



# Monthly Performance Report

No.: **ITO/RPM/1905.DKI**

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Agreement Number : 096.2.DKI.

Subject: **Pengadaan Disaster Recovery Plan dan Disaster Recovery Center**

**Period: Mei, 2019**



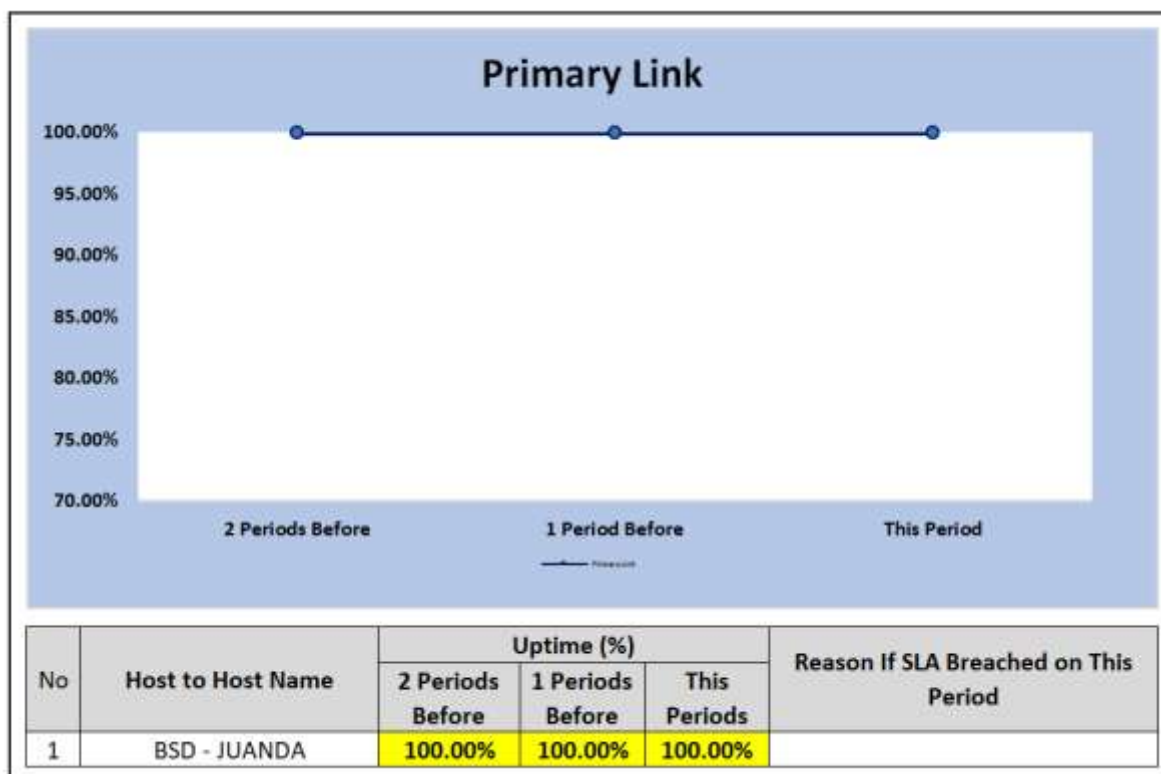
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### Executive Summary

No	Service Item	Standard	This Month Performance
1	Environment : Temperatur Humidity Power Availability	(20±3)°C (50±10)% RH 99.90 %	20.0° – 21.3° C (48.0 – 55.0)% RH 100%
2.	Security Device Availability CCTV Access Door Fire System	99.00 % 99.00 % 99.00 %	100% 100% 100%
3.	Disaster Recovery Services Mirroring Process - System and Application Availability  Facilities Usage - Duration of Test Usage - Duration of DRC Activation	98.00%   12 hari kerja/tahun 28 hari kerja/tahun	100%   -

