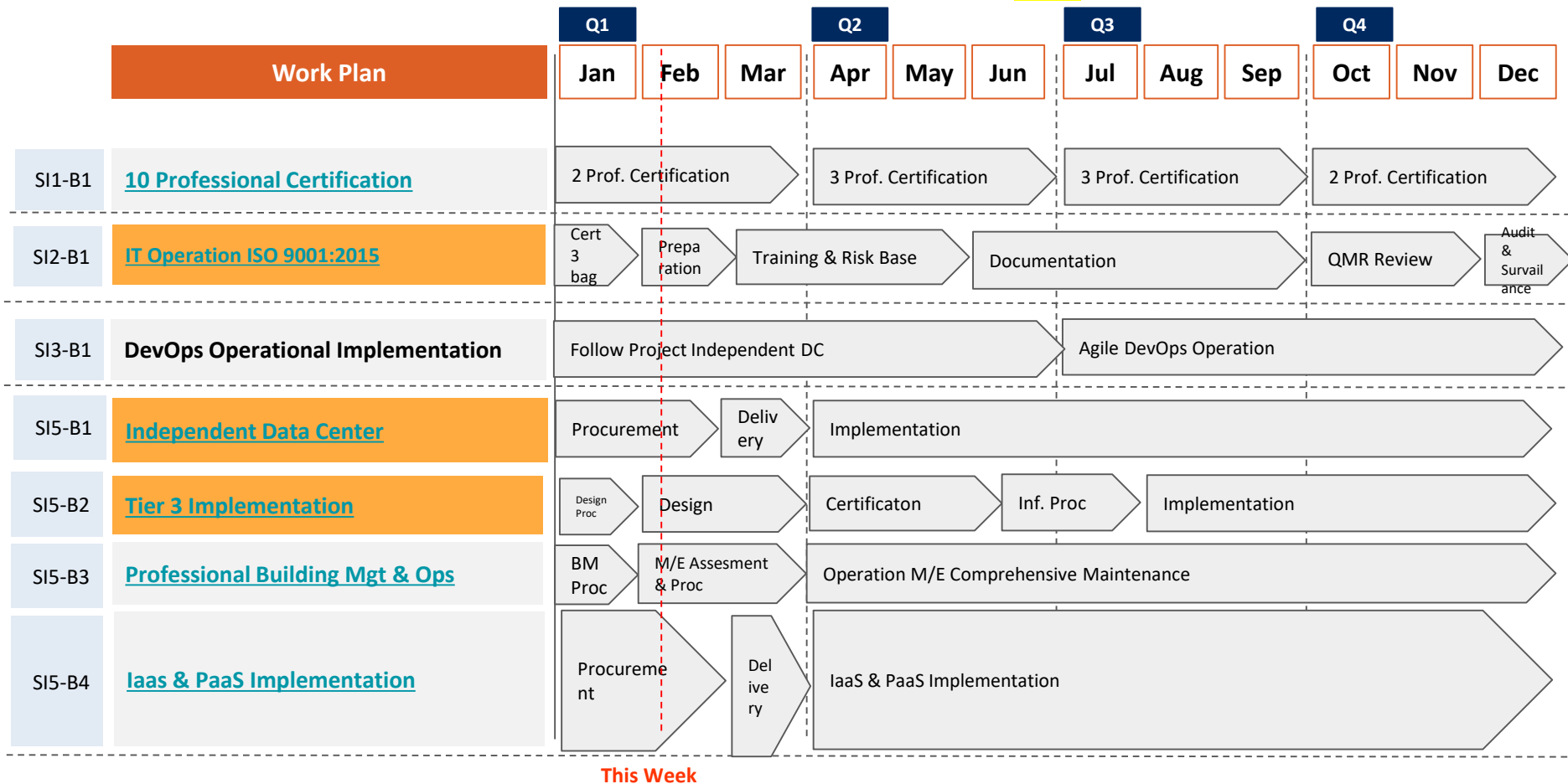
Weekly Report 2018

Divisi Operasional TI

12 Februari 2018

Overview Timeline Divisi OPT 2018 (1/2)

Masterpiece Program 2018
Divisi Lainnya



Timeline : Masterpiece (298, 24, 294); SI (288, 363, 115); Others (364)

Select a project ▾		OpenProject						
IT OPT ▾		+ Work package Filter 1 ⓘ ⌂ ⌕ ⋮						
ID	SUBJECT	LAST PROGRESS(%)	PROGRESS (%)	STATUS	ASSIGNEE	UPDATED ON	PROJECT ↑	+
288	> Professional Certification	<div><div></div></div> 33%	<div><div></div></div> 40%	Scheduled	otty Andesita	08 Feb 2018 16:39	SI.01. Professional Certification	
298	> PROJECT ISO 9001:2015	<div><div></div></div> 20%	<div><div></div></div> 20%	In progress	otty Andesita	05 Feb 2018 12:11	SI.02. ISO 9001:2015 Certification	
24	> SI.5.1. Independent Data Center	<div><div></div></div> 55%	<div><div></div></div> 61%	In progress	-	12 Feb 2018 07:03	SI.05.01. Independent Data Center	
294	> SI.5.2 Tier 3 Data Center Implement	<div><div></div></div> 29%	<div><div></div></div> 31%	New	-	12 Feb 2018 05:36	SI.05.02. Tier 3 Data Center Implementation	
363	> SI.5.3. Professional Building Mgt & C	<div><div></div></div> 66%	<div><div></div></div> 66%	New	Romi Nur Ismanto	17 Jan 2018 20:06	SI.05.03. Professional Building Mgt & Ops	
115	> SI.5.4. IaaS & PaaS Implementation	<div><div></div></div> 27%	<div><div></div></div> 27%	New	-	18 Jan 2018 01:53	SI.05.04. IaaS & PaaS Implementation	
364	> SI.10. BRIBox Non Uko	<div><div></div></div> 28%	<div><div></div></div> 28%	New	Romi Nur Ismanto	17 Jan 2018 20:04	SI.10. BRIBox Non UKO	



1. Masterpieces

Masterpiece Timeline IT Operation ISO 9001:2015

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ID	SUBJECT	PROGRESS (%)	UPDATED ON	STATUS	ASSIGNEE	START DATE	DUE DATE	+
298	PROJECT ISO 9001:2015	<div><div></div></div> 20%	05 Feb 2018 12:11	In progress	otty Andesita	01 Jan 2018	31 Dec 2018	
302	Certification ISO 9001 (3 bagian)	<div><div></div></div> 67%	02 Feb 2018 14:14	In progress	ANDI FIRMANSYAH	01 Jan 2018	31 Jan 2018	
311	Surat rekomendasi lembaga sertifikasi	<div><div></div></div> 100%	02 Feb 2018 14:06	In progress	-	01 Jan 2018	19 Jan 2018	
312	Penerbitan sertifikat ISO 9001	<div><div></div></div> 50%	02 Feb 2018 14:14	In progress	ANDI FIRMANSYAH	20 Jan 2018	31 Jan 2018	! ...
572	Draft Sertifikat ISO 9001:2015	<div><div></div></div> 100%	02 Feb 2018 14:14	New	-	20 Jan 2018	25 Jan 2018	
573	Penerbitan Sertifikat ISO 9001:2015	<div><div></div></div> 0%	02 Feb 2018 14:17	New	-	26 Jan 2018	31 Jan 2018	
304	Preparation (4 Bagian)	<div><div></div></div> 53%	05 Feb 2018 12:11	In progress	ANDI FIRMANSYAH	01 Feb 2018	11 Mar 2018	
314	Ijin prinsip kegiatan & anggaran	<div><div></div></div> 70%	05 Feb 2018 12:11	In progress	-	01 Feb 2018	28 Feb 2018	
569	IP Direktur Bidang DBT	<div><div></div></div> 100%	02 Feb 2018 14:16	New	-	01 Feb 2018	09 Feb 2018	
570	Persetujuan Anggaran Div MAT	<div><div></div></div> 100%	02 Feb 2018 14:16	New	-	10 Feb 2018	16 Feb 2018	
571	Pengadaan Jasa Konsultan PBJ	<div><div></div></div> 10%	05 Feb 2018 12:11	New	-	17 Feb 2018	28 Feb 2018	
315	Kick Off Meeting & Gap Analysis	<div><div></div></div> 0%	02 Feb 2018 14:17	New	ANDI FIRMANSYAH	01 Mar 2018	11 Mar 2018	
305	Training & Risk base	<div><div></div></div> 0%	02 Feb 2018 14:17	New	-	12 Mar 2018	11 Jun 2018	
318	Pelatihan ISO 9001:2015 Awareness	<div><div></div></div> 0%	02 Feb 2018 14:17	New	-	12 Mar 2018	11 Apr 2018	



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Masterpiece Timeline IT Operation ISO 9001:2015

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ID	🔍 SUBJECT	PROGRESS (%)	UPDATED ON	STATUS	ASSIGNEE	START DATE	DUE DATE	+
319	Risk Based-Thinking Workshop	<div><div></div></div> 0%	02 Feb 2018 14:17	New	-	12 Apr 2018	11 May 2018	
321	Identify list of document	<div><div></div></div> 0%	02 Feb 2018 14:17	New	-	12 May 2018	11 Jun 2018	
306	▾ Documentation & Implementation	<div><div></div></div> 0%	02 Feb 2018 14:17	New	-	12 Jun 2018	11 Oct 2018	
322	Context of Organization, Internal/Exter...	<div><div></div></div> 0%	02 Feb 2018 14:17	New	-	12 Jun 2018	11 Jul 2018	
324	Stakeholder Mapping, Policy, objectives...	<div><div></div></div> 0%	02 Feb 2018 14:17	New	-	12 Jul 2018	11 Sep 2018	
325	BPO, SOP, Register, Form Development	<div><div></div></div> 0%	02 Feb 2018 14:17	New	-	12 Jun 2018	11 Sep 2018	
326	Fine-tuning, Finalization, and Socializati...	<div><div></div></div> 0%	02 Feb 2018 14:17	New	-	12 Sep 2018	11 Oct 2018	
308	▾ QMR Review	<div><div></div></div> 0%	02 Feb 2018 14:17	New	-	12 Oct 2018	30 Nov 2018	
327	Internal Audit Training	<div><div></div></div> 0%	02 Feb 2018 14:17	New	-	12 Oct 2018	24 Oct 2018	
328	Quality Assurance Audit oleh Konsultan	<div><div></div></div> 0%	02 Feb 2018 14:17	New	-	25 Oct 2018	11 Nov 2018	
329	Corrective Action (perbaikan atas hasil ...	<div><div></div></div> 0%	02 Feb 2018 14:17	New	-	12 Nov 2018	28 Nov 2018	
333	Management Review Meeting	<div><div></div></div> 0%	02 Feb 2018 14:04	New	-	14 Nov 2018	30 Nov 2018	
309	▾ Audit & Surveillance	<div><div></div></div> 0%	02 Feb 2018 14:04	New	-	01 Dec 2018	31 Dec 2018	
330	Verification & Preparation for Recertific...	<div><div></div></div> 0%	02 Feb 2018 14:04	New	-	01 Dec 2018	08 Dec 2018	
331	Stage-1 Certification Audit	<div><div></div></div> 0%	02 Feb 2018 14:04	New	-	09 Dec 2018	14 Dec 2018	
332	Stage-2 Certification Audit	<div><div></div></div> 0%	02 Feb 2018 14:04	New	-	15 Dec 2018	31 Dec 2018	

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Masterpiece Timeline Independent Data Center

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ID	🔍 SUBJECT	PROGRESS (%)	UPDATED ON	STATUS	ASSIGNEE	START DATE	DUE DATE	+
24	▾ SI.5.1. Independent Data Center	<div><div></div></div> 58%	07 Feb 2018 13:53	In progress	-	04 Sep 2017	21 Dec 2018	
70	▾ Procurement MS ODC, GTI dan DRC	<div><div></div></div> 55%	07 Feb 2018 12:21	In progress	-	04 Sep 2017	08 Mar 2018	
44	Ijin prinsip (radisi)	<div><div></div></div> 100%	15 Jan 2018 21:30	New	-	04 Sep 2017	04 Sep 2017	
45	Ijin prinsip (revisi)	<div><div></div></div> 100%	15 Jan 2018 21:30	New	-	19 Dec 2017	20 Dec 2017	
46	Ijin prinsip (Radisi V2)	<div><div></div></div> 100%	07 Feb 2018 12:20	New	-	16 Jan 2018	16 Jan 2018	
47	▾ Pembuatan TOR MS ODC, GTI dan DRC	<div><div></div></div> 99%	07 Feb 2018 12:23	New	-	18 Sep 2017	22 Jan 2018	
58	RFI Telkom	<div><div></div></div> 100%	15 Jan 2018 21:30	New	-	18 Sep 2017	29 Nov 2017	
59	RFI Icon	<div><div></div></div> 100%	15 Jan 2018 21:30	New	-	29 Nov 2017	05 Dec 2017	
60	Dokumen TOR release 1 (w/ Lead Con...	<div><div></div></div> 100%	15 Jan 2018 21:30	New	-	02 Oct 2017	07 Dec 2017	
61	Dokumen TOR final release (Konsulta...	<div><div></div></div> 95%	07 Feb 2018 12:23	New	-	15 Dec 2017	22 Jan 2018	
48	▾ Pembuatan OE	<div><div></div></div> 100%	17 Jan 2018 01:07	New	-	01 Dec 2017	31 Jan 2018	
62	Analisa kebutuhan server dan storage	<div><div></div></div> 100%	15 Jan 2018 21:30	New	-	01 Dec 2017	31 Jan 2018	
63	Analisa kebutuhan lisensi	<div><div></div></div> 100%	15 Jan 2018 21:30	New	-	01 Dec 2017	31 Dec 2017	
49	Permohonan pengadaan MS	<div><div></div></div> 100%	07 Feb 2018 12:21	New	-	17 Jan 2018	17 Jan 2018	



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Masterpiece Timeline Independent Data Center

