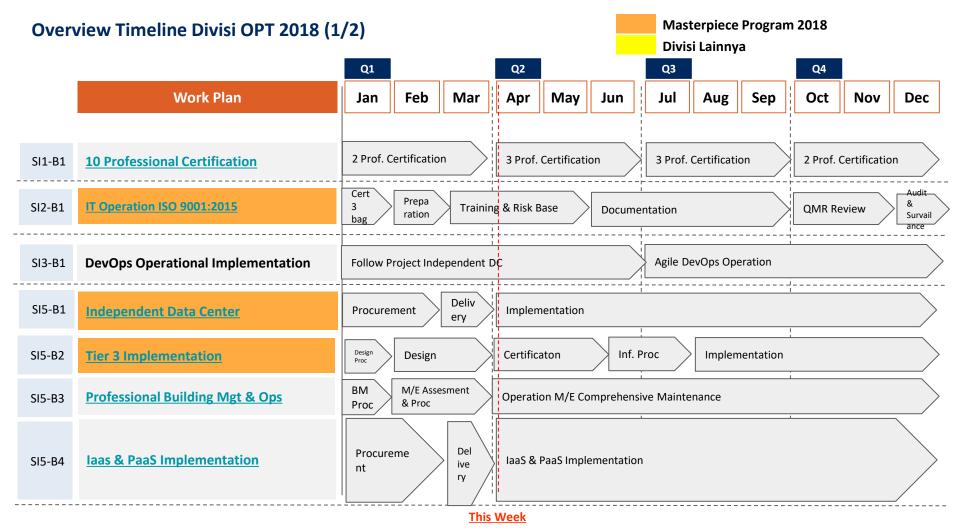
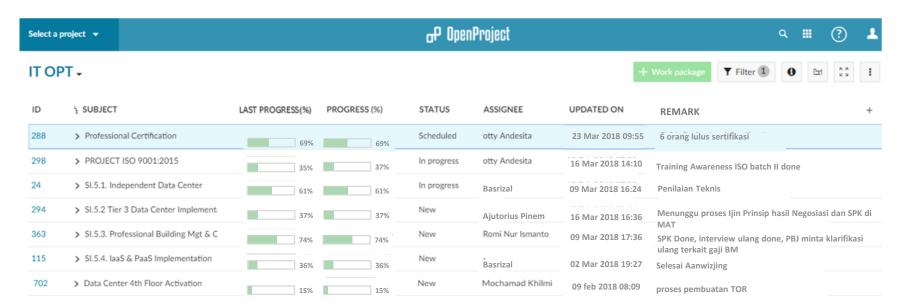