## I. Communication Link Performance



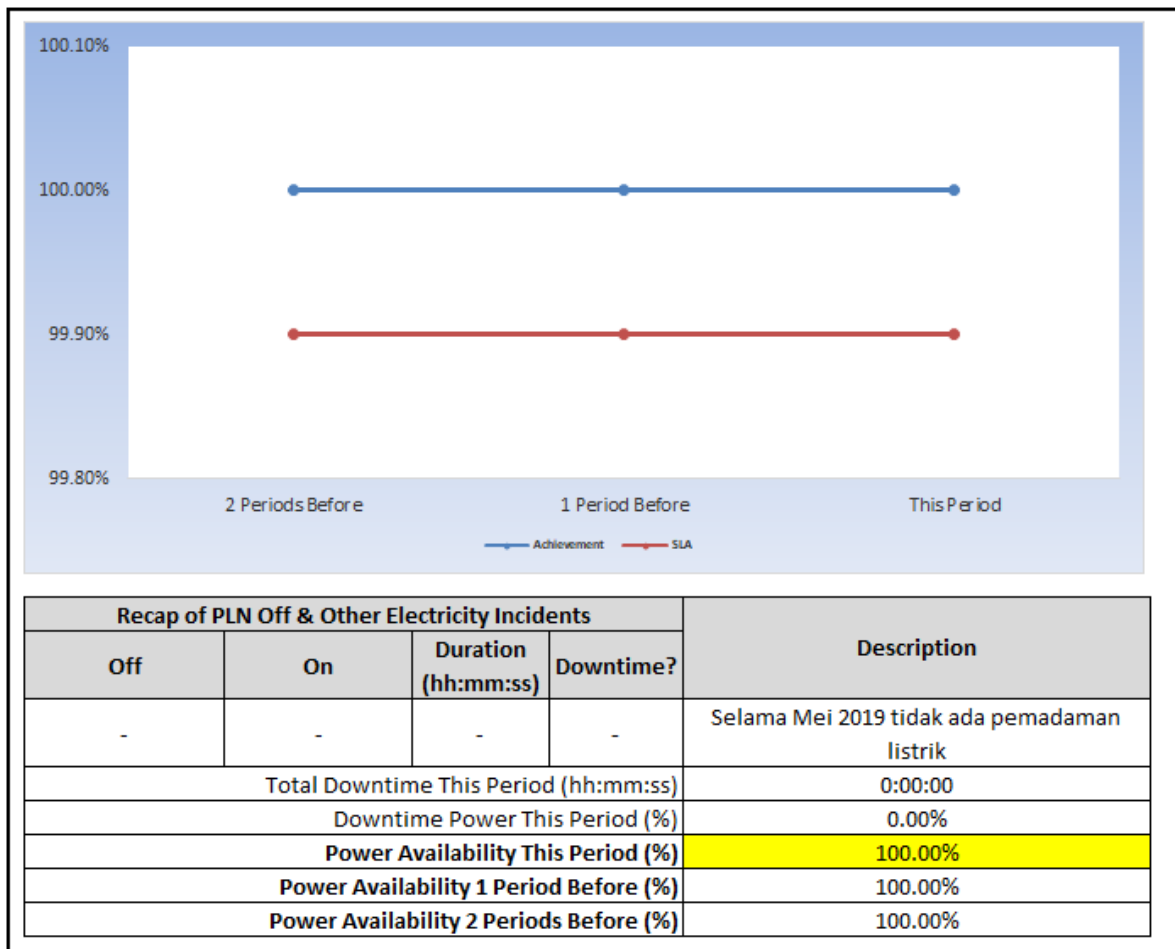
## II. Utilisasi

May-19			
Bank DKI Production			
Tanggal	SLA	DASD Usage	Average DASD Usage
1	70%	60%	60%
2	70%	58%	60%
3	70%	63%	60%
4	70%	71%	60%
5	70%	61%	60%
6	70%	56%	60%
7	70%	60%	60%
8	70%	60%	60%
9	70%	59%	60%
10	70%	56%	60%
11	70%	60%	60%
12	70%	57%	60%
13	70%	57%	60%
14	70%	62%	60%
15	70%	62%	60%
16	70%	63%	60%
17	70%	63%	60%
18	70%	59%	60%
19	70%	60%	60%
20	70%	56%	60%
21	70%	57%	60%
22	70%	58%	60%
23	70%	60%	60%
24	70%	60%	60%
25	70%	56%	60%
26	70%	59%	60%
27	70%	56%	60%
28	70%	61%	60%
29	70%	61%	60%
30	70%	59%	60%
31	70%	61%	60%
Average		59.71%	