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ID	SUBJECT	PROGRESS (%)	UPDATED ON	STATUS	ASSIGNEE	START DATE	DUE DATE	+
50	Pembuatan HPS by Group Estimator PBJ	<div><div></div></div> 0%	15 Jan 2018 21:30	New	-	18 Jan 2018	23 Jan 2018	
51	Aanwijzing MS	<div><div></div></div> 100%	9 Feb 2018 17:25	New	-	25 Jan 2018	25 Jan 2018	
52	Proposal submission MS	<div><div></div></div> 0%	15 Jan 2018 21:30	New	-	26 Jan 2018	02 Feb 2018	
53	Proposal evaluation MS	<div><div></div></div> 0%	15 Jan 2018 21:30	New	-	05 Feb 2018	09 Feb 2018	
54	Proposal clarification MS	<div><div></div></div> 0%	15 Jan 2018 21:30	New	-	10 Feb 2018	13 Feb 2018	
55	Negosiasi MS	<div><div></div></div> 0%	15 Jan 2018 21:30	New	-	14 Feb 2018	21 Feb 2018	
56	SPK MS	<div><div></div></div> 0%	15 Jan 2018 21:30	New	-	22 Feb 2018	28 Feb 2018	
57	Kontrak MS	<div><div></div></div> 0%	15 Jan 2018 21:30	New	-	01 Mar 2018	08 Mar 2018	! ...
76	▼ Implementasi MS	<div><div></div></div> 0%	18 Jan 2018 00:31	In progress	-	11 Apr 2018	21 Dec 2018	
25	Implementasi MS ODC	<div><div></div></div> 0%	18 Jan 2018 00:31	New	-	11 Apr 2018	21 Dec 2018	
26	Implementasi MS GTI	<div><div></div></div> 0%	18 Jan 2018 00:31	New	-	11 Apr 2018	21 Dec 2018	
27	Implementasi MS DRC	<div><div></div></div> 0%	18 Jan 2018 00:31	New	-	11 Apr 2018	21 Dec 2018	
23	▼ Konsultan Pendamping	<div><div></div></div> 78%	07 Feb 2018 13:53	In progress	-	25 Sep 2017	28 Nov 2017	
28	▼ Procurement	<div><div></div></div> 100%	15 Jan 2018 21:36	New	-	25 Sep 2017	28 Nov 2017	

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Masterpiece Timeline Independent Data Center

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ID	🔍 SUBJECT	PROGRESS (%)	UPDATED ON	STATUS	ASSIGNEE	START DATE	DUE DATE	+
30	Ijin prinsip	<div><div></div></div> 100%	15 Jan 2018 21:36	New	-	25 Sep 2017	29 Sep 2017	
31	TOR	<div><div></div></div> 100%	15 Jan 2018 21:36	New	-	02 Oct 2017	09 Oct 2017	
32	Owner Estimate	<div><div></div></div> 100%	15 Jan 2018 21:36	New	-	02 Oct 2017	09 Oct 2017	
33	Permohonan pengadaan	<div><div></div></div> 100%	15 Jan 2018 21:36	New	-	10 Oct 2017	11 Oct 2017	
34	Aanwijzing	<div><div></div></div> 100%	15 Jan 2018 21:36	New	-	17 Oct 2017	17 Oct 2017	! ...
35	Proposal submission	<div><div></div></div> 100%	15 Jan 2018 21:36	New	-	18 Oct 2017	20 Oct 2017	
36	Proposal evaluation	<div><div></div></div> 100%	15 Jan 2018 21:36	New	-	27 Oct 2017	30 Oct 2017	
37	Proposal clarification	<div><div></div></div> 100%	15 Jan 2018 21:36	New	-	27 Oct 2017	30 Oct 2017	
38	Negosiasi	<div><div></div></div> 100%	15 Jan 2018 21:36	New	-	02 Nov 2017	02 Nov 2017	
39	SPK	<div><div></div></div> 100%	15 Jan 2018 21:36	New	-	28 Nov 2017	28 Nov 2017	
29	▼ Consultancy process	<div><div></div></div> 24%	07 Feb 2018 13:53	New	-	-	-	
40	Pembuatan TOR	<div><div></div></div> 95%	07 Feb 2018 13:53	New	-	-	-	
41	Pembuatan OE	<div><div></div></div> 0%	15 Jan 2018 21:36	New	-	-	-	
42	Pembuatan Design Arsitektur 3 DC	<div><div></div></div> 0%	15 Jan 2018 21:36	New	-	-	-	
43	Penilaian teknis project MS ODC, GTI ...	<div><div></div></div> 0%	15 Jan 2018 21:40	New	-	-	-	
461	Delivery MS ODC, GTI dan DRC	<div><div></div></div> 0%	18 Jan 2018 00:28	New	-	09 Mar 2018	10 Apr 2018	

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ID	SUBJECT	PROGRESS (%)	STATUS	ASSIGNEE	START DATE	DUE DATE	UPDATED ON	+
294	SI.5.2 Tier 3 Data Center Implementation	<div><div></div></div> 29%	New	-	01 Sep 2017	31 Dec 2018	02 Feb 2018 18:48	
163	Design Procurement	<div><div></div></div> 43%	In progress	-	01 Sep 2017	31 Jan 2018	02 Feb 2018 18:48	
164	TOR	<div><div></div></div> 100%	New	-	01 Sep 2017	10 Nov 2017	17 Jan 2018 16:19	
165	Ijin Prinsip Kegiatan	<div><div></div></div> 100%	New	-	01 Nov 2017	06 Nov 2017	17 Jan 2018 16:19	
166	Aanwijzing	<div><div></div></div> 100%	New	-	15 Jan 2018	15 Jan 2018	02 Feb 2018 18:48	
167	Penilaian Teknis	<div><div></div></div> 0%	New	-	17 Jan 2018	18 Jan 2018	17 Jan 2018 18:38	
168	Auction	<div><div></div></div> 0%	New	-	22 Jan 2018	22 Jan 2018	17 Jan 2018 18:38	
169	Negosiasi	<div><div></div></div> 0%	New	-	23 Jan 2018	23 Jan 2018	17 Jan 2018 16:19	
170	SPK	<div><div></div></div> 0%	New	-	24 Jan 2018	31 Jan 2018	17 Jan 2018 16:19	
171	Konsultan Pendamping	<div><div></div></div> 52%	In progress	-	16 Oct 2017	31 Dec 2018	17 Jan 2018 23:27	
173	Procurement	<div><div></div></div> 100%	Closed	-	16 Oct 2017	28 Nov 2018	17 Jan 2018 16:26	
175	Ijin Prinsip	<div><div></div></div> 100%	New	-	16 Oct 2017	19 Feb 2018	17 Jan 2018 16:23	
176	TOR	<div><div></div></div> 100%	New	-	16 Oct 2017	23 Oct 2017	17 Jan 2018 16:23	
177	Owner Estimate	<div><div></div></div> 100%	New	-	16 Oct 2017	23 Oct 2017	17 Jan 2018 16:23	



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ID	SUBJECT	PROGRESS (%)	STATUS	ASSIGNEE	START DATE	DUE DATE	UPDATED ON	+
178	Permohonan Anggaran	<div><div></div></div> 100%	New	-	16 Oct 2017	17 Oct 2017	17 Jan 2018 16:23	
179	Aanwijzing	<div><div></div></div> 100%	New	-	17 Oct 2017	17 Oct 2017	17 Jan 2018 16:19	
181	Proposal Submission	<div><div></div></div> 100%	New	-	18 Oct 2017	20 Oct 2017	17 Jan 2018 16:19	
182	Proposal Evaluation	<div><div></div></div> 100%	New	-	27 Oct 2017	30 Oct 2017	17 Jan 2018 16:27	
183	Proposal Clarification	<div><div></div></div> 100%	New	-	27 Oct 2017	30 Oct 2017	17 Jan 2018 16:27	
184	Negotiation	<div><div></div></div> 100%	New	-	02 Nov 2017	02 Nov 2017	17 Jan 2018 16:27	
185	SPK	<div><div></div></div> 100%	New	-	28 Nov 2018	28 Nov 2018	17 Jan 2018 16:27	
174	▼ Consultancy Process	<div><div></div></div> 18%	In progress	-	06 Dec 2017	31 Dec 2018	17 Jan 2018 23:27	
186	Kick Off Meeting	<div><div></div></div> 100%	New	Ajutorius Pinem	06 Dec 2017	06 Dec 2017	17 Jan 2018 17:11	
187	Konsultasi Implementasi Tier 3 Des 2017	<div><div></div></div> 100%	New	-	06 Dec 2017	31 Dec 2018	17 Jan 2018 17:11	
295	Konsultasi Implementasi Tier 3 Jan 2018	<div><div></div></div> 50%	New	-	01 Jan 2018	31 Jan 2018	17 Jan 2018 23:27	
296	Konsultasi Implementasi Tier 3 Feb 2018	<div><div></div></div> 0%	New	-	01 Feb 2018	28 Feb 2018	17 Jan 2018 16:30	
297	Konsultasi Implementasi Tier 3 Mar 2018	<div><div></div></div> 0%	New	-	01 Mar 2018	31 Mar 2018	17 Jan 2018 16:31	
300	Konsultasi Implementasi Tier 3 Apr 2018	<div><div></div></div> 0%	New	-	01 Apr 2018	30 Apr 2018	17 Jan 2018 16:32	

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Masterpiece Timeline Tier 3 Implementation

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ID	SUBJECT	PROGRESS (%)	STATUS	ASSIGNEE	START DATE	DUE DATE	UPDATED ON	+
301	Konsultasi Implementasi Tier 3 May 2...	<div><div></div></div> 0%	New	-	01 May 2018	31 May 2018	17 Jan 2018 16:32	
303	Konsultasi Implementasi Tier 3 Jun 20...	<div><div></div></div> 0%	New	-	01 Jun 2018	30 Jun 2018	17 Jan 2018 16:33	
307	Konsultasi Implementasi Tier 3 Jul 20...	<div><div></div></div> 0%	New	-	01 Jul 2018	31 Jul 2018	17 Jan 2018 16:34	
310	Konsultasi Implementasi Tier 3 Aug 2...	<div><div></div></div> 0%	New	-	01 Aug 2018	31 Aug 2018	17 Jan 2018 16:35	
313	Konsultasi Implementasi Tier 3 Sep 20...	<div><div></div></div> 0%	New	-	01 Sep 2018	30 Sep 2018	17 Jan 2018 16:35	
316	Konsultasi Implementasi Tier 3 Oct 20...	<div><div></div></div> 0%	New	-	01 Oct 2018	31 Oct 2018	17 Jan 2018 16:36	
320	Konsultasi Implementasi Tier 3 Nov 2...	<div><div></div></div> 0%	New	-	01 Nov 2018	30 Nov 2018	17 Jan 2018 16:37	
323	Konsultasi Implementasi Tier 3 Des 2...	<div><div></div></div> 0%	New	-	01 Dec 2018	31 Dec 2018	17 Jan 2018 16:38	
189	▼ Health Check DC GTI	<div><div></div></div> 0%	New	-	01 Feb 2018	08 Mar 2018	17 Jan 2018 23:27	
190	Assessment M/E	<div><div></div></div> 0%	New	-	01 Feb 2018	08 Feb 2018	17 Jan 2018 23:27	
191	Pengujian M/E	<div><div></div></div> 0%	New	-	09 Feb 2018	16 Feb 2018	17 Jan 2018 18:39	
193	Laporan dan Rekomendasi Health Check	<div><div></div></div> 0%	New	-	19 Feb 2018	28 Feb 2018	17 Jan 2018 16:41	
194	BA Health Check	<div><div></div></div> 0%	New	-	01 Mar 2018	08 Mar 2018	17 Jan 2018 18:49	
195	▼ Tier 3 DC GTI & TBN Design	<div><div></div></div> 0%	New	-	01 Feb 2018	31 Mar 2018	17 Jan 2018 23:28	

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ID	SUBJECT	PROGRESS (%)	STATUS	ASSIGNEE	START DATE	DUE DATE	UPDATED ON	+
196	Assessment M/E DC GTI	<div><div></div></div> 0%	New	-	01 Feb 2018	15 Feb 2018	17 Jan 2018 23:28	
197	Assessment M/E DC TBN	<div><div></div></div> 0%	New	-	01 Feb 2018	15 Feb 2018	17 Jan 2018 16:41	
199	GAP Analysis DC GTI	<div><div></div></div> 0%	New	-	16 Feb 2018	28 Feb 2018	17 Jan 2018 16:41	
200	GAP Analysis DC TBN	<div><div></div></div> 0%	New	-	16 Feb 2018	28 Feb 2018	17 Jan 2018 16:41	
201	Desain Process DC GTI	<div><div></div></div> 0%	New	-	01 Mar 2018	15 Mar 2018	17 Jan 2018 16:41	
203	Desain Process DC TBN	<div><div></div></div> 0%	New	-	01 Mar 2018	15 Mar 2018	17 Jan 2018 16:42	
204	Desain Tier 3 DC GTI Document Prepara...	<div><div></div></div> 0%	New	-	16 Mar 2018	30 Mar 2018	17 Jan 2018 16:42	
207	Desain Tier 3 DC TBN Document Prepar...	<div><div></div></div> 0%	New	-	16 Mar 2018	30 Mar 2018	17 Jan 2018 16:42	
209	Report and Document Submission Desai...	<div><div></div></div> 0%	New	-	30 Mar 2018	31 Mar 2018	17 Jan 2018 16:42	
213	▼ Design Tier 3 Certification	<div><div></div></div> 0%	New	-	01 Feb 2018	31 May 2018	17 Jan 2018 23:28	
214	Ijin Prinsip Pengadaan Sertifikasi	<div><div></div></div> 0%	New	-	01 Feb 2018	02 Feb 2018	17 Jan 2018 23:28	
216	Proses Pengadaan Sertifikasi	<div><div></div></div> 0%	New	-	05 Feb 2018	20 Feb 2018	17 Jan 2018 16:42	
218	Document Tier 3 Preparation	<div><div></div></div> 0%	New	-	16 Mar 2018	30 Mar 2018	17 Jan 2018 16:42	
220	1st Documen Submission	<div><div></div></div> 0%	New	-	02 Apr 2018	02 Apr 2018	17 Jan 2018 16:42	