## **Weekly Report 2018**

Divisi Operasional TI 2 April 2018







Per page: 20 10

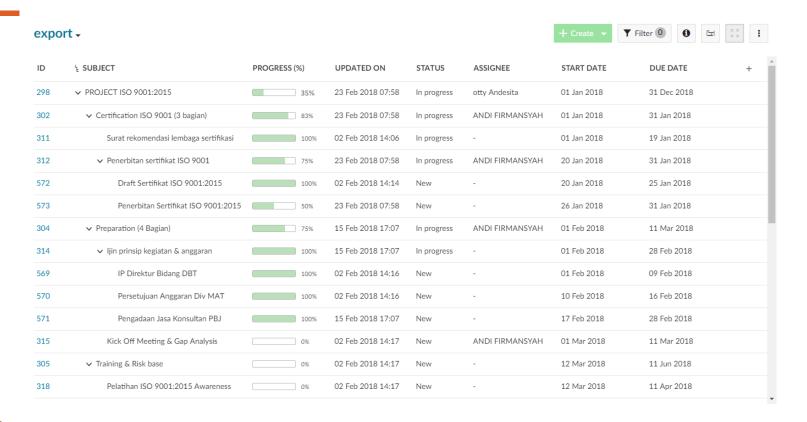




## 1. Masterpieces

## **Masterpiece Timeline IT Operation ISO 9001:2015**

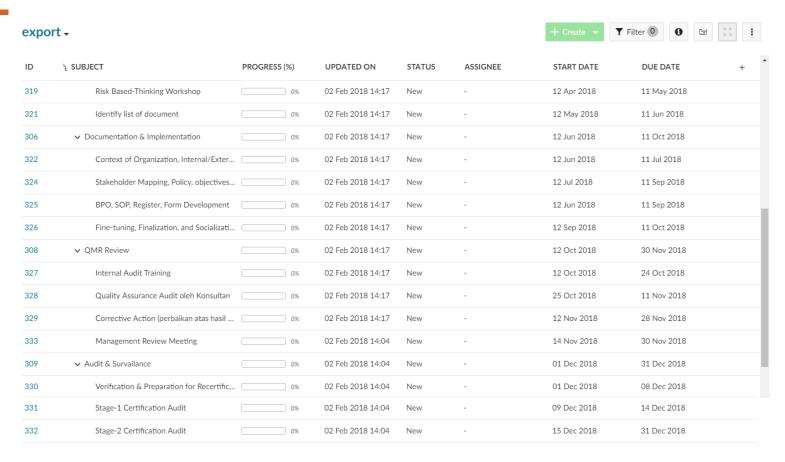






## **Masterpiece Timeline IT Operation ISO 9001:2015**





## **Masterpiece Timeline Independent Data Center**

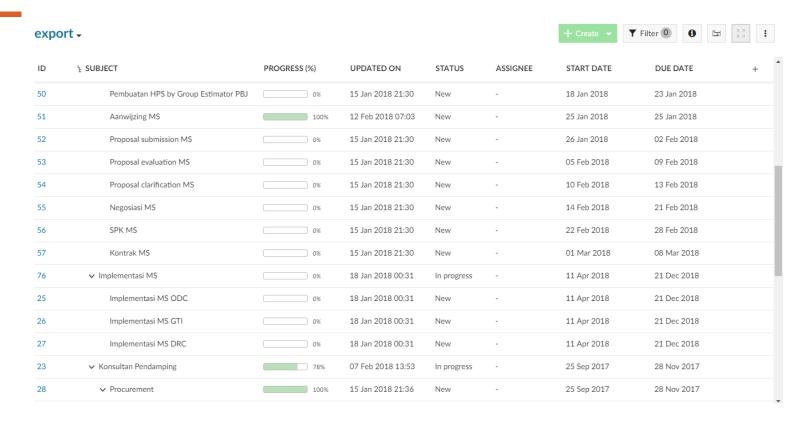


expor	t-					+ Create ▼	Filter 0	K M
ID	½ SUBJECT	PROGRESS (%)	UPDATED ON	STATUS	ASSIGNEE	START DATE	DUE DATE	+
24	✓ SI.5.1. Independent Data Center	61%	12 Feb 2018 07:03	In progress	-	04 Sep 2017	21 Dec 2018	
70	▼ Procurement MS ODC, GTI dan DRC	61%	12 Feb 2018 07:03	In progress	-	04 Sep 2017	08 Mar 2018	
44	ljin prinsip (radisi)	100%	15 Jan 2018 21:30	New	-	04 Sep 2017	04 Sep 2017	
45	ljin prinsip (revisi)	100%	15 Jan 2018 21:30	New	-	19 Dec 2017	20 Dec 2017	
46	Ijin prinsip (Radisi V2)	100%	07 Feb 2018 12:20	New	-	16 Jan 2018	16 Jan 2018	
47	✔ Pembuatan TOR MS ODC, GTI dan DRC	99%	07 Feb 2018 12:23	New	-	18 Sep 2017	22 Jan 2018	
58	RFI Telkom	100%	15 Jan 2018 21:30	New	-	18 Sep 2017	29 Nov 2017	
59	RFI Icon	100%	15 Jan 2018 21:30	New	-	29 Nov 2017	05 Dec 2017	
60	Dokumen TOR release 1 (w/ Lead Con	100%	15 Jan 2018 21:30	New	-	02 Oct 2017	07 Dec 2017	
61	Dokumen TOR final release (Konsulta	95%	07 Feb 2018 12:23	New	-	15 Dec 2017	22 Jan 2018	
48	✓ Pembuatan OE	100%	17 Jan 2018 01:07	New	-	01 Dec 2017	31 Jan 2018	
62	Analisa kebutuhan server dan storage	100%	15 Jan 2018 21:30	New	-	01 Dec 2017	31 Jan 2018	
63	Analisa kebutuhan lisensi	100%	15 Jan 2018 21:30	New	-	01 Dec 2017	31 Dec 2017	
49	Permohonan pengadaan MS	100%	07 Feb 2018 12:21	New	-	17 Jan 2018	17 Jan 2018	•



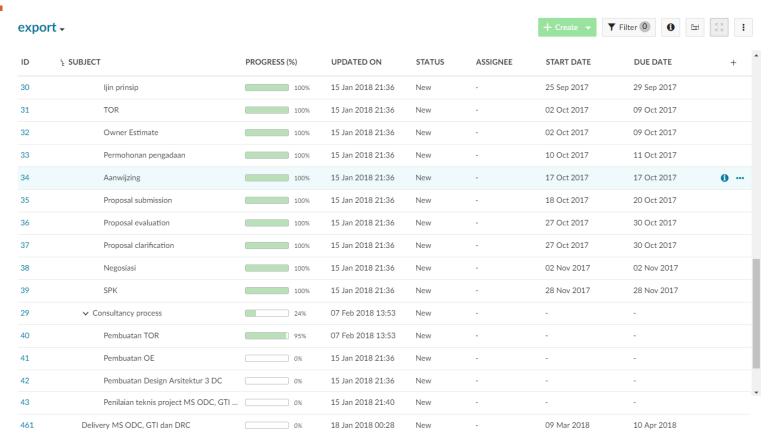
## **Masterpiece Timeline Independent Data Center**