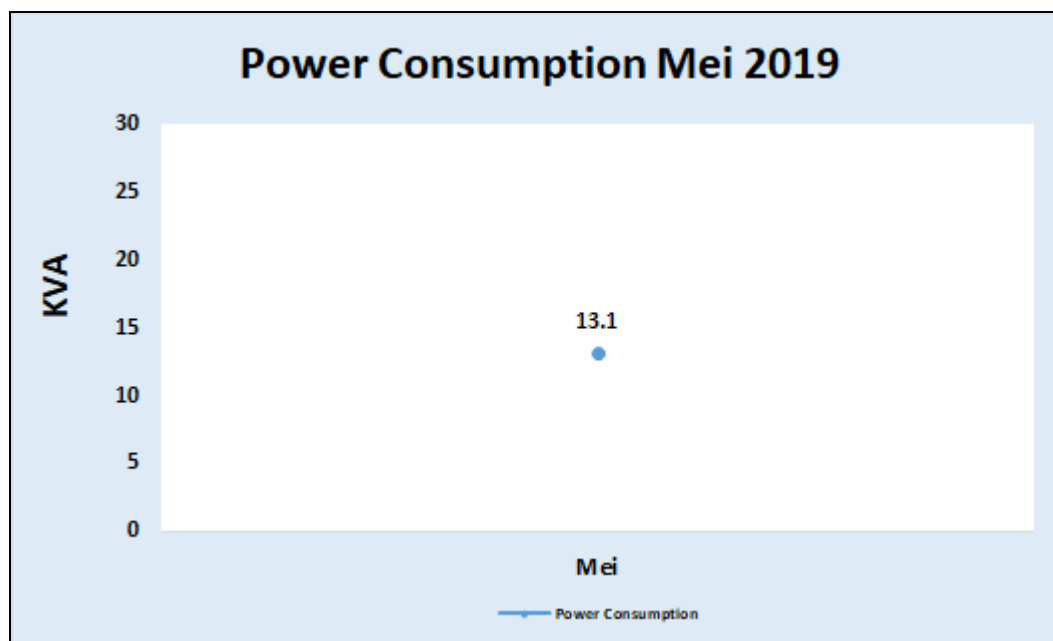
### III.Environment Performance

#### 1. Electrical Supply