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Masterpiece Timeline Tier 3 Implementation

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ID	🔗 SUBJECT	PROGRESS (%)	STATUS	ASSIGNEE	START DATE	DUE DATE	UPDATED ON	+
220	1st Documen Submission	<div><div></div></div> 0%	New	-	02 Apr 2018	02 Apr 2018	17 Jan 2018 16:42	
224	Uptime Institute 1st Review	<div><div></div></div> 0%	New	-	02 Apr 2018	15 Apr 2018	17 Jan 2018 16:43	
227	Design and Document Revision 2nd	<div><div></div></div> 0%	New	-	16 Apr 2018	20 Apr 2018	17 Jan 2018 16:43	
228	2nd Document Submission	<div><div></div></div> 0%	New	-	20 Apr 2018	20 Apr 2018	17 Jan 2018 16:43	
229	Uptime Institute 2nd Review	<div><div></div></div> 0%	New	-	20 Apr 2018	04 May 2018	17 Jan 2018 16:43	
230	Design and Document Revision 3rd	<div><div></div></div> 0%	New	-	07 May 2018	11 May 2018	17 Jan 2018 16:43	
232	3rd Document Submission	<div><div></div></div> 0%	New	-	11 May 2018	11 May 2018	17 Jan 2018 16:43	
234	Uptime Institute 3rd Review	<div><div></div></div> 0%	New	-	14 May 2018	28 May 2018	17 Jan 2018 16:43	
235	Design Tier 3 Certification Release	<div><div></div></div> 0%	New	-	31 May 2018	31 May 2018	17 Jan 2018 16:43	
336	▼ Tier 3 Infrastructure Procurement	<div><div></div></div> 0%	New	-	01 May 2018	03 May 2018	17 Jan 2018 23:30	
338	Ijin Prinsip	<div><div></div></div> 0%	New	-	01 May 2018	03 May 2018	17 Jan 2018 23:30	
337	▼ Tier 3 Infrastructure Implementation	<div><div></div></div> 0%	New	-	01 Aug 2018	05 Aug 2018	17 Jan 2018 23:30	
428	Persiapan Implementasi	<div><div></div></div> 0%	New	-	01 Aug 2018	05 Aug 2018	17 Jan 2018 23:30	

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2. Strategic Initiatives

Strategic Initiatives 10 Professional Certification

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ID	SUBJECT	PROGRESS (%)	UPDATED ON	STATUS	ASSIGNEE	START DATE	DUE DATE	+
288	Professional Certification	<div><div></div></div> 40%	08 Feb 2018 16:39	Scheduled	otty Andesita	01 Jan 2018	31 Dec 2018	
99	Certification Q1	<div><div></div></div> 70%	08 Feb 2018 16:38	In progress	Rina Ariyanti	01 Jan 2018	25 Jan 2018	
144	Administrasi	<div><div></div></div> 100%	02 Feb 2018 13:53	Closed	Diza Afinda	01 Jan 2018	17 Jan 2018	
446	Usulan sertifikasi ke Divisi KHC	<div><div></div></div> 100%	02 Feb 2018 13:53	Closed	Diza Afinda	16 Jan 2018	17 Jan 2018	
562	Ayu Anggriani (PQA)	<div><div></div></div> 100%	08 Feb 2018 16:41	New	Diza Afinda	16 Jan 2018	17 Jan 2018	
375	Registrasi	<div><div></div></div> 50%	08 Feb 2018 16:42	In progress	Rina Ariyanti	18 Jan 2018	21 Jan 2018	
447	Pendaftaran sertifikasi ke BRI Corpu	<div><div></div></div> 50%	08 Feb 2018 16:46	In progress	Diza Afinda	18 Jan 2018	19 Jan 2018	
564	Ayu Anggriani (PQA)	<div><div></div></div> 0%	08 Feb 2018 16:47	New	Diza Afinda	18 Jan 2018	19 Jan 2018	
448	Pemanggilan dari BRI Corpu	<div><div></div></div> 50%	08 Feb 2018 16:46	In progress	Diza Afinda	20 Jan 2018	21 Jan 2018	
614	M. Khilmi (ISD)	<div><div></div></div> 100%	08 Feb 2018 16:50	New	Diza Afinda	20 Jan 2018	21 Jan 2018	
615	Ayu Anggriani (PQA)	<div><div></div></div> 0%	08 Feb 2018 16:46	New	Diza Afinda	20 Jan 2018	21 Jan 2018	
377	Pelaksanaan	<div><div></div></div> 50%	08 Feb 2018 16:47	In progress	Rina Ariyanti	22 Jan 2018	23 Jan 2018	
565	Ayu Anggriani (PQA)	<div><div></div></div> 0%	08 Feb 2018 16:48	New	Diza Afinda	22 Jan 2018	23 Jan 2018	
379	Pelaporan	<div><div></div></div> 100%	08 Feb 2018 16:49	New	Diza Afinda	24 Jan 2018	25 Jan 2018	

Lanjut next

Strategic Initiatives 10 Professional Certification

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ID	SUBJECT	PROGRESS (%)	UPDATED ON	STATUS	ASSIGNEE	START DATE	DUE DATE	+
616	An. M Khilmi (ISD)	<div><div></div></div> 100%	08 Feb 2018 16:50	New	Diza Afinda	24 Jan 2018	25 Jan 2018	
429	▾ Certification Q2	<div><div></div></div> 63%	08 Feb 2018 16:39	New	Rina Ariyanti	01 Apr 2018	18 Jul 2018	
433	▾ Administrasi	<div><div></div></div> 100%	07 Feb 2018 17:24	New	Diza Afinda	01 Apr 2018	17 Apr 2018	
449	Permintaan calon peserta sertifikasi	<div><div></div></div> 100%	07 Feb 2018 17:24	New	Diza Afinda	01 Apr 2018	15 Apr 2018	
450	▾ Usulan sertifikasi ke Divisi KHC	<div><div></div></div> 100%	07 Feb 2018 17:24	New	Diza Afinda	16 Apr 2018	17 Apr 2018	
566	Kholis Amhar (SHD)	<div><div></div></div> 100%	08 Feb 2018 16:39	New	Diza Afinda	16 Apr 2018	17 Apr 2018	
567	Blegoh Prasetyo (OST)	<div><div></div></div> 100%	08 Feb 2018 16:40	New	Diza Afinda	16 Apr 2018	17 Apr 2018	
568	Robi Armadani (TIK)	<div><div></div></div> 100%	08 Feb 2018 16:40	New	Diza Afinda	16 Apr 2018	17 Apr 2018	
434	▾ Registrasi	<div><div></div></div> 50%	08 Feb 2018 16:40	New	Rina Ariyanti	18 Apr 2018	18 May 2018	
451	Pendaftaran sertifikasi ke BRI Corpu	<div><div></div></div> 100%	08 Feb 2018 16:41	New	Diza Afinda	18 Apr 2018	02 May 2018	
452	Pemanggilan dari BRI Corpu	<div><div></div></div> 0%	08 Feb 2018 16:43	New	Diza Afinda	03 May 2018	18 May 2018	
435	Pelaksanaan	<div><div></div></div> 0%	08 Feb 2018 16:45	New	Diza Afinda	19 May 2018	17 Jun 2018	
436	Pelaporan	<div><div></div></div> 0%	08 Feb 2018 16:45	New	Diza Afinda	18 Jun 2018	18 Jul 2018	
431	▾ Certification Q3	<div><div></div></div> 0%	07 Feb 2018 17:24	New	Rina Ariyanti	01 Jul 2018	31 Oct 2018	

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Strategic Initiatives 10 Professional Certification

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ID	SUBJECT	PROGRESS (%)	UPDATED ON	STATUS	ASSIGNEE	START DATE	DUE DATE	+
437	▼ Administrasi	<div><div></div></div> 0%	07 Feb 2018 17:24	New	Diza Afinda	01 Jul 2018	31 Jul 2018	
453	Permintaan calon peserta sertifikasi	<div><div></div></div> 0%	07 Feb 2018 17:24	New	Diza Afinda	01 Jul 2018	15 Jul 2018	
455	Usulan sertifikasi ke Divisi KHC	<div><div></div></div> 0%	07 Feb 2018 17:24	New	Diza Afinda	16 Jul 2018	31 Jul 2018	
438	▼ Registrasi	<div><div></div></div> 0%	08 Feb 2018 16:44	New	Rina Ariyanti	01 Aug 2018	31 Aug 2018	
457	Pendaftaran sertifikasi ke BRI Corpu	<div><div></div></div> 0%	08 Feb 2018 16:42	New	Diza Afinda	01 Aug 2018	15 Aug 2018	
459	Pemanggilan dari BRI Corpu	<div><div></div></div> 0%	08 Feb 2018 16:42	New	Diza Afinda	16 Aug 2018	31 Aug 2018	
439	Pelaksanaan	<div><div></div></div> 0%	08 Feb 2018 16:42	New	Diza Afinda	01 Sep 2018	30 Sep 2018	
440	Pelaporan	<div><div></div></div> 0%	08 Feb 2018 16:45	New	Diza Afinda	01 Oct 2018	31 Oct 2018	
432	▼ Certification Q4	<div><div></div></div> 0%	07 Feb 2018 17:24	New	Rina Ariyanti	01 Oct 2018	31 Dec 2018	
441	▼ Administrasi	<div><div></div></div> 0%	07 Feb 2018 17:24	New	Diza Afinda	01 Oct 2018	31 Oct 2018	
454	Permintaan calon peserta sertifikasi	<div><div></div></div> 0%	07 Feb 2018 17:24	New	Diza Afinda	01 Oct 2018	15 Oct 2018	
456	Usulan sertifikasi ke Divisi KHC	<div><div></div></div> 0%	07 Feb 2018 17:24	New	Diza Afinda	16 Oct 2018	31 Oct 2018	
442	▼ Registrasi	<div><div></div></div> 0%	08 Feb 2018 16:44	New	Rina Ariyanti	01 Nov 2018	30 Nov 2018	
458	Pendaftaran sertifikasi ke BRI Corpu	<div><div></div></div> 0%	08 Feb 2018 16:44	New	Diza Afinda	01 Nov 2018	15 Nov 2018	
460	Pemanggilan dari BRI Corpu	<div><div></div></div> 0%	08 Feb 2018 16:43	New	Diza Afinda	16 Nov 2018	30 Nov 2018	
443	Pelaksanaan	<div><div></div></div> 0%	08 Feb 2018 16:43	New	Diza Afinda	01 Dec 2018	31 Dec 2018	
444	Pelaporan	<div><div></div></div> 0%	08 Feb 2018 16:43	New	Diza Afinda	-	-	

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Strategic Initiatives Professional Building Management & Ops

Work packages ▾

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ID	🔍 SUBJECT	TYPE	STATUS	ASSIGNEE	UPDATED ON	PROGRESS (%)	+
363	▾ SI.5.3. Professional Building Mgt & Ops	Phase	New	Romi Nur Ismanto	17 Jan 2018 20:06	<div><div></div></div> 66%	
71	▾ BM Procurement	Phase	New	Romi Nur Ismanto	17 Jan 2018 20:06	<div><div></div></div> 73%	
83	RFI	Task	New	Romi Nur Ismanto	17 Jan 2018 19:49	<div><div></div></div> 100%	
84	TOR	Task	New	Romi Nur Ismanto	17 Jan 2018 19:49	<div><div></div></div> 100%	
92	Nodin Pengadaan	Task	New	Romi Nur Ismanto	17 Jan 2018 19:49	<div><div></div></div> 100%	
107	Penilaian Teknis dan Finansial	Task	New	Romi Nur Ismanto	17 Jan 2018 19:49	<div><div></div></div> 100%	
108	Negosiasi	Task	In progress	Romi Nur Ismanto	17 Jan 2018 20:06	<div><div></div></div> 10%	
109	SPK	Task	New	Romi Nur Ismanto	17 Jan 2018 19:49	<div><div></div></div> 0%	
188	Ijin Prinsip Radisi	Task	New	Romi Nur Ismanto	17 Jan 2018 19:49	<div><div></div></div> 100%	
118	▾ M/E Assesment and Procurement	Phase	New	Romi Nur Ismanto	17 Jan 2018 19:50	<div><div></div></div> 0%	
119	Assesment	Task	New	Romi Nur Ismanto	17 Jan 2018 19:50	<div><div></div></div> 0%	
120	Report dan Review	Task	New	Romi Nur Ismanto	17 Jan 2018 19:50	<div><div></div></div> 0%	
121	SOP BM	Task	New	Romi Nur Ismanto	17 Jan 2018 19:50	<div><div></div></div> 0%	
122	Procurement Comprehensive Maintenance	Task	New	Romi Nur Ismanto	17 Jan 2018 19:50	<div><div></div></div> 0%	



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Strategic Initiatives Professional Building Management & Ops

Work packages ▾

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ID	🔽 SUBJECT	TYPE	STATUS	ASSIGNEE	UPDATED ON	PROGRESS (%)	+
198	▼ Konsultan Pengawas Building Management	Phase	New	Romi Nur Ismanto	17 Jan 2018 19:58	<div><div></div></div> 100%	
202	Izin Prinsip	Task	New	Romi Nur Ismanto	17 Jan 2018 19:53	<div><div></div></div> 100%	
205	TOR	Task	New	Romi Nur Ismanto	17 Jan 2018 19:53	<div><div></div></div> 100%	
206	Owner Estimation	Task	New	Romi Nur Ismanto	17 Jan 2018 19:53	<div><div></div></div> 100%	
208	Permohonan Pengadaan	Task	New	Romi Nur Ismanto	17 Jan 2018 19:53	<div><div></div></div> 100%	
211	Proposal Submission	Task	New	Romi Nur Ismanto	17 Jan 2018 19:53	<div><div></div></div> 100%	
212	Proposal Evaluation	Task	New	Romi Nur Ismanto	17 Jan 2018 19:53	<div><div></div></div> 100%	
215	Proposal Clarification	Task	New	Romi Nur Ismanto	17 Jan 2018 19:53	<div><div></div></div> 100%	
217	Negosiasi	Task	New	Romi Nur Ismanto	17 Jan 2018 19:53	<div><div></div></div> 100%	
219	SPK	Task	New	Romi Nur Ismanto	17 Jan 2018 19:53	<div><div></div></div> 100%	
284	Aanwijzing	Task	New	Romi Nur Ismanto	17 Jan 2018 19:58	<div><div></div></div> 100%	
123	▼ Pelaksanaan Building Management GTI dan TBN	Phase	New	Romi Nur Ismanto	17 Jan 2018 19:56	<div><div></div></div> 0%	
124	Pilot Implementation	Task	New	Romi Nur Ismanto	17 Jan 2018 19:56	<div><div></div></div> 0%	
125	Handover and Close NSE Project	Task	New	Romi Nur Ismanto	17 Jan 2018 19:56	<div><div></div></div> 0%	