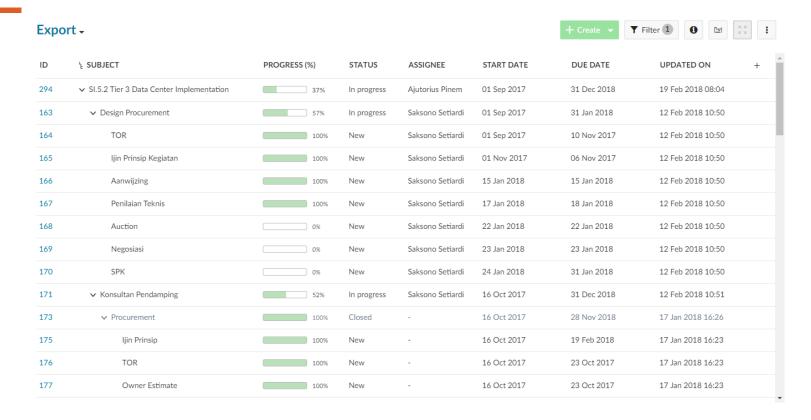


## **Masterpiece Timeline Independent Data Center**



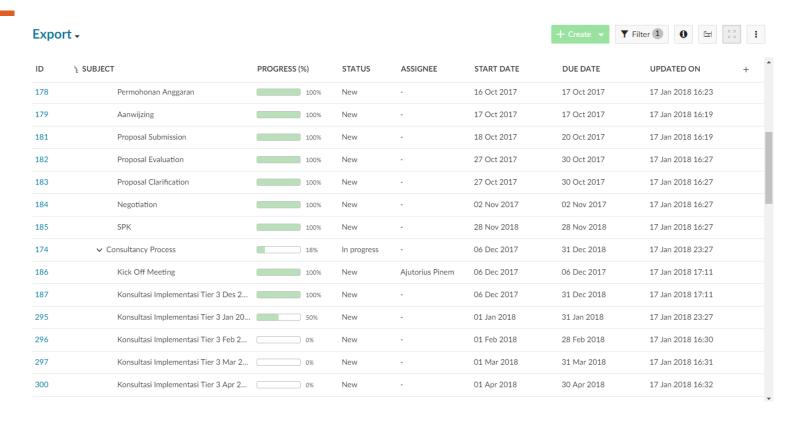




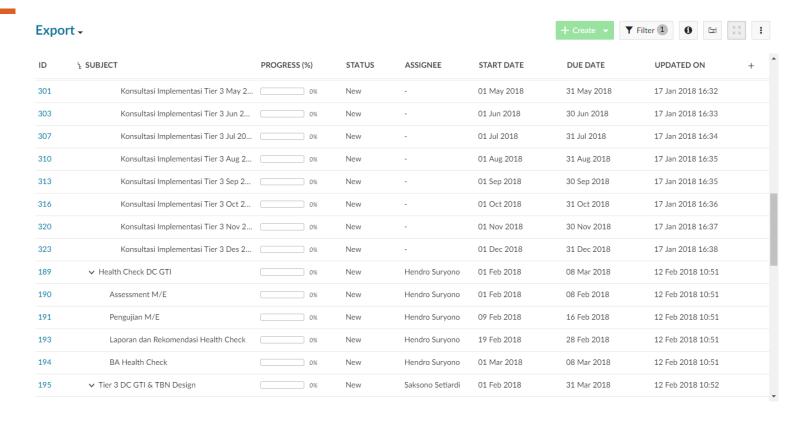




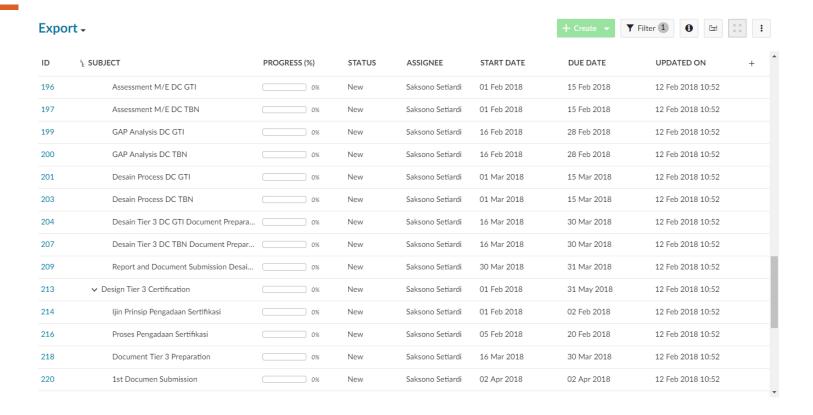




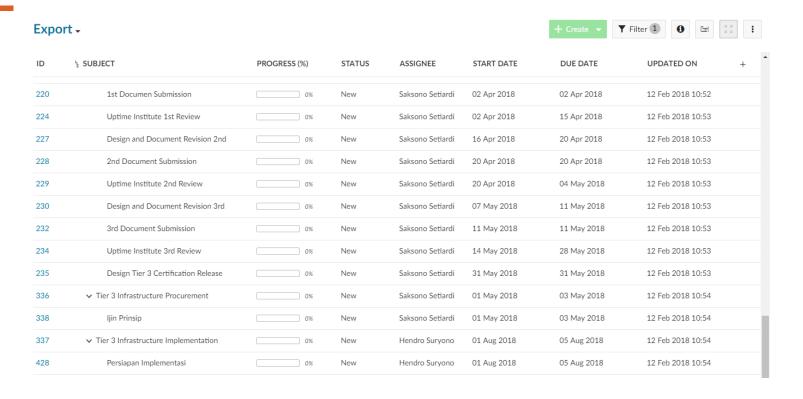








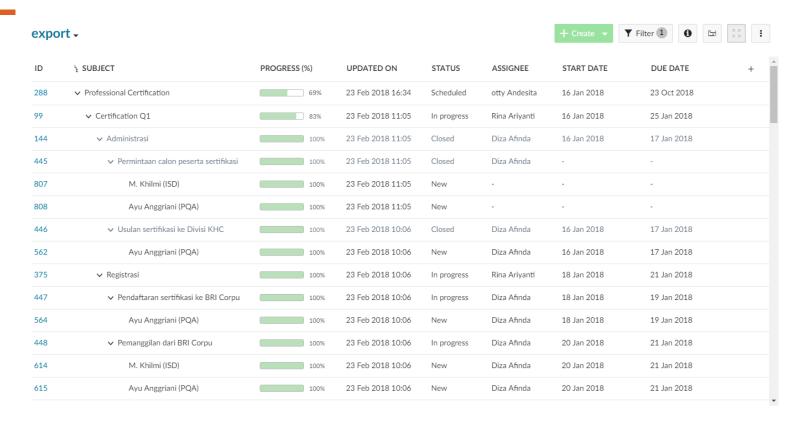






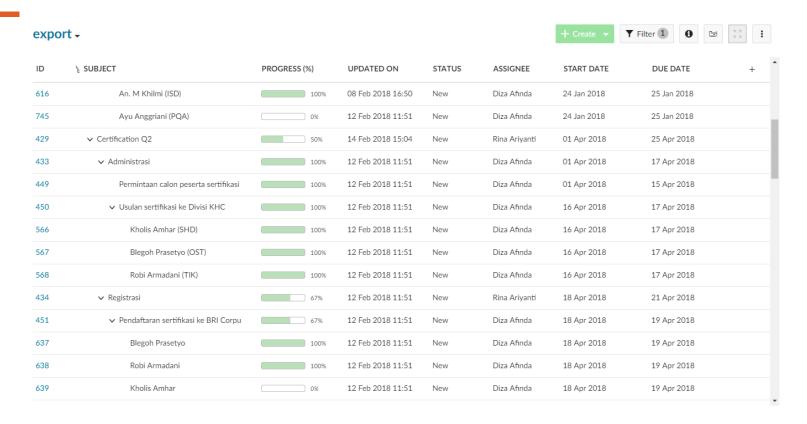
## 2. Strategic Initiatives



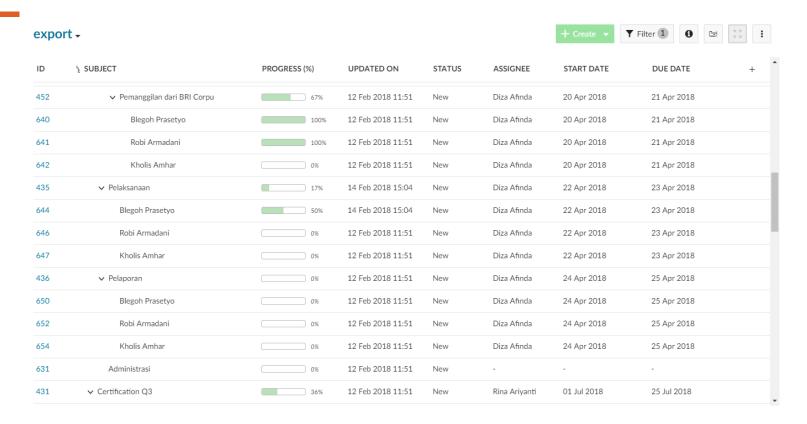