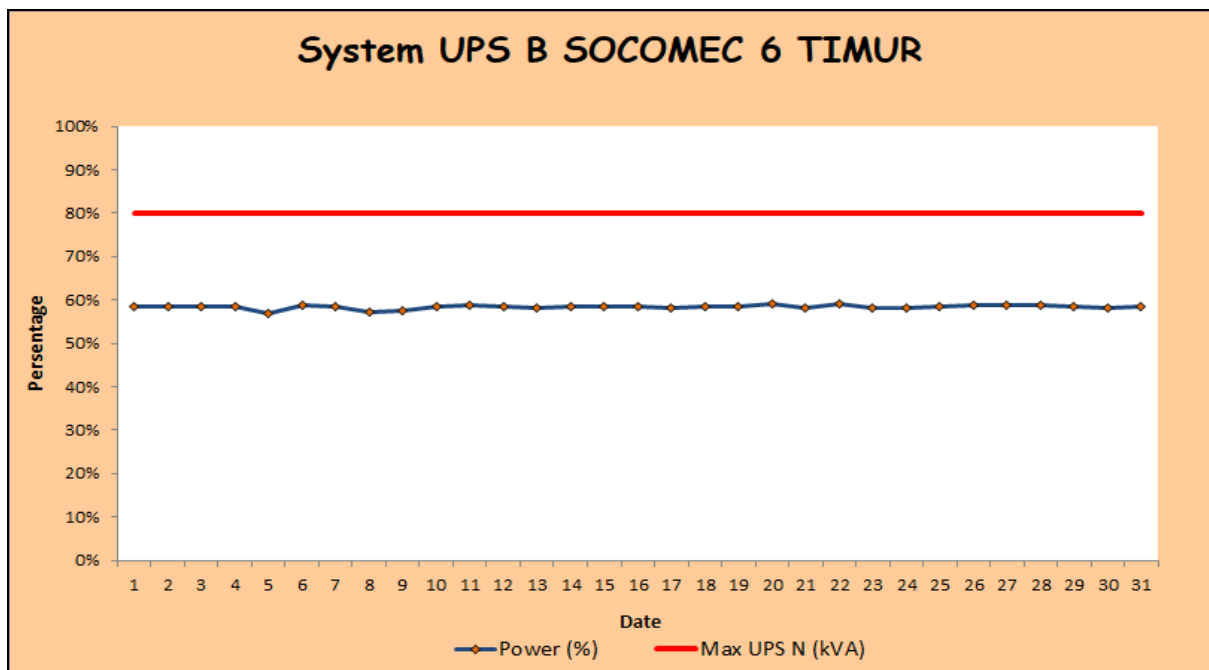
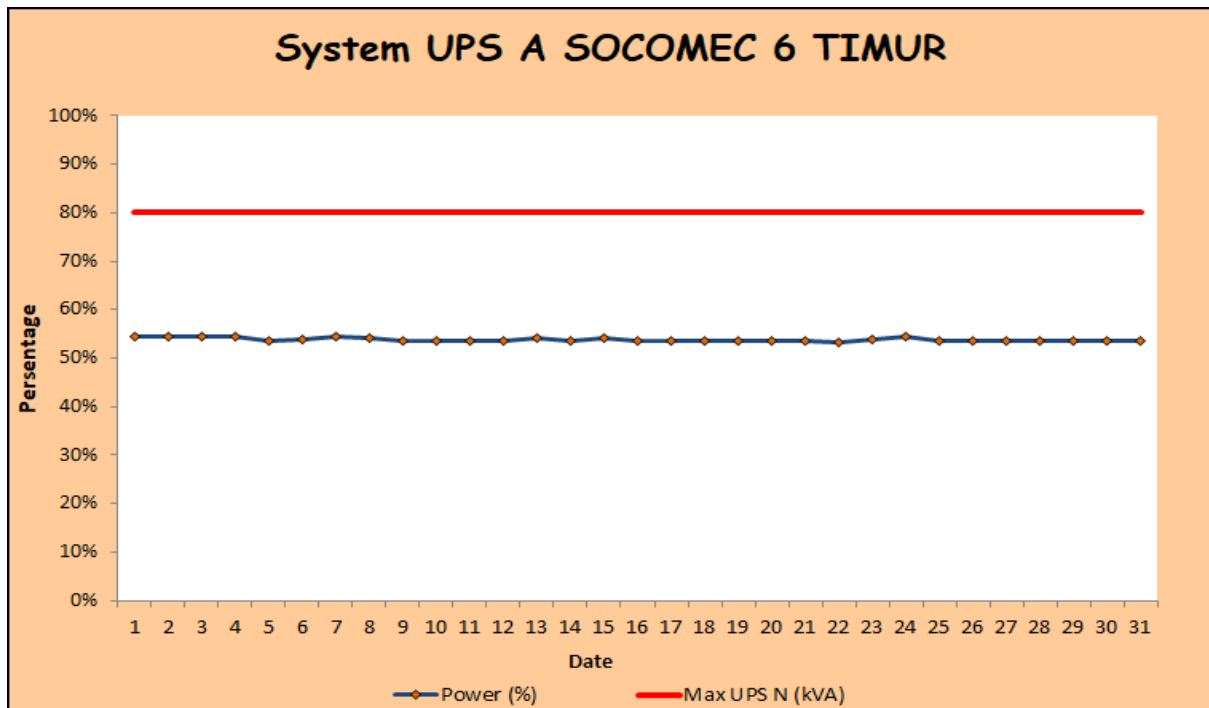
##### A. Power Availability