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Strategic Initiatives IaaS & PaaS Implementation

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ID	🔍 SUBJECT	PROGRESS (%)	STATUS	ASSIGNEE	START DATE	DUE DATE	UPDATED ON	+
115	▾ SI.5.4. IaaS & PaaS Implementation	<div><div></div></div> 27%	New	-	01 Dec 2017	30 Apr 2018	18 Jan 2018 01:53	
85	▾ Procurement IaaS and PaaS	<div><div></div></div> 32%	New	-	01 Dec 2017	28 Feb 2018	18 Jan 2018 01:53	
87	Pembuatan TOR	<div><div></div></div> 90%	New	-	01 Dec 2017	05 Jan 2018	15 Jan 2018 22:13	
88	RFI	<div><div></div></div> 90%	New	-	07 Dec 2017	12 Jan 2018	15 Jan 2018 22:13	
89	Ijin Prinsip Pengadaan	<div><div></div></div> 100%	New	-	10 Jan 2018	10 Jan 2018	15 Jan 2018 22:13	
90	Permohonan pengadaan	<div><div></div></div> 100%	New	-	11 Jan 2018	11 Jan 2018	15 Jan 2018 22:13	
91	Pembuatan HPS oleh Group Estimator PB...	<div><div></div></div> 0%	New	-	12 Jan 2018	23 Jan 2018	18 Jan 2018 01:53	
93	Aanwijzing IaaS and PaaS	<div><div></div></div> 0%	New	-	24 Jan 2018	24 Jan 2018	18 Jan 2018 01:53	
94	Proposal submission	<div><div></div></div> 0%	New	-	25 Jan 2018	03 Feb 2018	18 Jan 2018 01:53	
95	Proposal evaluation	<div><div></div></div> 0%	New	-	04 Feb 2018	08 Feb 2018	18 Jan 2018 01:53	
97	Proposal clarification	<div><div></div></div> 0%	New	-	09 Feb 2018	09 Feb 2018	18 Jan 2018 01:53	
100	Negosiasi IaaS & PaaS	<div><div></div></div> 0%	New	-	10 Feb 2018	17 Feb 2018	18 Jan 2018 01:53	
102	SPK IaaS PaaS	<div><div></div></div> 0%	New	-	18 Feb 2018	25 Feb 2018	18 Jan 2018 01:53	
104	Kontrak IaaS PaaS	<div><div></div></div> 0%	New	-	26 Feb 2018	28 Feb 2018	18 Jan 2018 01:53	
86	Implementation IaaS and PaaS	<div><div></div></div> 0%	New	-	30 Mar 2018	30 Apr 2018	18 Jan 2018 01:53	
462	Delivery IaaS & PaaS	<div><div></div></div> 0%	New	-	01 Mar 2018	29 Mar 2018	18 Jan 2018 01:53	



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3. Others

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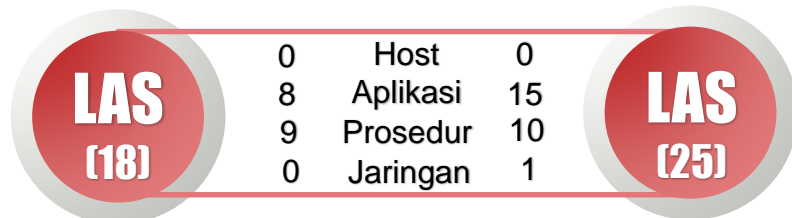
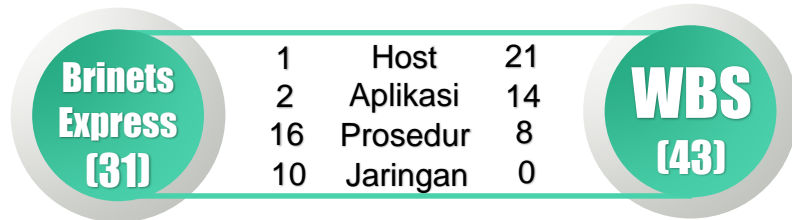
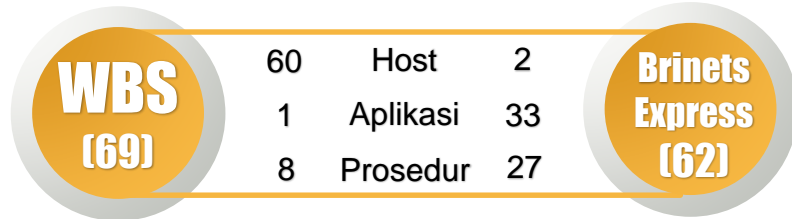
ID	🔍 SUBJECT	PROGRESS (%)	UPDATED ON	STATUS	ASSIGNEE	START DATE	DUE DATE	+
364	▾ SI.10. BRIBox Non Uko	<div><div></div></div> 28%	17 Jan 2018 20:04	New	Romi Nur Ismanto	08 Aug 2017	09 Sep 2018	
150	▾ Procurement	<div><div></div></div> 37%	17 Jan 2018 20:03	New	Romi Nur Ismanto	08 Aug 2017	03 Mar 2018	
154	Permohonan Pengadaan	<div><div></div></div> 70%	17 Jan 2018 20:03	In progress	Romi Nur Ismanto	28 Dec 2017	28 Dec 2017	
155	Aanwijzing	<div><div></div></div> 0%	17 Jan 2018 20:03	New	Romi Nur Ismanto	19 Jan 2018	19 Jan 2018	
156	Proposal Submission	<div><div></div></div> 0%	17 Jan 2018 20:03	New	Romi Nur Ismanto	22 Jan 2018	09 Feb 2018	
157	Proposal Evaluation	<div><div></div></div> 0%	17 Jan 2018 20:03	New	Romi Nur Ismanto	12 Feb 2018	18 Feb 2018	
221	Proposal Clarification	<div><div></div></div> 0%	17 Jan 2018 20:03	New	Romi Nur Ismanto	19 Feb 2018	20 Feb 2018	
222	Negosiasi	<div><div></div></div> 0%	17 Jan 2018 20:03	New	Romi Nur Ismanto	21 Feb 2018	28 Feb 2018	
223	SPK	<div><div></div></div> 0%	17 Jan 2018 20:03	New	Romi Nur Ismanto	28 Feb 2018	03 Mar 2018	
225	▾ Pelaksanaan Seat Management	<div><div></div></div> 0%	17 Jan 2018 20:04	New	Romi Nur Ismanto	03 Mar 2018	09 Sep 2018	
226	Phase 1	<div><div></div></div> 0%	17 Jan 2018 20:04	New	Romi Nur Ismanto	03 Mar 2018	24 May 2018	
231	Phase 2	<div><div></div></div> 0%	17 Jan 2018 20:04	New	Romi Nur Ismanto	25 May 2018	26 Jul 2018	
233	Phase 3	<div><div></div></div> 0%	17 Jan 2018 20:04	New	Romi Nur Ismanto	27 Jul 2018	09 Sep 2018	



Lanjut next

Complain Handling & Incident Report

Top 3 Complaint Handling



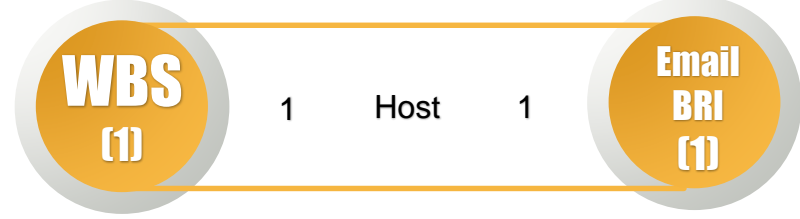
(544)

(594)

Week VI Februari

Week VII Februari

Top 3 Incident Report



(8)

(9)

Week VI Februari

Week VII Februari

Top 3 Incident Report Week VII 2018

	Problem	Grup	Action OPT	Root Cause
Email BRI	1. Tidak bisa akses email @bri melalui internet	Host	Dilakukan konfigurasi VCMP2 F5 sudirman untuk mendefine service mail client hanya dapat diakses POP3S, IMAPS, dan SMTPS	Terdapat misconfiguration pada VCMP2 F5 sudirman.
Proswitching X	1. Transaksi fitur purchase di merchant gagal karena timeout	Aplikasi	Menghilangkan TRIM dan index pada query ke roumtpurch di program reversal dan void oleh divisi OPT dengan divisi PPT	Approval di proswitching X locking pada saat mencari transaksi original pada saat pemrosesan reversal. Query tersebut memakan waktu 8-10 menit
Brispot	1. Akses brispot lambat 2. Akses ke database sering mengalami kegagalan	Aplikasi	Divisi OPT berkordinasi dengan pengembang squad menutup menu monitoring di aplikasi brispot.	Tingginya aktivitas query untuk menu monitoring BRISPOT

Top 3 Complaint Week VII 2018

	Problem	Grup	Action OPT	Root Cause
Brinets Express (62)	1. Akses brinet lambat, tampil error 2. Koneksi middleware terputus 3. Cancellation transaction 4. Approval remote tidak muncul	1. Aplikasi 2. Host 3. Prosedur 4. Prosedur	1. Rollback deployment 2. Berkordinasi dengan divisi PPT untuk mencari root case 3. Memandu uker untuk fitur release transaction 4. Memandu uker untuk fitur release transaction	1. Query yang kurang efektif di menu yang dideploy 2. Transaksi gagal dengan pesan error middleware terputus. 3. Terjadi timeout, UKO belum paham prosedur cancel transaction (Human error) 4. Approval tidak perlu memilih. Approval disesuaikan dengan limit
WBS (43)	1. tidak bisa akses WBS, error approval, error card request 2. Request kartu tampil pesan error JSON 3. Gagal request kartu dengan pesan gagal: Error receiver value too small to hold result (error code : MBM9099)	1. Host 2. Aplikasi 3. Aplikasi	1. Berkordinasi dengan divisi PPT, melakukan pembagian ws interface di 2 server. 2. Perbaikan oleh Div. PPT 3. Kirim IPR ke divisi PPT	1. Bottleneck saat ke briterface 2. Error terjadi ketika ada data dengan spesial karakter 3. Error terjadi jika nasabah mempunyai jumlah transaksi direkening dalam jumlah banyak
LAS (25)	1. User baru/mutasi tidak bisa login 2. Error putusan kredit 3. Error saat maintenance data 4. Loantype tidak tampil	1. Prosedur 2. Aplikasi 3. Aplikasi 4. Prosedur	1. Memandu untuk setting user ulang di menu Admin 2. Mengirim IPR ke Divisi PPT 3. Diekskalasikan ke div. PPT 4. Memberitahu user bahwa loantype tersebut belum go-live	1. kesalahan setting (human error) 2. Bug program 3. Bug program 4. Loantype belum live

■ Problem solved



Thank You

Top Opportunity for Improvement

1. Case Kartu Kredit

2. Case BRISPOT

Alert

Transaksi di merchant online / E-Commerce baik web / Mobile Apps dengan kartu kredit yang menerapkan ready secure untuk pembayaran

Utilisasi CPU 100%

Analysis

Card holder akan menerima token transaksi via sms namun nasabah merasa tidak melakukan transaksi

Ada aktifitas query untuk monitoring oleh UKO yang memakan memory CPU

Action

1. Investigasi (KKD,LYN,OPT,MOP,SKAI,Hukum), & pihak ke-3 (infinetium dan POLRI)
2. Ubah message di SMS Token untuk awareness card holder oleh infinetium
3. Mempersingkat masa berlaku token dari 5 menit -> 2.5 menit

1. Menu dashboard monitoring ditutup
2. Mengupayakan serah terima penanganan BRISPOT (SOP,FAQ complain handling) diserahkan dari tim Squat Mikro ke OPT

No.	Nama Peserta	Bagian	Judul Sertifikasi	Status	Keterangan
1.	Moch. Khilmi	ISD	Certified Data Center Professional (CDCP) +Exam	Selesai	LULUS
2.	Gita Widigdo Wicaksono	INF	IT IL	Reschedule Jadwal	Confirmation Schedule
3.	Hendro Suryono	ISD	IT IL	Progress	di KHC
4.	Blegoh Prasetyo	OST	Certified Network Defender (CND) + Exam	Progress	nodin ke corpu
5.	Kholis Amhar	SHD	CGEIT + Exam	Progress	nodin ke corpu
6.	Ayu Anggriani	PQA	ISQTB Tester (Business Analyst + exam)	Progress	nodin ke corpu
7.	Bogi Farizna	OST	Certified Ethical Hacker (CEH) + Exam	DRAFT	Confirmation Schedule
8.	Robi Armadani	TIK	Certified Data Center Professional (CDCP) +Exam	Progress	nodin ke corpu
9.	Kartika Mutiara Dini	INF	Certified Data Center Professional (CDCP) +Exam	DRAFT	Confirmation Schedule
10.	Noviana Pramitasari	PQA	ISQTB Agile Tester	DRAFT	Confirmation Schedule

1

Menggambarkan layout data center GTI dan Sudirman dengan tujuan letak dan posisi server setiap aplikasi yang dimiliki BRI dapat diketahui