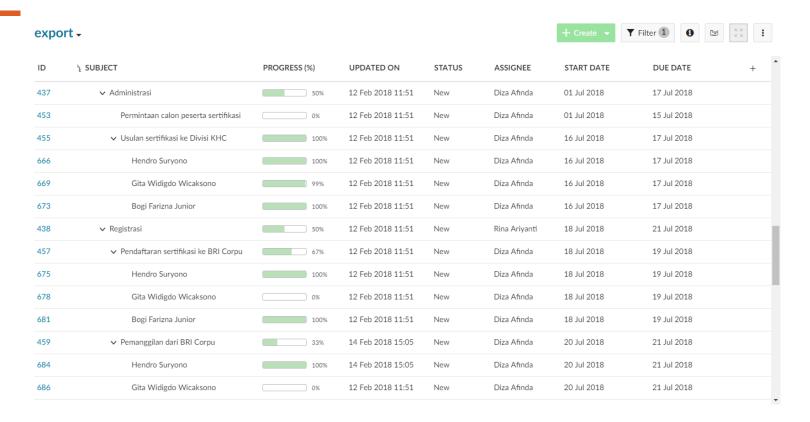




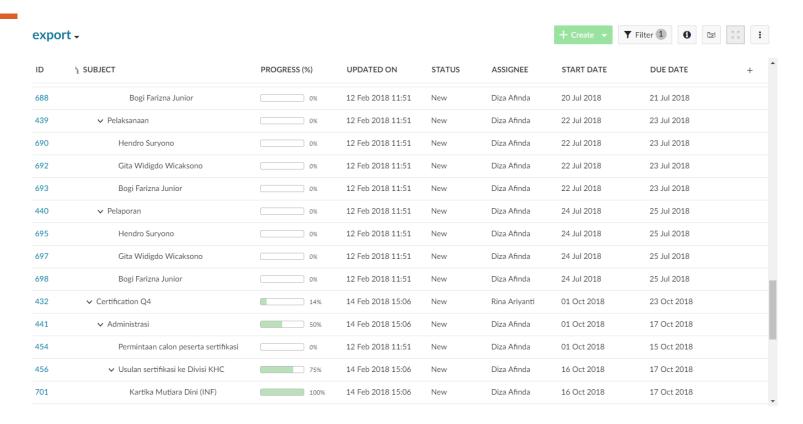




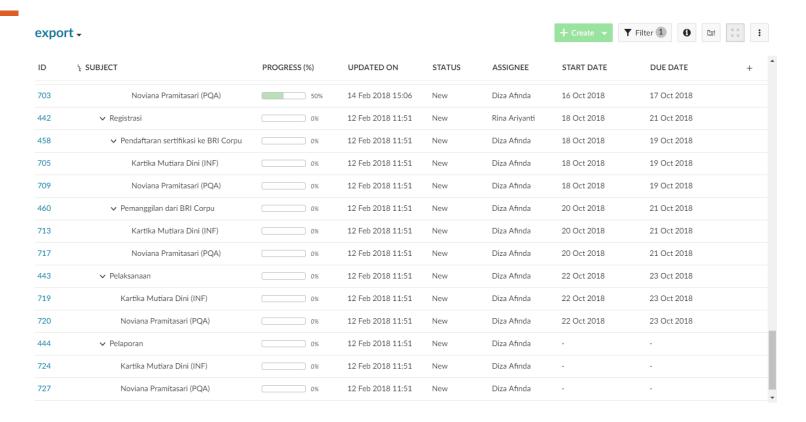






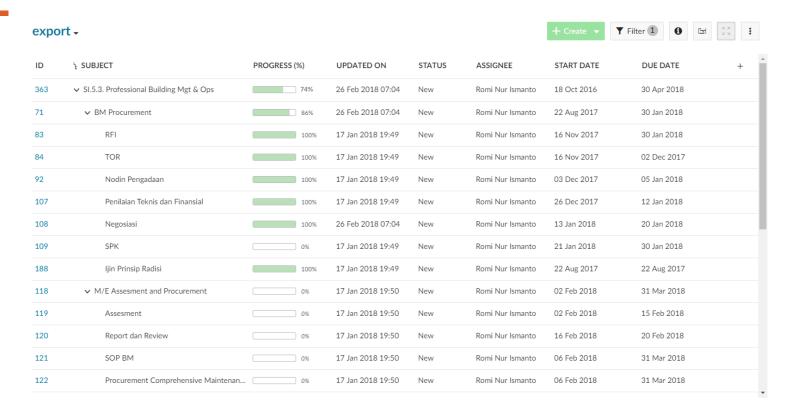






## **Strategic Initiatives Professional Building Management & Ops**

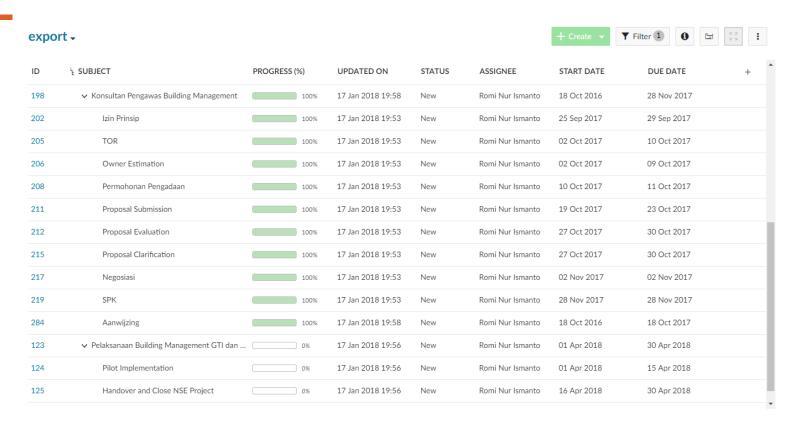






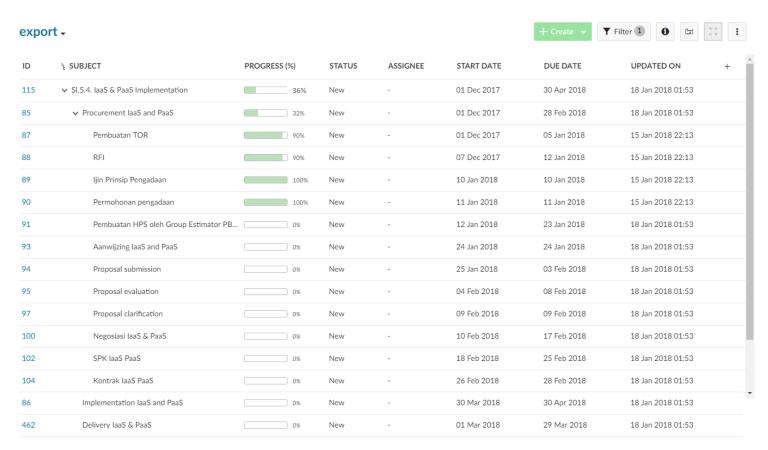
## **Strategic Initiatives Professional Building Management & Ops**