### B. Power Consumption

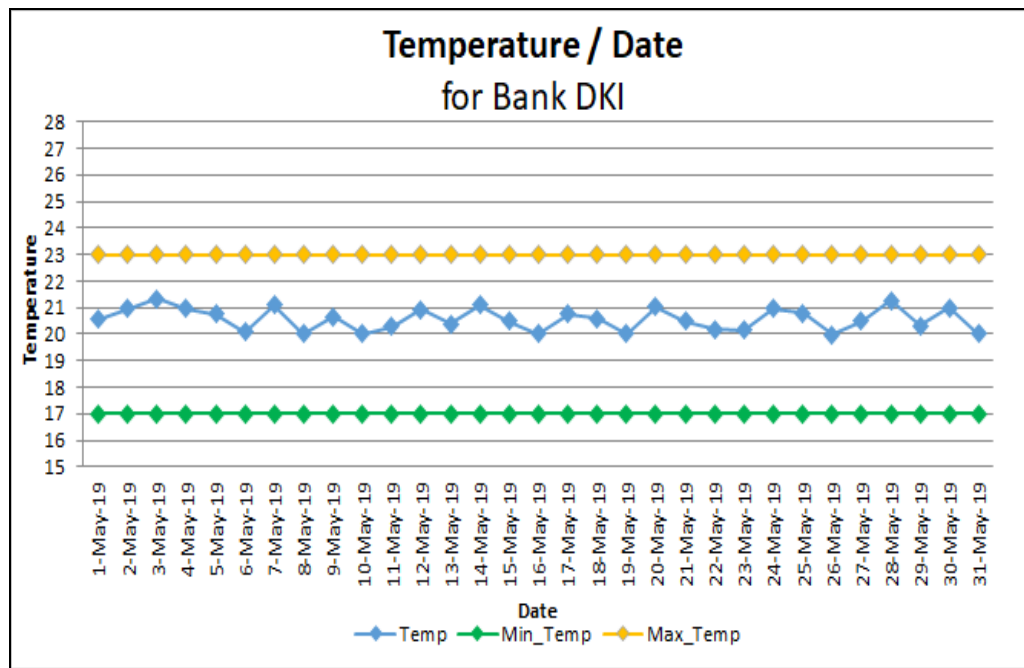


### C. UPS Load

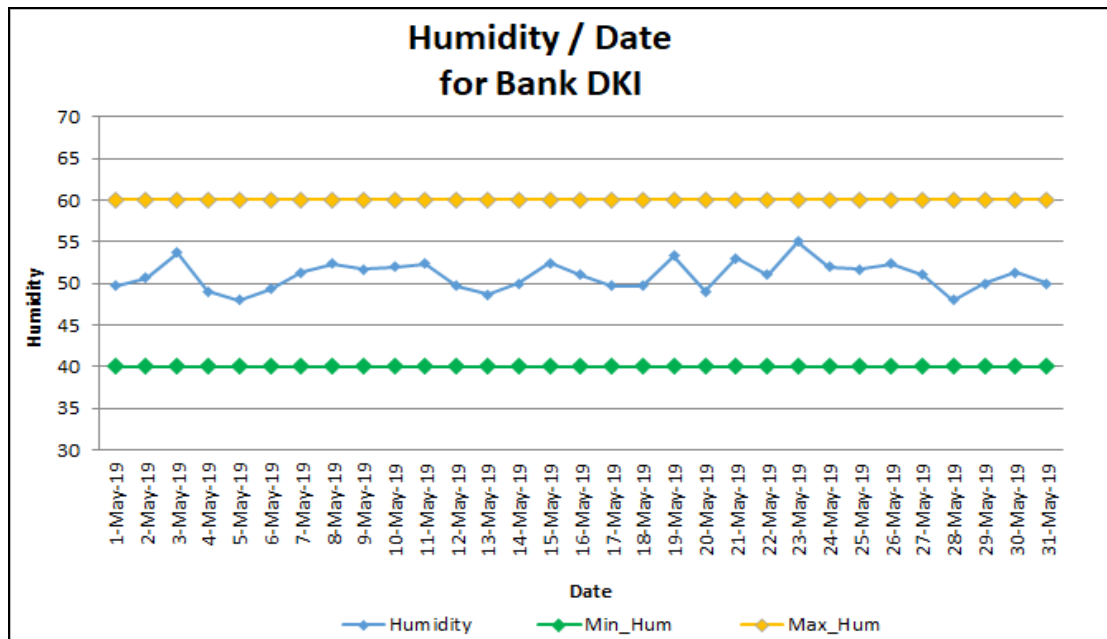




### 2. Room Temperature (°C) & Humidity (%)



Min and Max Temperature			Remarks
Period	Min	max	
This Month	20.0	21.3	
1st Previous Month	19.7	22.5	
2nd Previous Month	19.8	22.0	



Min and Max Humidity			Remarks
Period	Min	Max	
This Month	48.0	55.0	
1st Previous Month	45.0	52.0	
2nd Previous Month	44.0	53.0	

### 3. Maintenance Schedule of Data Center Facilities & Infrastructures

Vendor	Unit	Location	April	May	June
PT. LAPLASINDO	UPS Socomec A Utility Timur	5E	-	13-May-19	-
PT. LAPLASINDO	UPS Socomec B Utility Timur	5E	-	13-May-19	-
PT. WESTINDO	PAC NEXT (RC GROUP)	5E	-	6-11 May 25	-
PT. TEHNINDO SARANA UTAMA	GENSET 3x2000 kVA	PARKIR EAST	27-28 April 19	-	-
PT. CITRA INTI SEMESTA	NOVEC1230	5E	10-Apr-19	-	-
PT. PRIMATUNGGAJAVALAND	APAR	5E	-	4-10 may 19	-
PT. DWIMITRA	PANEL	5E	-	2-31 may 19	-
PT. PRATAMA MOTIVASI MANDIRI	ACCESS & CCTV	5E	22 Apr - 6 May 19	22 Apr - 6 May 19	17-21 Juni 19

### IV. Change Management

No	Change Titles	Change Type	Implementation Date
1	MOVE IN DKI 2 MEI 2019	Normal	5/4/19

### V. Hardware Movement

Selama Mei 2019 tidak ada Hardware Movement.