2

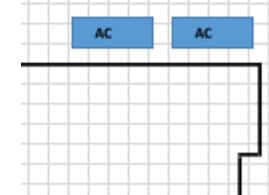
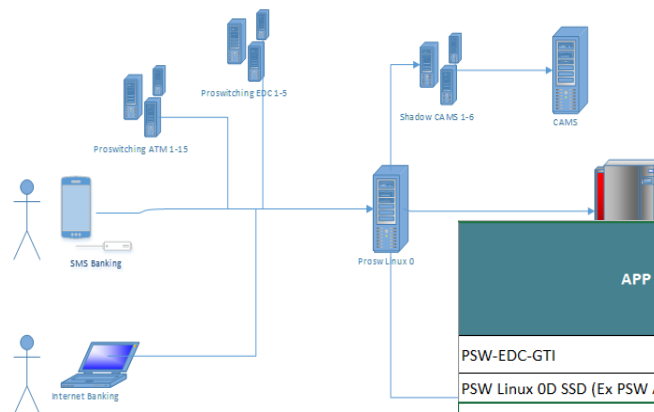
Merupakan informasi detail setiap server yang ada di data center GTI dan sudirman dari letak dan posisi, aplikasi hingga spesifikasi setiap server

3

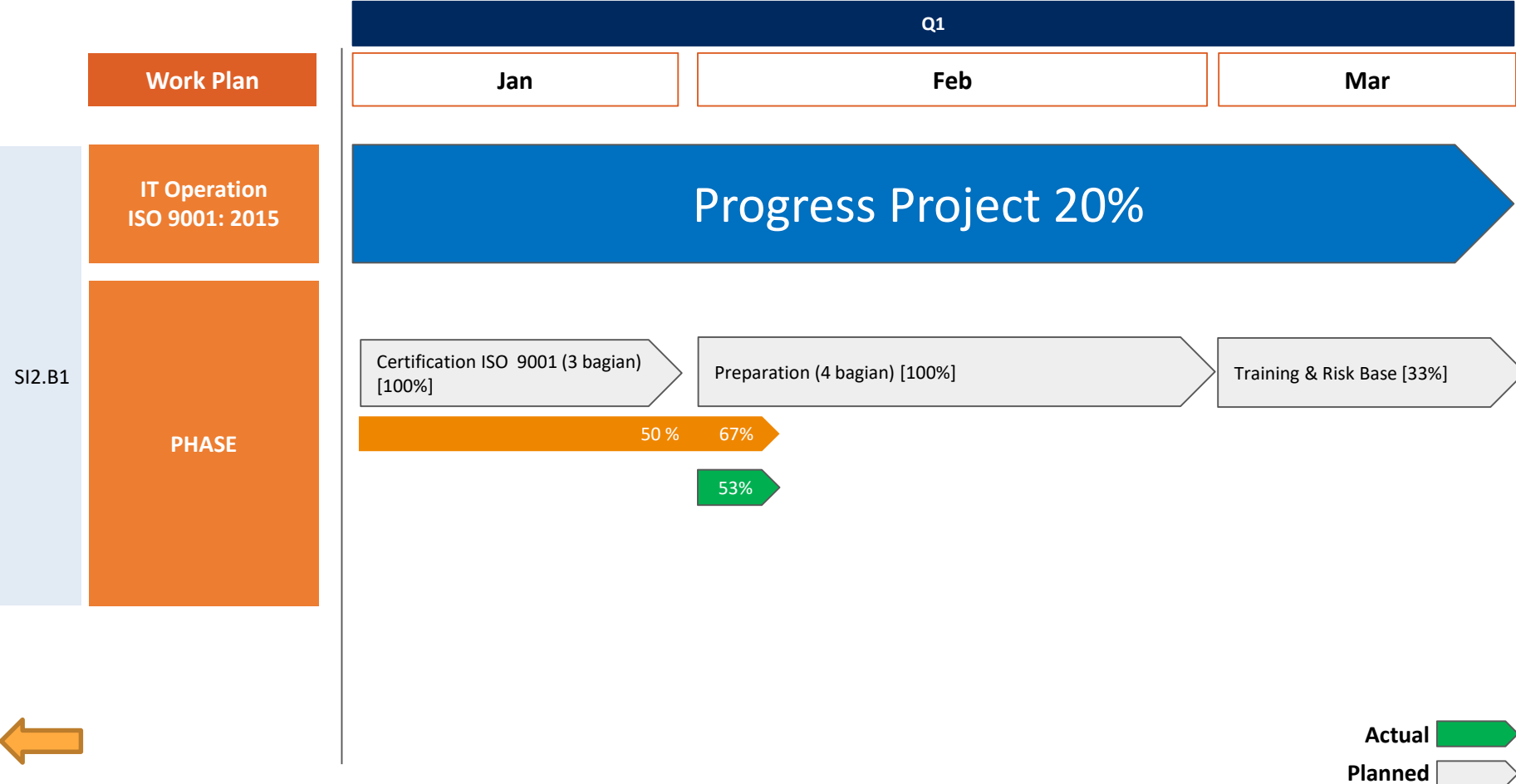
Berisi informasi detail setiap aplikasi yang dimiliki BRI dari topologi / arsitektur & database,



Q5#U1	4	Q5	1	1 PSW LINUX 6	RHEL 5.4
Q5#U3	4	Q5	3	2 PSW LINUX 7	RHEL 5.4
Q5#U5	4	Q5	5	3 PSW LINUX 8	RHEL 5.4
Q5#U7	4	Q5	7	4 PSW LINUX 9	RHEL 5.4
Q5#U9	4	Q5	9	5 PSW LINUX 10	RHEL 5.4
Q5#U11	4	Q5	11	6 BRIINTERFACE1	Win Server 2003
Q5#U13	4	Q5	13	7 BRIINTERFACE2	Win Server 2003 R2
Q5#U15	4	Q5	15	8 BRIINTERFACE3	Win Server 2003
Q5#U17	4	Q5	17	9 WAY4-DBBILLER-02	RHEL 5.4
Q5#U19	4	Q5	19	10 WAY4-DB-10	RHEL 5.4
Q5#U21	4	Q5	21	11 VMWARE	
Q5#U23	4	Q5	23	12 WAY4-DB-09	RHEL 5.4
Q5#U25	4	Q5	25	13 WAY4-DB-16	RHEL 5.4
Q5#U27	4	Q5	27	14 WAY4-DB-07	RHEL 5.4
Q5#U29	4	Q5	29	15 WAY4-DB-08	RHEL 5.4



APP	OS	DB Version	IP ESX	IP1	IP2	IP3	IP4	IP5	IP6
PSW-EDC-GTI	RHEL 5.4	Progress 10.1b	172.20.2.73	2.0.0.71				UCS C460 M2	QC11712AORA
PSW Linux 0D SSD (Ex PSW ATM Merah Putih *HA)	RHEL 6.6		2.0.0.222 (ex172.20.1.172)	1.0.0.174	172.27.27.222		HP	DL580 G9	
PSW ATM Merah Putih	RHEL 6.6							HP	DL580 G9
IB DB	Ubuntu 10.04 LTS		172.21.20.71				CISCO	UCS C210 M2	
IB App	Ubuntu 10.04 LTS		172.21.20.70				CISCO	UCS C210 M2	
IB Web	VMware ESXi 4.1.0		172.22.49.15	10.35.65.230,			CISCO	UCS C210 M2	
Shadow-Cams-GTI	RHEL 5.4	Progress 10.1b	172.27.27.127	172.18.37.185	1.0.0.200		CISCO	UCS C460 M2	QC11712A0Q9
BRInets Express 1	Ubuntu 12.04 LTS	MySQL Ver 14.14	172.18.44.71				CISCO	UCS C220 M3	FCH1709V0PS



Update Program Kerja IT Operation ISO 9001:2015

Program ID	Program Kerja	Target	PIC / Unit Kerja	YTD Jan 2018				Remarks
				Weight	Plan	Real	Ach	
SI2-B1	IT Operation ISO 9001:2015	Des-18						
	Anggaran (Opex) Rp. To be confirm		PM : KABAG PEN Anggota : KABAG & Staf BOP, OSD, OST, KDR,PEN					
	Certification ISO 9001 (3 bagian)					67%		
	a. Surat Rekomendasi Lembaga Sertifikasi	19-Jan-18			100%	100%	100%	
	b. Penerbitan Sertifikat ISO 9001	31-Jan-18			100%	35%	35%	
	Preparation (4 bagian)					53%		
	a. Ijin Prinsip Kegiatan & Anggaran	17-Feb-18			100%	70%	70%	
	b. Kick Off Meeting & Gap Analysis	28-Feb-18			100%	36%	36%	
	Training & Risk Base							
	a. Pelatihan ISO 9001:2015 Awareness	31-Mar-18			0%	0%	0%	
	b. Risk Based-Thinking Workshop	30-Apr-18			0%	0%	0%	
	c. Identify List of Document	31-Mei-18			0%	0%	0%	

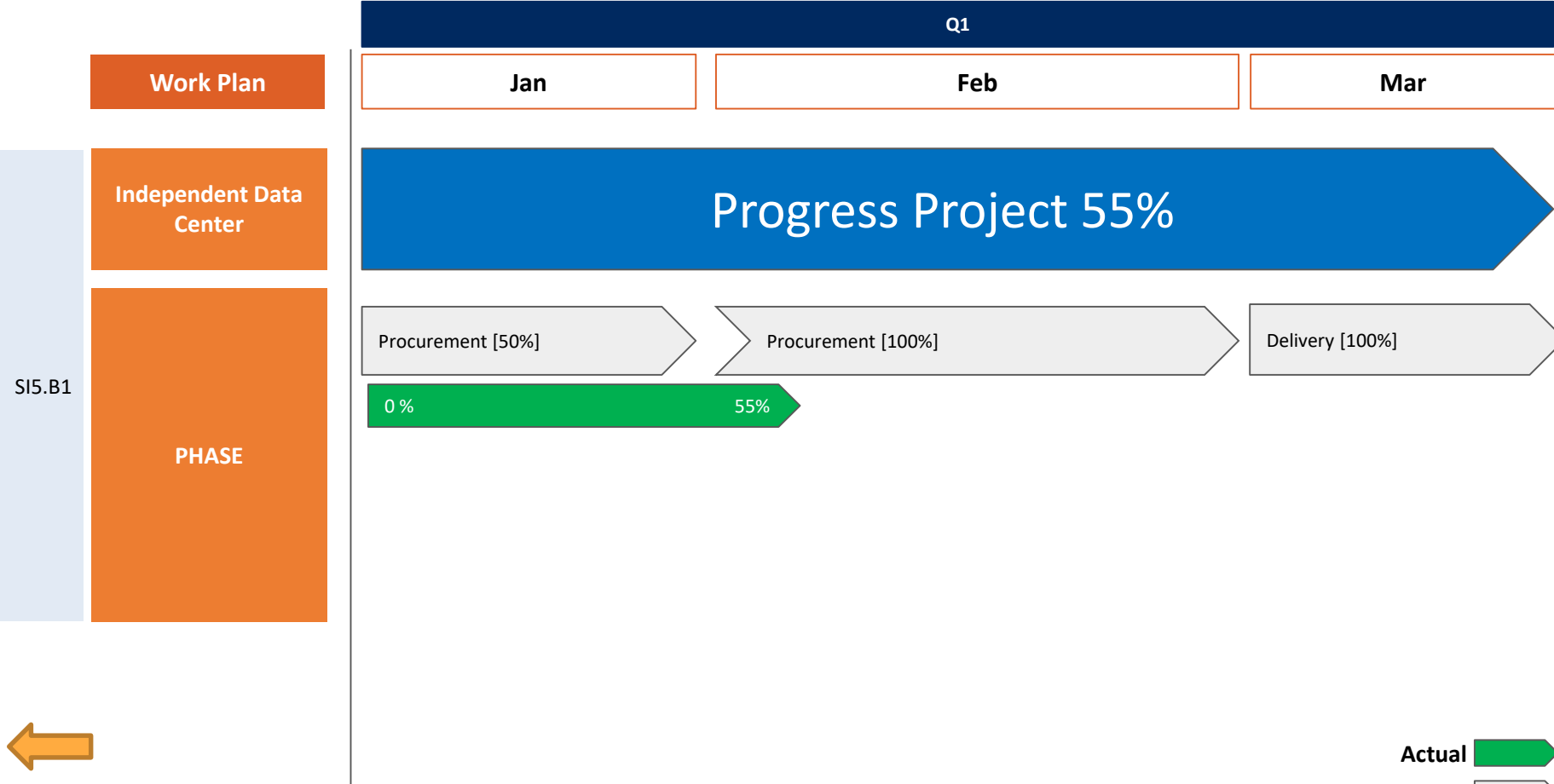


Lanjut next

Update Program Kerja IT Operation ISO 9001:2015 (tahap 2)

Program ID	Program Kerja	Target	PIC / Unit Kerja	YTD Jan 2018				Remarks
				Weight	Plan	Real	Ach	
SI2-B1	IT Operation ISO 9001:2015	Des-18						
	Document & Implementation							
	a. Context of Organization, Internal/External Issue and Risk Register	30-Jun-18			0%	0%	0%	
	b. Stakeholder Mapping, Policy, objectives and Manual Development	31-Agu-18			0%	0%	0%	
	c. BPO, SOP, Register, Form Development	31-Agu-18			0%	0%	0%	
	d. Fine-tuning, Finalization, and Socialization	30-Sep-18			0%	0%	0%	
	QMR Review							
	a. Internal Audit Training	13-Okt-18			0%	0%	0%	
	b. Quality Assurance Audit oleh Konsultan	31-Okt-18			0%	0%	0%	
	c. Corrective Action (perbaikan atas hasil audit)	17-Nov-18			0%	0%	0%	