## **Strategic Initiatives laas & Paas Implementation**









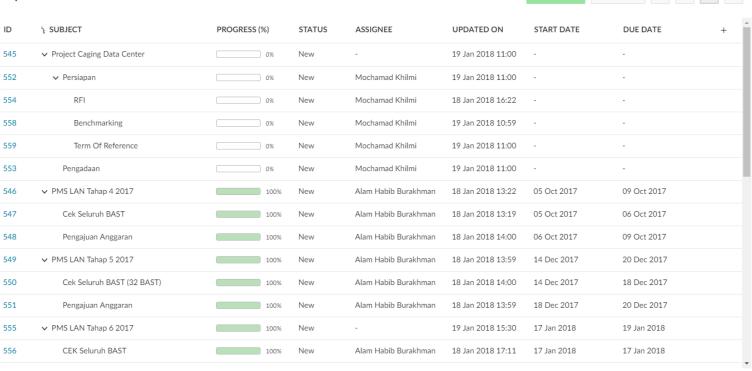
## 3. Others

#### **Others Aktivasi Lantai 4**



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#### export -



## **Others Aktivasi Lantai 4**

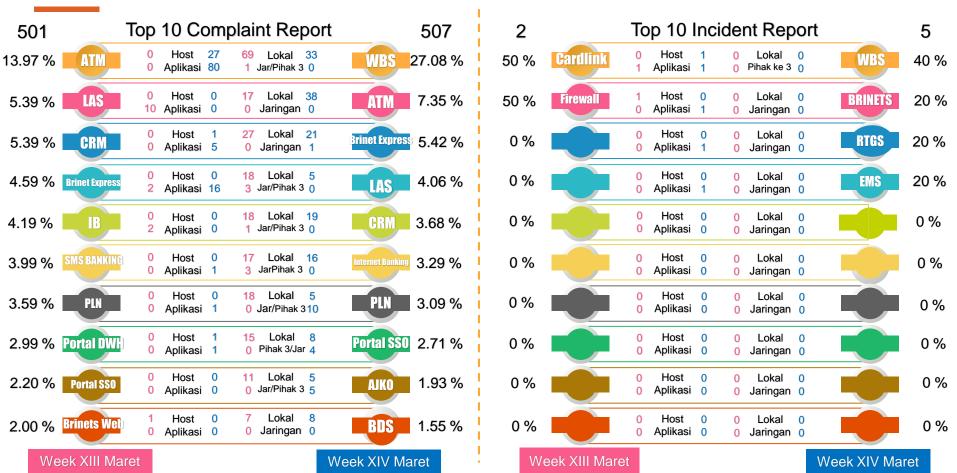


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ID	¹ SUBJECT	PROGRESS (%)	STATUS	ASSIGNEE	UPDATED ON	START DATE	DUE DATE	+
557	Pengajuan Anggaran	100%	New	Alam Habib Burakhman	19 Jan 2018 15:30	18 Jan 2018	19 Jan 2018	
702	▼ Data Center 4th Floor Activation	15%	New	Mochamad Khilmi	19 Feb 2018 08:09	01 Dec 2017	03 Jul 2018	
704	▼ Design Concept	95%	New	Mochamad Khilmi	19 Feb 2018 08:08	01 Dec 2017	28 Feb 2018	
706	Benchmark	100%	New	Mochamad Khilmi	19 Feb 2018 08:01	15 Dec 2017	15 Dec 2017	
708	RFI	90%	New	Mochamad Khilmi	19 Feb 2018 08:08	01 Dec 2017	28 Feb 2018	
711	→ Procurement Process	0%	New	Mochamad Khilmi	19 Feb 2018 08:09	01 Jan 2018	29 Jun 2018	
714	TOR	0%	New	Mochamad Khilmi	19 Feb 2018 08:09	01 Jan 2018	10 Mar 2018	
716	Ijin Prinsip Kegiatan	0%	New	Mochamad Khilmi	19 Feb 2018 08:01	19 Feb 2018	28 Apr 2018	
718	Aanwijzing	0%	New	Mochamad Khilmi	19 Feb 2018 08:01	01 May 2018	19 May 2018	
722	Penilaian Teknis	0%	New	Mochamad Khilmi	19 Feb 2018 08:01	22 May 2018	09 Jun 2018	
723	Auction	0%	New	Mochamad Khilmi	19 Feb 2018 08:01	12 Jun 2018	16 Jun 2018	
726	Negosiasi	0%	New	Mochamad Khilmi	19 Feb 2018 08:01	19 Jun 2018	23 Jun 2018	
728	SPK	0%	New	Mochamad Khilmi	19 Feb 2018 08:01	25 Jun 2018	29 Jun 2018	
733	▼ Data Center 4th Floor Implementation	0%	New	Mochamad Khilmi	19 Feb 2018 08:01	03 Jul 2018	03 Jul 2018	
735	Implementation Preparation	0%	New	Mochamad Khilmi	19 Feb 2018 08:0	01 03 Jul 2018	-	
736	Implementation	0%	New	Mochamad Khilmi	19 Feb 2018 08:0	01 -	-	
738	Testing & Commisioning	0%	New	Mochamad Khilmi	19 Feb 2018 08:0	01 -	-	
798	Pengadaan dan Pengiriman	0%	New	Mochamad Khilmi	19 Feb 2018 08:0	01 -	-	

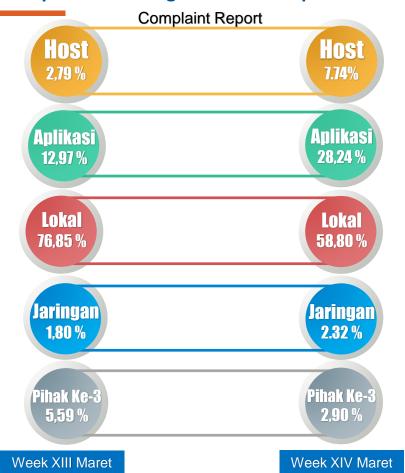


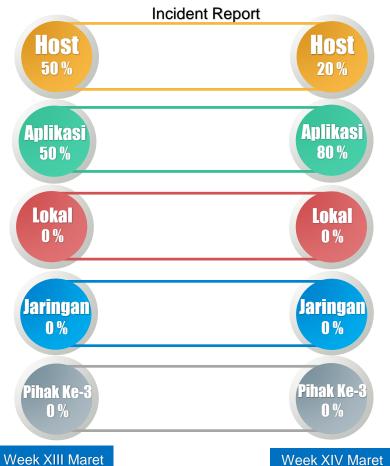
## **Complaint Handling & Incident Report**





## **Complaint Handling & Incident Report**





Week XIV Maret



### **Top 3 Incident Report Week XIV 2018**

	10p 3 meldent Report Week AIV 2018					
		Problem	Grup	Action OPT		Root Cause
WBS	1.	Tomcat Down Semua WBS	1. Host	<ol> <li>menaikan JVM dari 1GB menjadi 2GB</li> <li>Upgrade Java menjadi Java 7.1</li> <li>menaikan memory JVM menjadi 8GB dan thread menjadi 3000</li> </ol>	1.	setup memory JVM masih dafault 1GB
	2.	WBS Lambat	2. Aplikasi	setting parameter , update configurasi     Deploy trancode BRINETS 9805 di as400	2.	Response dari BRINETS lambat sehigga menimbulkan penumpukan request.
BRINETS	1.	MSGW pada EOD BRINETS job BRIPJOBD	1. Aplikasi	Menaikkan standin, down handler htpsbs dan endjob TLOBMO24 yg melock file DDGLZ1 kemudian jawab MSGW dengan DUMP(D)	1.	File DDGLZ1 tidak dapat dilakukan reorganize karena dilock oleh TLOBMO24 sehingga muncul error message
RTGS	1.	RTGS PG RTSX transaksi tidak berhasil mengupdate tabel pada aplikasi BI.	1. Aplikasi	<ol> <li>memindahkan koneksi dan aplikasi RTGS PG BI dari server utama RTGS ke server BI ETP.</li> <li>OPT sedang menyiapkan server baru untuk backup RTGS BI</li> <li>jika server backup siap, maka aplikasi RTGS PG BI yang di server BI ETP akan dipindahkan ke server backup baru.</li> </ol>	ap dig pe ter BR	Aplikasi RTGS PG RTSX merupakan likasi yang disediakan oleh BI untuk gunakan di bank bank peserta RTGS. tim ngembang tidak bisa investigasi aplikasi rsebut dikarenakan aplikasinya bukan milik RI. (kemungkinan ada bugs pada aplikasi BI rsebut)

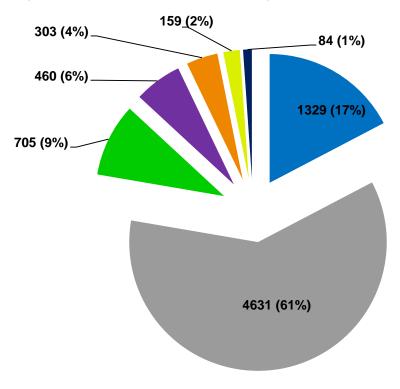


#### **Top 3 Complaint Week XIV 2018**

			Top 3 Complaint Week Air 2010	
	Problem	Grup	Action OPT	Root Cause
1. 2. 3.	WBS muncul pesan "User Tidak Ada"	<ol> <li>Aplikasi</li> <li>Lokal</li> <li>Aplikasi</li> </ol>	Berkoordinasi dengan Divisi PPT untuk mengubah menggunaan trancoddi WBS dari 4 mnejadi 1 trancode baru (9805)     Berkoordinasi dengan Divisi Layanan dan bagian OST untuk menambahkan level ID tersebut     Berkoordinasi dengan Divisi PPT untuk melakukan perbaikan trancode baru yang digunakan untuk card request	Lambat sehingga menimbulkan penumpukan request Uker KK tanpa CS mempunyai level id yang berbeda dengan KK dengan CS sehingga SPV gagal akses WBS Deploy trancode baru yang hanya query ke tabel DDMAST sehingga rekening baru tidak ditemukan dan BRINETS memberi RC MBM2001
ATM	Permintaan Open multiple	1. Lokal	<ol> <li>Melakukan open multiple/ send config di DB, 1 ATM yang bermasalah.</li> </ol>	I. Dikarenakan ATM di configurasi ulang
Brinet 2.	Tidak bisa cancel transaction Muncul error "koneksi ke middleware putus"	<ol> <li>Aplikasi</li> <li>Aplikasi</li> </ol>	<ol> <li>Divisi OPT memberitahukan unit kerja terkait dengan menu realease trasaction. Divisi OPT akan berkordinasi dengan divisi layanan terkait dengan sosialisasi menu tersebut</li> <li>Divisi OPT berkordinasi dengan divisi PPT untuk melakukan investigasi terkait permasalahan ini</li> </ol>	Timeout     Belum diketahui

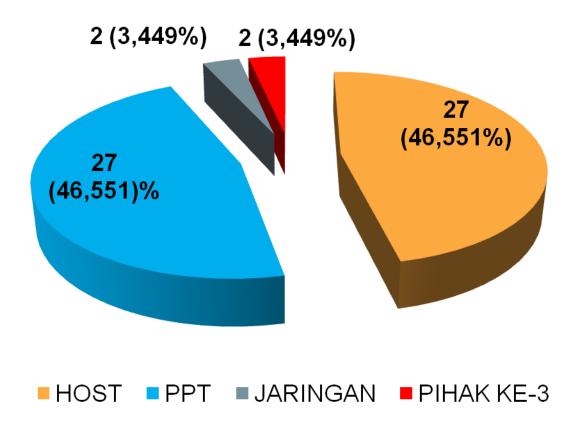


## **Complaint Problem (Januari 2018 – Maret 2018)**



■DEC ■UKER ■OPT ■PPT ■NON DBT&DEC ■PIHAK KE3 ■SAT





## **IT Professional Certification**



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	Selesai	LULUS
3.	Hendro Suryono	ISD	IT IL	Selesai	LULUS
4.	Ayu Anggriani	PQA	ISQTB Tester (Business Analyst + exam)	Selesai	LULUS
5.	Robi Armadani	TIK	Certified Data Center Professional (CDCP) +Exam	Selesai	LULUS
6.	Kartika Mutiara Dini	INF	Certified Data Center Professional (CDCP) +Exam	Selesai	LULUS
7.	Bogi Farizna	OST	Certified Ethical Hacker (CEH) + Exam	Selesai	Ujian Sertifikasi
8.	Blegoh Prasetyo	OST	Certified Network Defender (CND) + Exam	Ujian Sertifikasi di JKT Bulan Maret	Ujian Sertifikasi
9.	Kholis Amhar	SHD	CGEIT + Exam	Progress	Reschedule Jadwal (9 April 2018)
10.	Noviana Pramitasari	PQA	ISQTB Agile Tester	Progress	Pemanggilan Corpu