Actual 
Planned 

Update Program Kerja Independent Data Center

Program ID	Program Kerja	Target	PIC / Unit Kerja	YTD Jan 2018				Remarks
				Weight	Plan	Real	Ach	
SI5-B1	Independent Data Center	Des-18						
	Anggaran (Capex HW) : Rp. 742.475.928.530,98 Anggaran (Capex SW) : Rp. 222.449.428.850 Anggaran (Opex) : Rp. 104.278.012.200		PM : Kabag OSD Anggota : Wakabag OSD, staf OSD					
	Konsultan Pendamping (Procurement)					100%		
	a. Ijin Prinsip	29-Sep-17			100%	100%	100%	
	b. TOR	9-Okt-17			100%	100%	100%	
	c. Owner Estimate	9-Okt-17			100%	100%	100%	
	d. Permohonan Pengadaan	11-Okt-17			100%	100%	100%	
	e. Aanwijzing	17-Okt-17			100%	100%	100%	
	f. Proposal Submission	20-Okt-17			100%	100%	100%	
	g. Proposal Evaluation	30-Okt-17			100%	100%	100%	
	h. Proposal Clarification	30-Okt-17			100%	100%	100%	
	i. Negosiasi	2-Nov-17			100%	100%	100%	
	j. SPK	28-Nov-18			100%	100%	100%	
	Konsultasi Pendamping (Proses)					0%		
	a. Pembuatan TOR	-			0%	0%	0%	
	b. Pembuatan OE	-			0%	0%	0%	
	c. Pembuatan Design Arsitektur 3 DC	-			0%	0%	0%	
	d. Penilaian teknis project MS ODC, GTI dan DRC	-			0%	0%	0%	

Lanjut next



Update Program Kerja Independent Data Center

Program ID	Program Kerja	Target	PIC / Unit Kerja	YTD Jan 2018				Remarks
				Weight	Plan	Real	Ach	
SI5-B1	Independent Data Center	Des-18						
	Procurement MS					55%		
	a. Ijin Prinsip Radisi	4-Sep-17			100%	100%	100%	
	b. Ijin Prinsip Revisi	20-Dec-17			100%	100%	100%	
	c. Ijin Prinsip Radisi v2	16-Jan-18			100%	100%	100%	
	d. Pembuatan TOR MS ODC, GTI dan DRC	22-Jan-18			100%	99%	99%	
	e. Pembuatan OE	31-Jan-18			100%	100%	100%	
	f. Permohonan Pengadaan MS	17-Jan-18			100%	100%	100%	
	g. Pembuatan HPS by Group Estimator PBJ	23-Jan-18			100%	0%	0%	
	h. Aanwijzing MS	25-Jan-18			100%	0%	0%	
	i. Proposal Submission MS	2-Feb-18			100%	0%	0%	
	j. Proposal Evaluation MS	9-Feb-18			100%	0%	0%	
	k. Proposal Clarification MS	13-Feb-18			100%	0%	0%	
	l. Negosiasi MS	21-Feb-18			100%	0%	0%	
	m. SPK MS	28-Feb-18			100%	0%	0%	
	n. Kontrak MS	8-Mar-18			0%	0%	0%	
	Delivery							
	a. Delivery MS ODC, GTI, dan DRC	10-Apr-18			0%	0%	0%	



Lanjut next

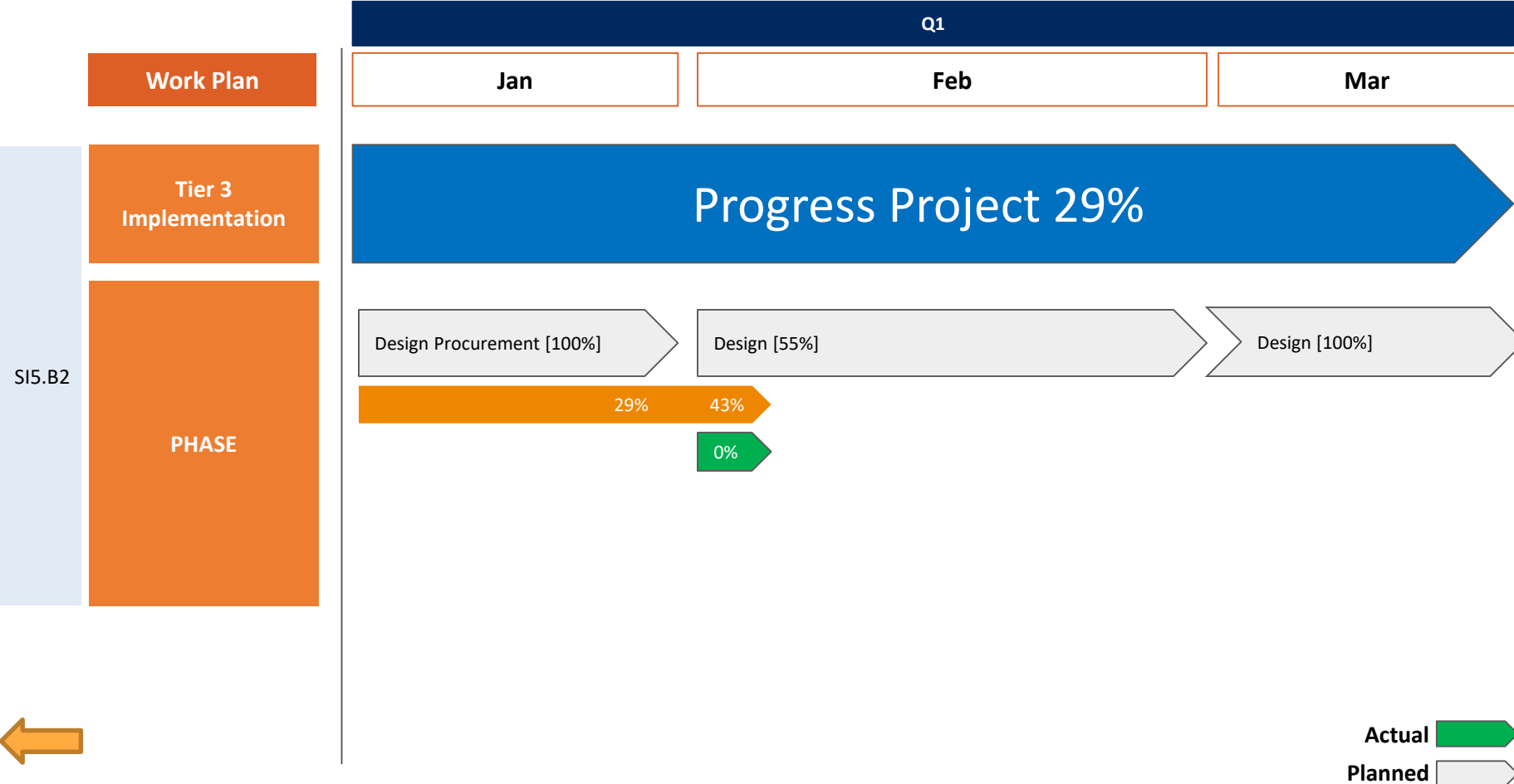
Update Program Kerja Independent Data Center (tahap 2)

Program ID	Program Kerja	Target	PIC / Unit Kerja	YTD Jan 2018				Remarks
				Weight	Plan	Real	Ach	
SI5-B1	Independent Data Center	Des-18						
	Implementasi							
	a. Implementasi MS ODC	21-Des-18			0%	0%	0%	
	b. Implementasi MS GTI	21-Des-18			0%	0%	0%	
	c. Implementasi MS DRC	21-Des-18			0%	0%	0%	



Lanjut next

Masterpiece Timeline Tier 3 Implementation



Update Program Kerja Tier 3 Implementation

Program ID	Program Kerja	Target	PIC / Unit Kerja	YTD Jan 2018				Remarks
				Weight	Plan	Real	Ach	
SI5-B2	Tier 3 Implementation	Des-18						
	Anggaran (Capex) : Rp. 92.000.000.000 Anggaran (Opex) : Rp. 10.500.000.000		Bagian Terkait : ISD , TIK PM : Kabag ISD Anggota : Kabag TIK, staf ISD, staf TIK					
	Konsultan Pendamping (Procurement)					100%		
	a. Ijin Prinsip	19-Feb-17			100%	100%	100%	
	b. TOR	23-Okt-17			100%	100%	100%	
	c. Owner Estimate	23-Okt-17			100%	100%	100%	
	d. Permohonan Anggaran	17-Okt-17			100%	100%	100%	
	e. Aanwijzing	17-Okt-17			100%	100%	100%	
	f. Proposal Submission	20-Okt-17			100%	100%	100%	
	g. Proposal Evaluation	30-Okt-17			100%	100%	100%	
	h. Proposal Clarification	30-Okt-17			100%	100%	100%	
	i. Negotiation	2-Nov-17			100%	100%	100%	
	j. SPK	28-Nov-18			100%	100%	100%	
	Konsultasi Pendamping (Proses)					18%		
	a. Kick Off Meeting	6-Des-17			100%	100%	100%	
	b. Konsultasi Implementasi Tier 3 Des 2017	31-Des-17			100%	100%	100%	
	c. Konsultasi Implementasi Tier 3 Jan 2018	31-Jan-18			100%	50%	50%	



Lanjut next

Update Program Kerja Tier 3 Implementation (tahap 2)

Program ID	Program Kerja	Target	PIC / Unit Kerja	YTD Jan 2018				Remarks
				Weight	Plan	Real	Ach	
SI5-B2	Tier 3 Implementation	Des-18						
	d. Konsultasi Implementasi Tier 3 Feb 2018	28-Feb-18			0%	0%	0%	
	e. Konsultasi Implementasi Tier 3 Mar 2018	31-Mar-18			0%	0%	0%	
	f. Konsultasi Implementasi Tier 3 Apr 2018	30-Apr-18			0%	0%	0%	
	g. Konsultasi Implementasi Tier 3 May 2018	31-May-18			0%	0%	0%	
	h. Konsultasi Implementasi Tier 3 Jun 2018	30-Jun-18			0%	0%	0%	
	i. Konsultasi Implementasi Tier 3 Jul 2018	31-Jul-18			0%	0%	0%	
	j. Konsultasi Implementasi Tier 3 Aug 2018	31-Agu-18			0%	0%	0%	
	k. Konsultasi Implementasi Tier 3 Sep 2018	30-Sep-18			0%	0%	0%	
	l. Konsultasi Implementasi Tier 3 Oct 2018	31-Okt-18			0%	0%	0%	
	m. Konsultasi Implementasi Tier 3 Nov 2018	30-nov-18			0%	0%	0%	
	n. Konsultasi Implementasi Tier 3 Des 2018	31-Des-18			0%	0%	0%	
	Design Procurement					43%		
	a. TOR	10-Nov-17			100%	100%	100%	
	b. Ijin Prinsip Kegiatan	6-Nov-17			100%	100%	100%	
	c. Aanwijzing	15-Jan-18			100%	100%	100%	
	d. Penilaian Teknis	18-Jan-18			100%	0%	0%	
	e. Auction	22-Jan-18			100%	0%	0%	
	f. Negosiasi	23-Jan-18			100%	0%	0%	



Lanjut next

Update Program Kerja Tier 3 Implementation (tahap 2)

Program ID	Program Kerja	Target	PIC / Unit Kerja	YTD Jan 2018				Remarks
				Weight	Plan	Real	Ach	
SI5-B2	Tier 3 Implementation	Des-18						
	g. SPK	31-Jan-18			100%	0%	0%	
	Design							
	a. Assesment M/E DC GTI & TBN	15-Feb-18			100%	0%	0%	
	b. GAP Analysis DC GTI & TBN	28-Feb-18			100%	0%	0%	
	c. Design Process DC GTI & TBN	28-Feb-18			100%	0%	0%	
	d. Desain Tier 3 DC GTI & TBN Document Preparation	30-Mar-18			100%	0%	0%	
	e. Report and Document Submission Desain Tier 3 DC GTI	31-Mar-18			100%	0%	0%	
	Certification							
	a. Ijin Prinsip Pengadaan Sertifikasi	2-Feb-18			0%	0%	0%	
	b. Proses Pengadaan Sertifikasi	20-Feb-18			0%	0%	0%	
	c. Document Tier 3 Preparation	30-Mar-18			0%	0%	0%	
	d. 1 st Document Submission	2-Apr-18			0%	0%	0%	
	e. Uptime Institute 1 st Review	15-Apr-18			0%	0%	0%	
	f. Design and Document Revision 2 nd	20-Apr-18			0%	0%	0%	
	g. 2 nd Document Submission	20-Apr-18			0%	0%	0%	
	h. Uptime Institute 2 nd Review	4-May-18			0%	0%	0%	



Lanjut next

Update Program Kerja Tier 3 Implementation (tahap 2)

Program ID	Program Kerja	Target	PIC / Unit Kerja	YTD Jan 2018				Remarks
				Weight	Plan	Real	Ach	
SI5-B2	Tier 3 Implementation	Des-18						
	i. Design and Document Revision 3 rd	11-May-18			0%	0%	0%	
	j. 3 rd Document Submission	11-May-18			0%	0%	0%	
	k. Uptime Institute 3rd Review	28-May-18			0%	0%	0%	
	l. Design Tier 3 Certification Release	31-May-18			0%	0%	0%	
	Health Check DC GTI							
	a. Assesment M/E	8-feb-18			0%	0%	0%	
	b. Pengujian M/E	16-Feb-18			0%	0%	0%	
	c. Laporan dan Rekomendasi Health Check	28-Feb-18			0%	0%	0%	
	d. BA Health Check	8-Mar-18			0%	0%	0%	
	Tier 3 Infrastructure Procurement							
	a. Ijin Prinsip	3-May-18			0%	0%	0%	
	Tier 3 Infrastructure Implementation							
	a. Persiapan Implementasi	5-Agu-18			0%	0%	0%	