# Thank You

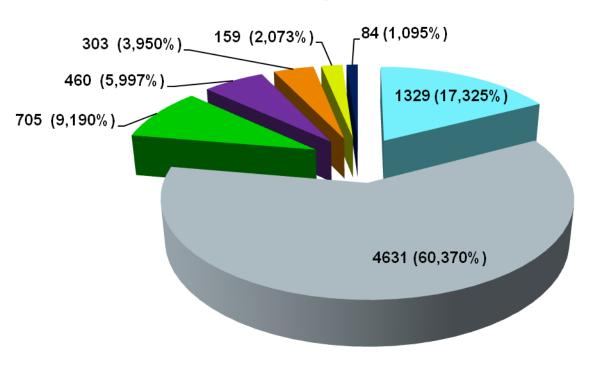
## **Monitoring KPI Divisi OPT**





## **Complaint Problem (Januari 2018 – Maret 2018)**

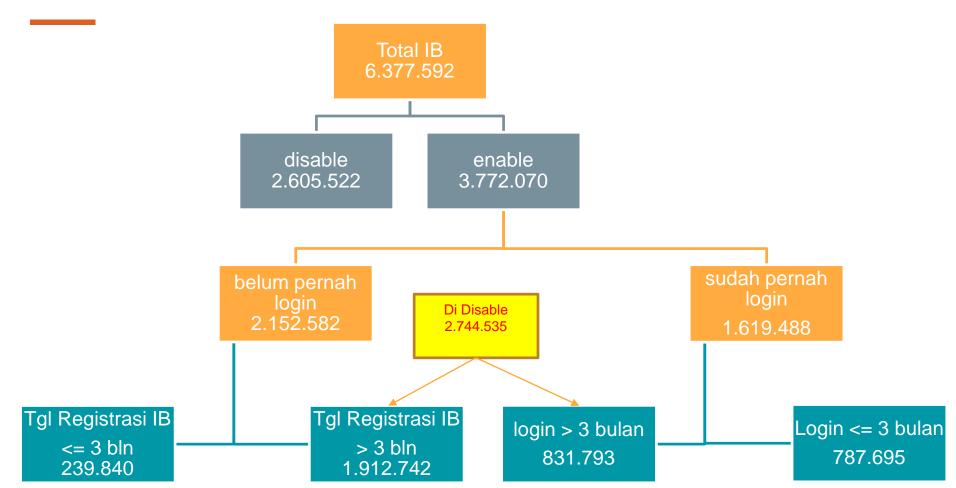
## Kategori Problem





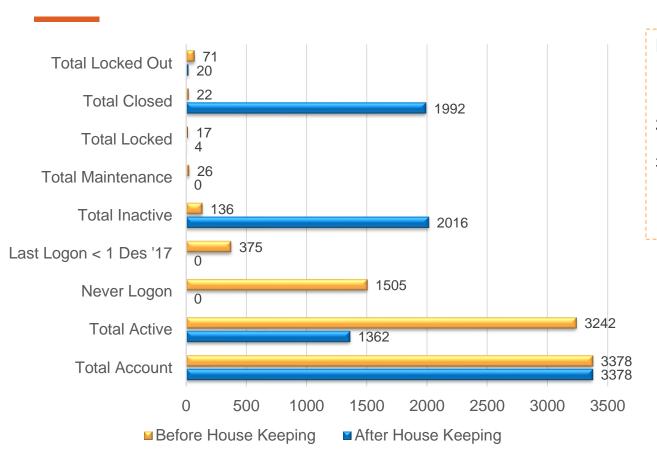






## Laporan House Keeping Email @bri.co.id



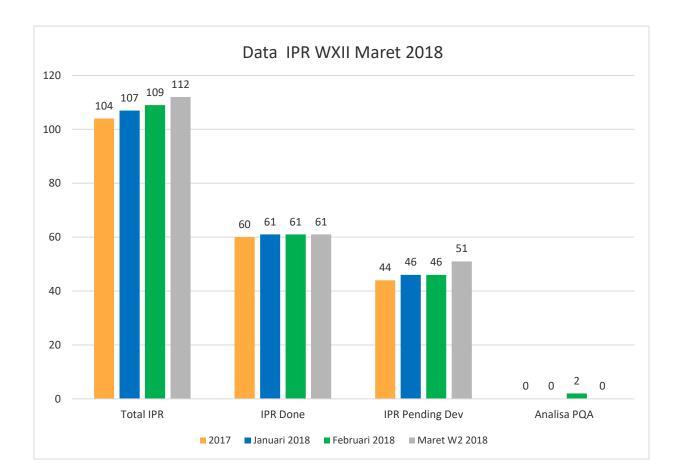


#### Notes:

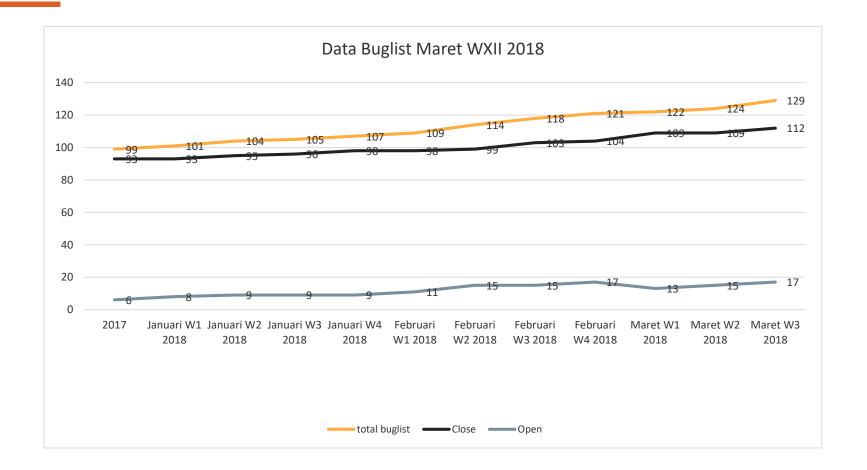
- Kriteria HK: Disable Accounts which last logon = never or last logon < 1 December 2017 (1880)</li>
- Total Account = Total Active + Total Inactive
- Total Inactive = Total Maintenance
   + Total Locked + Total Closed +
   Total Locked Out

#### **IMPLEMENTATION PROBLEM REPORTS**









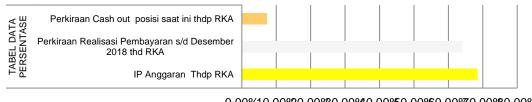
## **Monitoring RKA IT Tahun 2018**



		ALOKASI 1 TAHUN		Total			
NO	PENGADAAN/KEGIATAN	Baru	Carry over	Anggaran IP	Perkiraan Reals Tahun 2018	Perkiraan Cash out 2018 thdp RKA (RC/Fiat) s/d saat ini	
1	TOTAL INVESTASI	22.482.293.888	21.315.000.000	33.288.211.336	27.710.039.619	3.815.152.515	
2	TOTAL EKPLOITASI	163.917.092.415	-	108.887.003.235	105.196.369.345	11.411.843.611	
	TOTAL Breakdown RKA 2018	186.399.386.303	Rp 21.315.000.000	142.175.214.571	132.906.408.964	Rp 15.226.996.126	

Total RKA 2018	207.714.386.303
TOTAL IP ANGGARAN	142.175.214.571
SISA ANGGARAN	65.539.171.732

#### Pencapaian (%)



0.00% 10.00% 20.00% 0.

	TABEL DATA PERSENTASE				
		Perkiraan Realisasi	Perkiraan Cash out		
	IP Anggaran Thdp RKA	Pembayaran s/d	I		
		Desember 2018 thd RKA	posisi saat ini thdp RKA		
Pencapaian (%)	68.45%	63.99%	7.33%		

## **Monitoring IP Anggaran Kewenangan Divisi OPT**



N0 No. Anggaran Ijin Prinsip	Perihal Ijin Prinsip	Nilai Anggaran (IP)	No. Surat Perintah Kerja	Nilai Pekerjaan (SPK)
1 B. 582.e -OPT/INF/12/2017	ljin Prinsip Kegiatan Perbaikan CRM secara On Call Tahun 2017 untuk TID-360095 Kanca BRI Purwokerto	221.115.222,00	B.1.P-OPT/PEN/01/2018	160.000.000
2 B. 576.e -OPT/INF/12/2017	ljin Prinsip Kegiatan Pengadaan PMS LAN Event Vidio Fair, dan HUT BRI JCC Senayan Tahun 2017	115.885.000,00	B.2.P-OPT/PEN/01/2018	83.000.000
3 B. 564.e -OPT/INF/12/2017	ljin Prinsip Pengadaan Sparepart CRM TID 360057 dan TID 360058 rusak selama 7 bulan	222.126.430,00	B.3.P-OPT/PEN/01/2018	155.000.000
4 B. 4.e -OPT/INF/1/2018	ljin Prinsip Kegiatan Recabling PMS LAN Kanins BRI Manado	197.689.800,00	B.4.P-OPT/PEN/01/2018	185.000.000
5 B. 2.e -OPT/INF/1/2018	ljin Prinsip Kegiatan Relokasi Gedung Baru PMS LAN Kanca BRI Tanjung Selor	112.010.140,00	B.5.P-OPT/PEN/01/2018	105.000.000
6 B. 1.e -OPT/INF/1/2018	ljin Prinsip Kegiatan Pengadaan Epson Multifunction Printer Tipe L385	8.745.000,00	B.6.P-OPT/PEN/01/2018	5.400.000
7 B. 20.e -OPT/INF/1/2018	ljin Prinsip Pengadaan VGA untuk Keperluan FMS I Series	13.745.600,00	B.7.P-OPT/PEN/01/2018	13.739.000
8 B. 25.e -OPT/PEN/1/2018	ljin Prinsip Perbaikan Pintu Emergency Exit di Gedung IT BRI	69.575.880,00	B.8.P-OPT/PEN/01/2018	63.821.230
9 B. 13.e -OPT/TIK/1/2018	ljin Prinsip Maintenance Trafo dan Cubical Tabanan IT Facility	48.339.500,00	B.9.P-OPT/PEN/01/2018	47.500.000
10 B. 38.e -OPT/INF/1/2018	ljin Prinsip Kegiatan PMS LAN Relokasi Gedung Baru Kanca Kuala Kapuas	211.599.080,00	B.10.P-OPT/PEN/01/2018	198.000.000
11 B. 23.e -OPT/ISD/1/2018	ljin Prinsip Kegiatan Tarikan PMS LAN Kebutuhan Data Center BRI Tahap 6 Tahun 2017	171.113.000,00	B.11.P TSI/POT/01/2018	155.000.000
12 B. 21.e -OPT/TIK/1/2018	ljin Prinsip Preventif Maintenance Genset MB1 Tabanan IT Facility	22.517.000,00	B.12.P TSI/POT/01/2018	21.296.000
13 B. 41.e -OPT/INF/1/2018	ljin Prinsip Kegiatan Recabling PMS LAN Kanca BRI Batang	201.520.000,00	B.13.P TSI/POT/01/2018	182.000.000
14 B. 56.e -OPT/INF/1/2018	ljin Prinsip Kegiatan Recabling PMS LAN Unit BRI Rawa Belong	69.960.000,00	B.14.P TSI/POT/2/2018	52.000.000
15 B. 72.e -OPT/INF/1/2018	ljin Prinsip Pengadaan Perangkat untuk Kebutuhan Testing	38.608.900,00	B.15.P TSI/POT/2/2018	25.382.000
16 B. 123.e -OPT/PEN/2/2018	Permohonan Ijin Prinsip Penggunaan Alat Tulis Kantor dan KEbutuhan Packing ATM Workshop Kelapa Dua	24.612.500,00	B.16.P TSI/POT/2/2018	22.140.800
17 B. 101.e -OPT/INF/2/2018	ljin Prinsip Kegiatan PMS LAN dalam Rangka Relokasi Gedung Baru Kanca BRI MUara Teweh	159.775.000,00	B.17.P TSI/POT/2/2018	155.000.000
18 B. 99.e -OPT/INF/1/2018	ljin Prinsip Kegiatan PMS LAN Relokasi Gedung Baru Kanca Tobelo	176.544.060,00	B.18.P TSI/POT/2/2018	165.000.000

## **Monitoring IP Anggaran Kewenangan Divisi OPT**



N0	No. Anggaran Ijin Prinsip	Perihal Ijin Prinsip	Nilai Anggaran (IP)	No. Surat Perintah Kerja	Nilai Pekerjaan (SPK)
19	B. 109.e - OPT/OST/1/2018	ljin Prinsip Pelaksanaan Pengadaan Kontrak Payung Pekerjaan Penetration Test dan Security Assessment	215.600.000,00	B.19.P TSI/POT/2/2018	196.000.000
20	B. 48.e - OPT/ISD/2/2018	Ijin Prinsip Pengadaan Battery Monitoring System UPS Data Center GTI	198.000.000,00	B.20.P TSI/POT/2/2018	170.000.000
21	B. 150.e - OPT/PEN/2/2018	Ijin Prinsip Pengisian Tabung APAR di Gedung IT BRI Ragunan	21.678.250,00	B.21.P TSI/POT/2/2018	16.000.000
22	B. 144.e - OPT/PEN/2/2018	Permohonan Ijin Prinsip Renovasi Leading Floor Lift Service Lantai 1, LAntai 2, dan Lantai 4 GTI Ragunan	18.114.800,00	B.22.P TSI/POT/2/2018	15.000.000
23	B. 174.e - OPT/PEN/2/2018	Permohonan ijin Prinsip Pengadaan Stereofoam Lembar Sebanyak 50 Lembar untuk KEbutuhan Workshop Kelapa Dua	10.450.000,00	B.23.P TSI/POT/2/2018	9.350.000
24	B. 170.e - OPT/INF/2/2018	ljin Prinsip Relokasi Call Center SDM	25.850.000,00	B.24.P TSI/POT/3/2018	23.500.000
25	B. 195.e - OPT/OST/2/2018	ljin Prinsip Pelaksanaan Pengadaan Kontrak Payung Pekerjaan Penetration Test dan Security Assessment	213.925.000,00	B.25.P TSI/POT/3/2018	239.250.000
26	B. 159.e - OPT/INF/2/2018	Ijin Prinsip Maintenance Mesin Perso SR300 Divisi STO	_	Cance	el
27	B. 192.e - OPT/INF/2/2018	Ijin Prinsip Perpanjangan Jasa Maintenance Service Call Center SDM BRI Periode 2018-2019	246.000.000,00		
28	B. 102.e - OPT/INF/2/2018	Ijin Prinsip Pengadaan Server Tower Agent Monitoring Perangkat M/E	28.820.000,00		
29	B. 223.e - OPT/INF/3/2018	Ijin Prinsip Perbaikan Perangkat IT Kanpus BRI	15.550.000,00		
	Memo Dinas		12.439.000,00		12.439.000

T	otal Ijin Prinsip	Total	Realisasi SPK	(%)
Rp	3.079.470.162	Rp	2.463.379.030	80%



## **Complaint Handling & Incident Report**