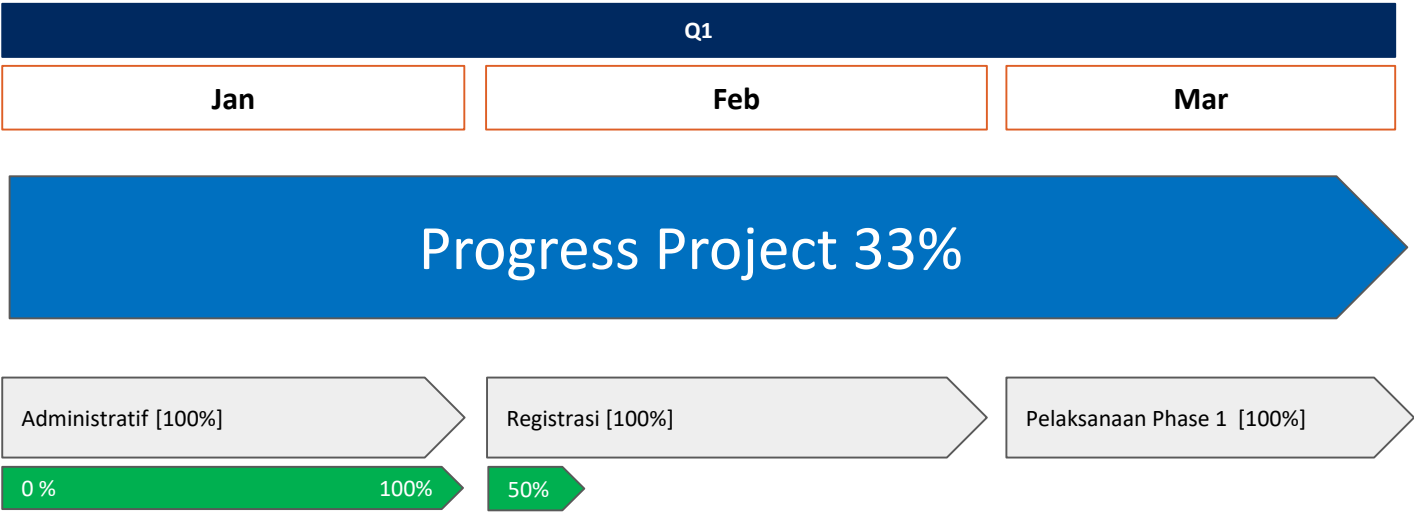
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SI2.B1

Work Plan

10 Professional Certification

PHASE

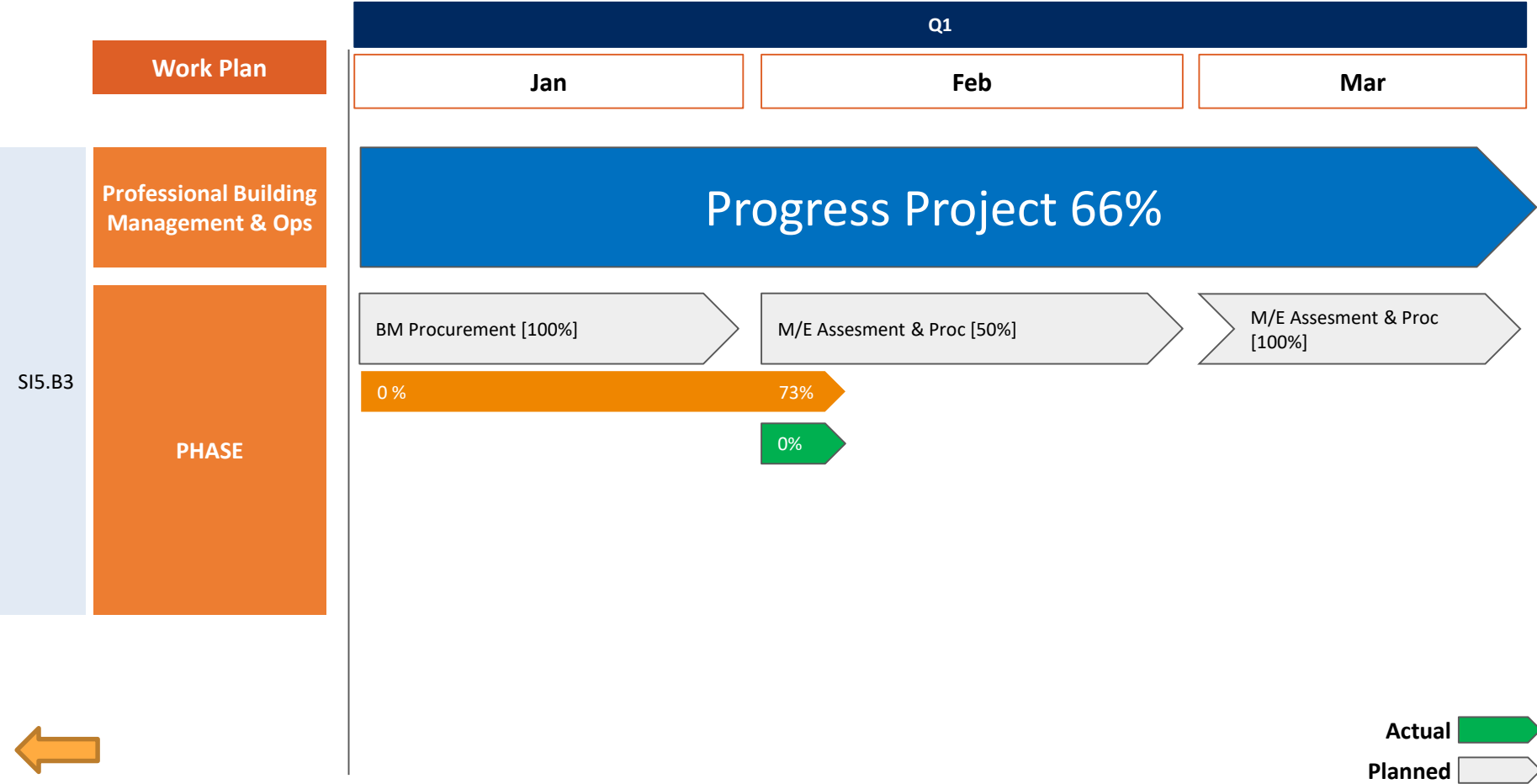


Actual

Planned

Program ID	Program Kerja	Target	PIC / Unit Kerja	YTD Jan 2018				Remarks
				Weight	Plan	Real	Ach	
SI1-B1	10 Professional Certification	Des-18						
	Anggaran (Opex) Rp. To be confirm							
	Administratif		PEN			100%		
	Permintaan calon peserta sertifikasi	15-Jan-18	PEN		100%	100%	100%	
	Usulan sertifikasi ke Divisi KHC	31-Jan-18	PEN,KHC		100%	100%	100%	
	Registrasi					50%		
	Pendaftaran sertifikasi ke BRI Corpu	15-Feb-18	PEN,CORPU		100%	50%	50%	
	Pemanggilan dari BRI Corpu	28-Feb-18	PEN,CORPU		100%	50%	50%	
	Pelaksanaan Phase I							
	Pelaksanaan pendidikan sertifikasi	31-Mar-18	PESERTA		0%	50%	0%	
	Pelaporan							
	laporan pelaksanaan hasil kegiatan	30-Apr-18	PEN,PESERTA		0%	0%	0%	





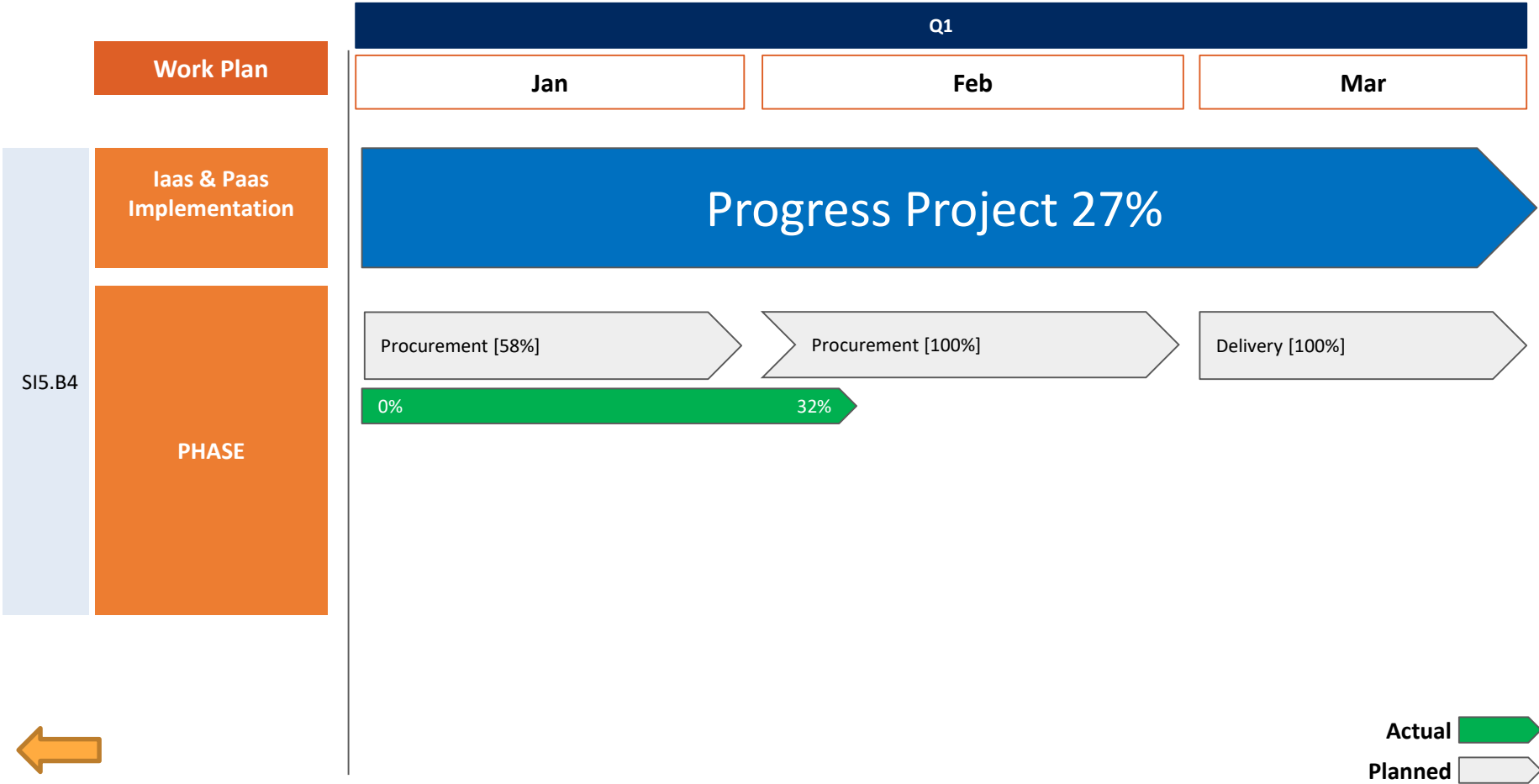
Program ID	Program Kerja	Target	PIC / Unit Kerja	YTD Jan 2018				Remarks
				Weight	Plan	Real	Ach	
SI5-B3	Professional Building Management & Ops	Des-18						
	Anggaran (Opex) : Rp. 25.400.000.000		Bagian Terkait : INF, ISD , TIK					
	Konsultan Pengawas Building Management					100%		
	a. IjinPrinsip	29-Sep-17			100%	100%	100%	
	b. TOR	10-Okt-17			100%	100%	100%	
	c. Owner Estimation	9-Okt-17			100%	100%	100%	
	d. Permohonan Pengadaan	11-Okt-17			100%	100%	100%	
	e. Proposal Submission	23-Okt-17			100%	100%	100%	
	f. Proposal Evaluation	30-Okt-17			100%	100%	100%	
	g. Proposal Clarification	30-Okt-17			100%	100%	100%	
	h. Negosiasi	2-Nov-17			100%	100%	100%	
	i. SPK	28-Nov-17			100%	100%	100%	
	j. Aanwijzing	18-Okt-17			100%	100%	100%	



Program ID	Program Kerja	Target	PIC / Unit Kerja	YTD Jan 2018				Remarks
				Weight	Plan	Real	Ach	
SI5-B3	Professional Building Management & Ops	Des-18						
	BM Procurement					73%		
	a. RFI	30-Jan-18			100%	100%	100%	
	b. Ijin Prinsip Radisi	22 Agt 17			100%	100%	100%	
	c. TOR	2-Des-17			100%	100%	100%	
	d. Nodin Pengadaan	5-Jan-18			100%	100%	100%	
	e. Penilaian Teknis dan Finansial	15-Jan-18			100%	100%	100%	
	f. Negosiasi	20-Jan-18			100%	10%	10%	
	g. SPK	30-Jan-18			100%	0%	0%	
	ME Assesment and Procurement							
	a. Assesment	15-Feb-18			100%	0%	0%	
	b. Report dan Review	20-Feb-18			100%	0%	0%	
	c. SOP BM	31-Mar-18			0%	0%	0%	
	d. Procurement Comprehensive Maintenance	31-Mar-18			0%	0%	0%	
	Pelaksanaan Building Management GTI dan TBN							
	a. Pilot Implementation	15-Apr-18			0%	0%	0%	
	b. Handover and Close NSE Project	30-Apr-18			0%	0%	0%	



Lanjut next



Program ID	Program Kerja	Target	PIC	Unit Kerja Terkait	YTD Jan 2018				Remarks
					Weight	Plan	Real	Ach	
SI5-B4	Iaas & Paas Implementation	Apr-18							
	Anggaran (Capex) : Rp. 29.000.000.000		PM : Kabag OSD Anggota : Wakabag OSD, staf OSD						
	Procurement						32%		
	a. RFI	12-Jan-18				100%	90%	100%	-
	b. TOR	5-Jan-18				100%	90%	100%	-
	c. Ijin Prinsip Pengadaan	10-Jan-18				100%	100%	100%	
	d. Permohonan Pengadaan	11-Jan-18				100%	100%	100%	
	e. Permohonan HPS oleh Grup Estimator PBJ	23-Jan-18				100%	0%	0%	
	f. Aanwijzing Iaas and Paas	24-Jan-18				100%	0%	0%	
	g. Proposal submission	3-Feb-18				100%	0%	0%	
	h. Proposal Evaluation	8-Feb-18				100%	0%	0%	
	i. Proposal Clarification	9-Feb-18				100%	0%	0%	

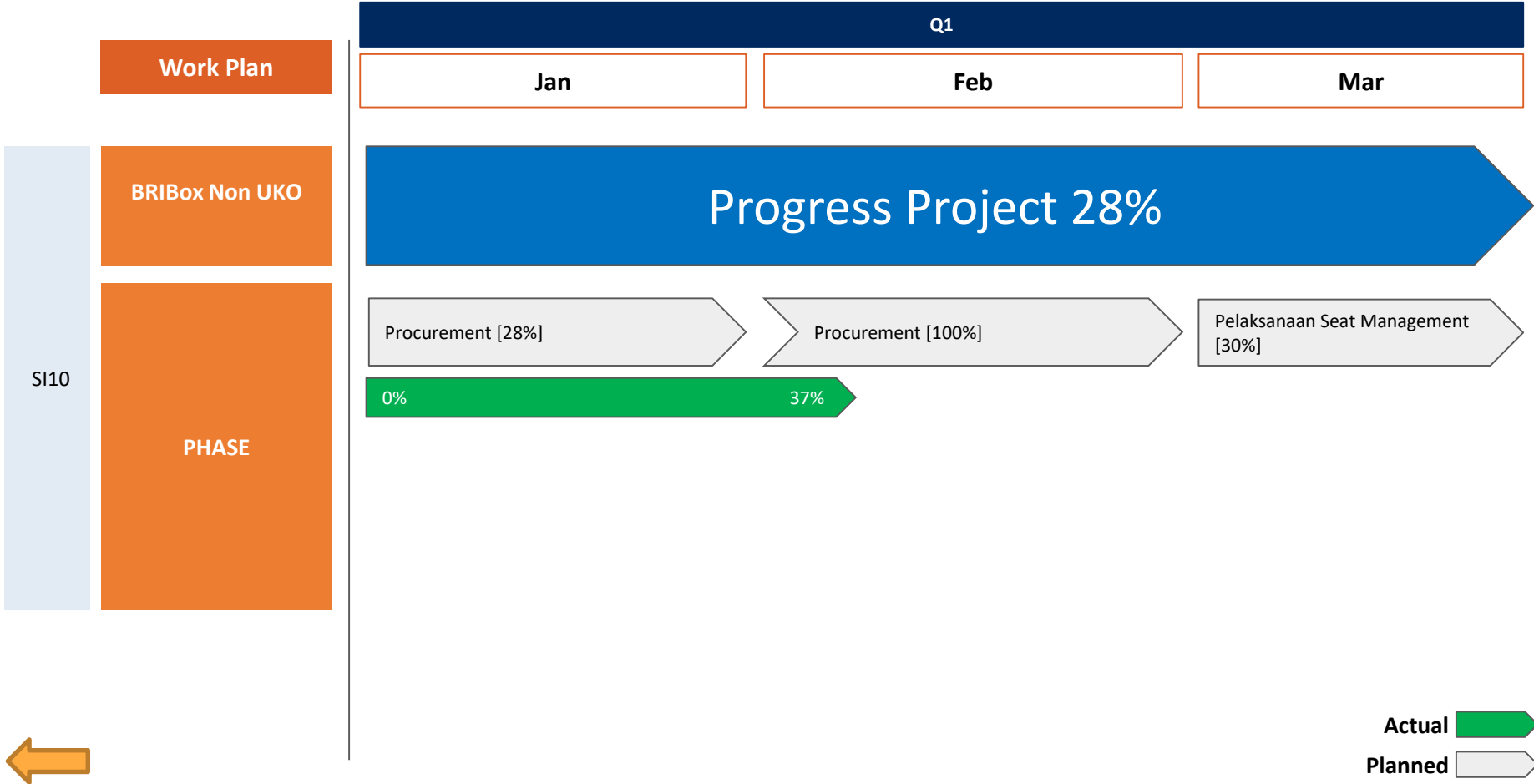


Strategic Initiatives **laas & Paas Implementation (tahap 2)**

Program ID	Program Kerja	Target	PIC	Unit Kerja Terkait	YTD Jan 2018				Remarks
					Weight	Plan	Real	Ach	
SI5-B4	laas & Paas Implementation	Apr-18							
	Procurement								
	j. Negosiasi laas and Paas	17-Feb-18				100%	0%	0%	
	k. SPK laas Paas	25-Feb-18				100%	0%	0%	
	l. Kontrak laas Paas	28-Feb-18				100%	0%	0%	
	Delivery laas & Paas	29-Mar-18				0%	0%	0%	
	Implementation laas Paas	30-Apr-18				0%	0%	0%	



Lanjut next

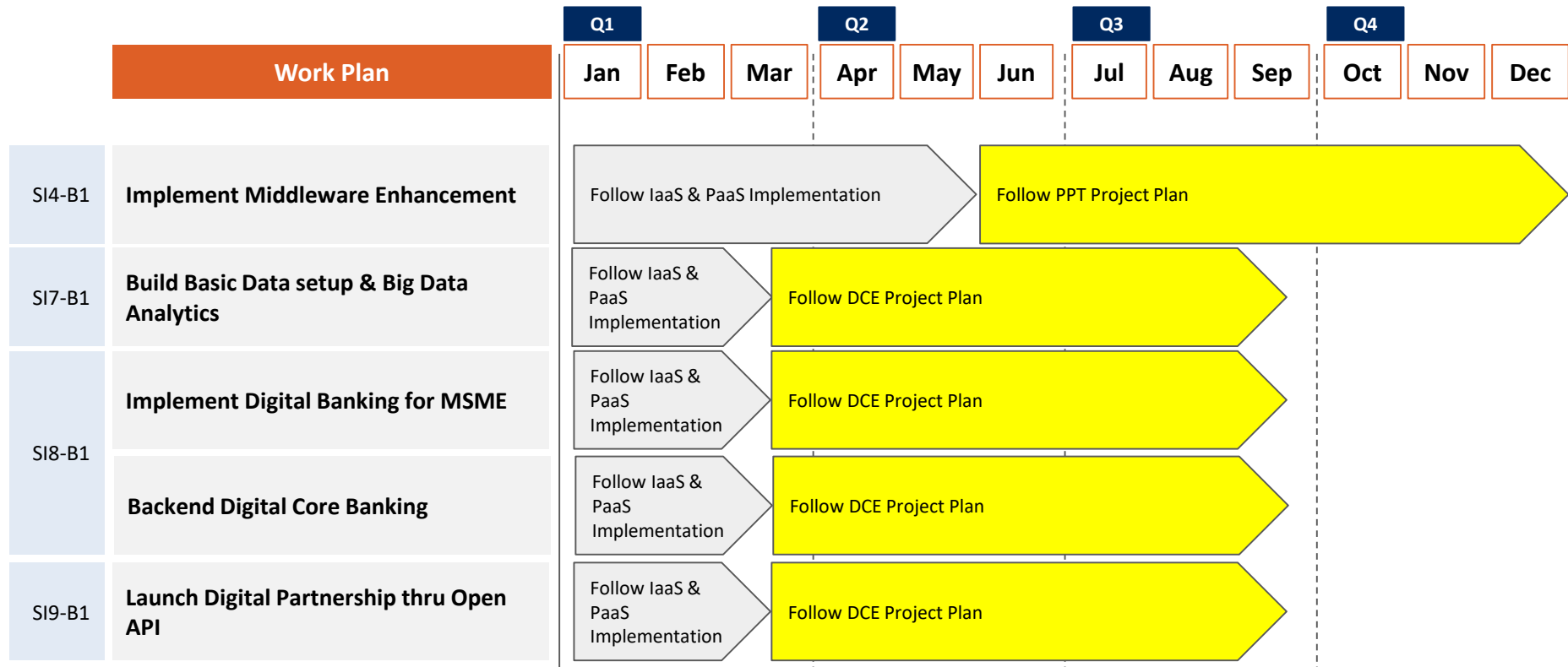


Program ID	Program Kerja	Target	PIC	Unit Kerja Terkait	YTD Jan 2018				Remarks
					Weight	Plan	Real	Ach	
SI5-B4	BRIBox Non UKO	Sep-18							
	Anggaran (Capex) : to be confirmed								
	Procurement						37%		
	a. Permohonan Pengadaan	28-Dec-17				100%	70%	70%	
	b. Aanwijzing	19-Jan-18				100%	0%	0%	
	c. Proposal submission	9-Feb-18				100%	0%	0%	
	d. Proposal Evaluation	18-Feb-18				100%	0%	0%	
	e. Proposal Clarification	20-Feb-18				100%	0%	0%	
	f. Negosiasi	28-Feb-18				100%	0%	0%	
	g. SPK	3-Mar-18				0%	0%	0%	
	Pelaksanaan Seat Management								
	a. Phase 1	24-May-18				0%	0%	0%	
	b. Phase 2	26-Jul-18				0%	0%	0%	
	c. Phase 3	9-Sep-18				0%	0%	0%	



Overview Timeline Divisi OPT 2018 (2/2)

Masterpiece Program 2018
Divisi Lainnya



Strategy Operational & Innovation

Top Achievement

1. Setup hyperconverge infrastructure cluster untuk development environment.
2. 99 SOP Aplikasi Kritisal termasuk Checklist dan Tasklist dalam bentuk Digital
3. Certification Done : 1 staf (CDCP) ; 3 staf on progress

Top Opportunity for Improvement

1. Setup high availability infrastructure untuk aplikasi kritisal
2. Kelengkapan SOP Monitoring Aplikasi untuk menunjang kegiatan operasional
3. IT Infrastructure Improvement

Alert

1. Target Reability yang belum tercapai
2. Masih terdapatnya scheduler dan service yang down (problem berulang karena factor aplikasi)
3. Out of Date AC Precision & CCTV (low res) dan blind spot area

Analysis

1. Ratas Success rate transaksi (aplikasi kritisal) belum mencapai target 99,89% sehingga perlu dilakukan penerapan high availability melalui virtualisasi dan cloud technology
2. Terdapat abnormal process yang memakan memori atau bugs program
3. Perlu peremajaan perangkat dan kajian penempatan CCTV

Action to be taken




1. Implementasi virtualisasi dan cloud technology
2. Automation untuk monitoring dan service recovery dengan Zabbix
3. Pengadaan AC Precision dan CCTV baru

No.	Aplikasi	Jumlah Checklist
1.	BRINET	77
2.	SPAN	2
3.	WBS	5
4.	Brinet Express	4
5.	RTGS	3
6.	CMS	4
7.	Internet Banking	4
8.	Guava	3
9.	DWH	14
10.	LAS	1
11.	CLAS	1
12.	SKN	1
13.	BPJS kesehatan & ketenagakerjaan	1
14.	Way4	6
15.	Proswitching	6

No.	Aplikasi	Jumlah Checklist
16.	CAMS	2
17.	Cardlink (upload asuransi, uploader, notification engine, alert engine, secure file transfer)	19
18.	Britrade	1
19.	LBBU	1
Total	Posisi 9/2/2018 19 Aplikasi	81

Top 3 Complaint Analysis

Top 3 Complaint Minggu ke V JANUARI

	Problem	Action OPT	Root Cause
 Brinet Express (52)	<ol style="list-style-type: none"> 1. Brinets Express tidak bisa diakses 2. Tidak bisa akses NIK kemendagri 3. Middleware Brinet Express terputus 4. Pelimpahan PN simpanan gagal 	<ol style="list-style-type: none"> 1. Diekskalasikan ke Divisi Satelit 2. Diekskalasikan ke Divisi HDN 3. Diekskalasikan ke Divisi PPT, BOP dan OSD untuk cek program dan koneksi antar server 4. Diekskalasikan ke Divisi PPT 	<ol style="list-style-type: none"> 1. Setting Mikrotik bermasalah di NOC (Network) 2. User registrasi Expired (Human Error) 3. Koneksi Middleware Terputus 4. Error system (Bug)
 WBS (21)	<ol style="list-style-type: none"> 1. Approval Card Request 2. Gagal Login WBS 3. Gagal Request PIN Kartu Kredit 	<ol style="list-style-type: none"> 1. Restart service oleh BOP 2. Restart service oleh BOP 3. Setting parameter ulang oleh OST 	<ol style="list-style-type: none"> 1. Kesalahan system pada saat approval (Bug) 2. Kesalahan system pada login (Bug) 3. Terdapat perubahan setting firewall
 IB (11)	<ol style="list-style-type: none"> 1. Tidak mendapat link ketika install mobile banking 2. Transaksi diatas 500jt tidak mendapat SMS Konfirmasi 3. Tidak mendapat SMS token 4. Tidak dapat token PLN 	<ol style="list-style-type: none"> 1. Restart service oleh BOP 2. Perbaikan di XL dan Telkomsel 3. Perbaikan di XL dan Telkomsel 4. Perbaikan di system PLN 	<ol style="list-style-type: none"> 1. Service apache mati 2. Error system di Operator 3. Error system di Operator 4. Error sistem di PLN

Top 3 Complaint Analysis

Top 3 Complaint Minggu ke IV JANUARI

ATM
(12)

LAS
(9)

WBS
(6)

Problem	Action OPT	Root Cause
<ol style="list-style-type: none"> 1. Request Open Multiple 2. ATM belum bisa online setelah disetting 	<ol style="list-style-type: none"> 1. Dilakukan open multiple oleh SHD 2. Diarahkan ke divisi DEC 	<ol style="list-style-type: none"> 1. Fitur ATM Error (Bug) 2. Error Konfigurasi ATM (Bug)
<ol style="list-style-type: none"> 1. Gagal Cetak SPH 2. Eror putusan kredit 3. Nama uker salah 	<ol style="list-style-type: none"> 1. Diarahkan ke divisi DEC 2. Memandu mengisi form yang benar 3. Dilakukan Patching nama Uker 	<ol style="list-style-type: none"> 1. Ketika deploy fitur, terdapat error DB (Bug) 2. Kesalahan prosedur pengisian form (Human Error) 3. User pindah uker, user ID tidak sesuai dengan uker (Human Error)
<ol style="list-style-type: none"> 1. Error card request 2. Penghapusan autopayment 3. Pendaftaran IB 	<ol style="list-style-type: none"> 1. Dieskalasi ke pengembang 2. Dipandu pengisian form di WBS 3. Cek Nomor Teraftar 	<ol style="list-style-type: none"> 1. Koneksi WBS Lambat (Network) 2. Kesalahan Prosedur (Human error) 3. Kesalahan Sistem Pendaftaran IB (Bug)