## VI. Security

### 1. Security Device Availability

Device	Availability	Remarks
CCTV	100%	
Access Door	100%	
Fire System	100%	

### 2. Visitor Log

Waktu Checkin	Waktu Checkout	Nama Pengunjung	Perusahaan Asal	Perusahaan Tujuan	Tujuan	Ruangan
5/3/2019 10:33	5/3/2019 11:56	BINO PRAMANA BESTARI	BANK DKI	BANK DKI	DC - Installation - etc	LT.5 TIMUR
5/3/2019 10:33	5/3/2019 11:56	YOSSI WAHYU HIDAYAT	BANK DKI	BANK DKI	DC - Installation - etc	LT.5 TIMUR
5/3/2019 10:34	5/3/2019 11:56	BAMBANG SUYATNO	MULTIPOLAR TECHNOLOGY, PT	BANK DKI	DC - Installation - etc	LT.5 TIMUR
5/3/2019 10:34	5/3/2019 11:56	SAEPUL HADAD	MULTIPOLAR TECHNOLOGY, PT	BANK DKI	DC - Installation - etc	LT.5 TIMUR
5/3/2019 10:35	5/3/2019 11:56	R. DERRY ARANTIKA	MULTIPOLAR TECHNOLOGY, PT	BANK DKI	DC - Installation - etc	LT.5 TIMUR
5/3/2019 14:12	5/3/2019 14:43	YOSSI WAHYU HIDAYAT	BANK DKI	BANK DKI	DC - Installation - etc	LT.5 TIMUR
5/3/2019 14:12	5/3/2019 14:41	SAEPUL HADAD	MULTIPOLAR TECHNOLOGY, PT	BANK DKI	DC - Installation - etc	LT.5 TIMUR
5/3/2019 14:12	5/3/2019 14:41	R. DERRY ARANTIKA	MULTIPOLAR TECHNOLOGY, PT	BANK DKI	DC - Installation - etc	LT.5 TIMUR
5/3/2019 14:12	5/3/2019 14:41	MUHAMAD ZARIR TOBARI	MULTIPOLAR TECHNOLOGY, PT	BANK DKI	DC - Installation - etc	LT.5 TIMUR
5/3/2019 14:13	5/3/2019 14:41	BINO PRAMANA BESTARI	BANK DKI	BANK DKI	DC - Installation - etc	LT.5 TIMUR
5/16/2019 8:22	5/16/2019 8:54	BINO PRAMANA BESTARI	BANK DKI	BANK DKI	DC - Maintenance - HW - Server / Storage	LT.5 TIMUR
5/16/2019 8:22	5/16/2019 8:54	AVERIL RUSDI	BANK DKI	BANK DKI	DC - Maintenance - HW - Server / Storage	LT.5 TIMUR
5/16/2019 8:22	5/16/2019 8:54	DENNI SETYONO	BANK DKI	BANK DKI	DC - Maintenance - HW - Server / Storage	LT.5 TIMUR
5/16/2019 8:23	5/16/2019 8:54	ARIF FADHLULLAH	BANK DKI	BANK DKI	DC - Maintenance - HW - Server / Storage	LT.5 TIMUR
5/16/2019 12:28	5/16/2019 13:30	DENNI SETYONO	BANK DKI	BANK DKI	DC - Maintenance - HW - Server / Storage	LT.5 TIMUR
5/16/2019 12:28	5/16/2019 13:30	ARIF FADHLULLAH	BANK DKI	BANK DKI	DC - Maintenance - HW - Server / Storage	LT.5 TIMUR

## VII. Disaster Recovery Services

### 1. DR Drill/ Activation

Activities	Start (WIB)	End (WIB)	Duration (hh:mm)
Remark : Selama Mei 2019 tidak ada proses Drill di Data Center			

### 2. DR Operation : Replication Process

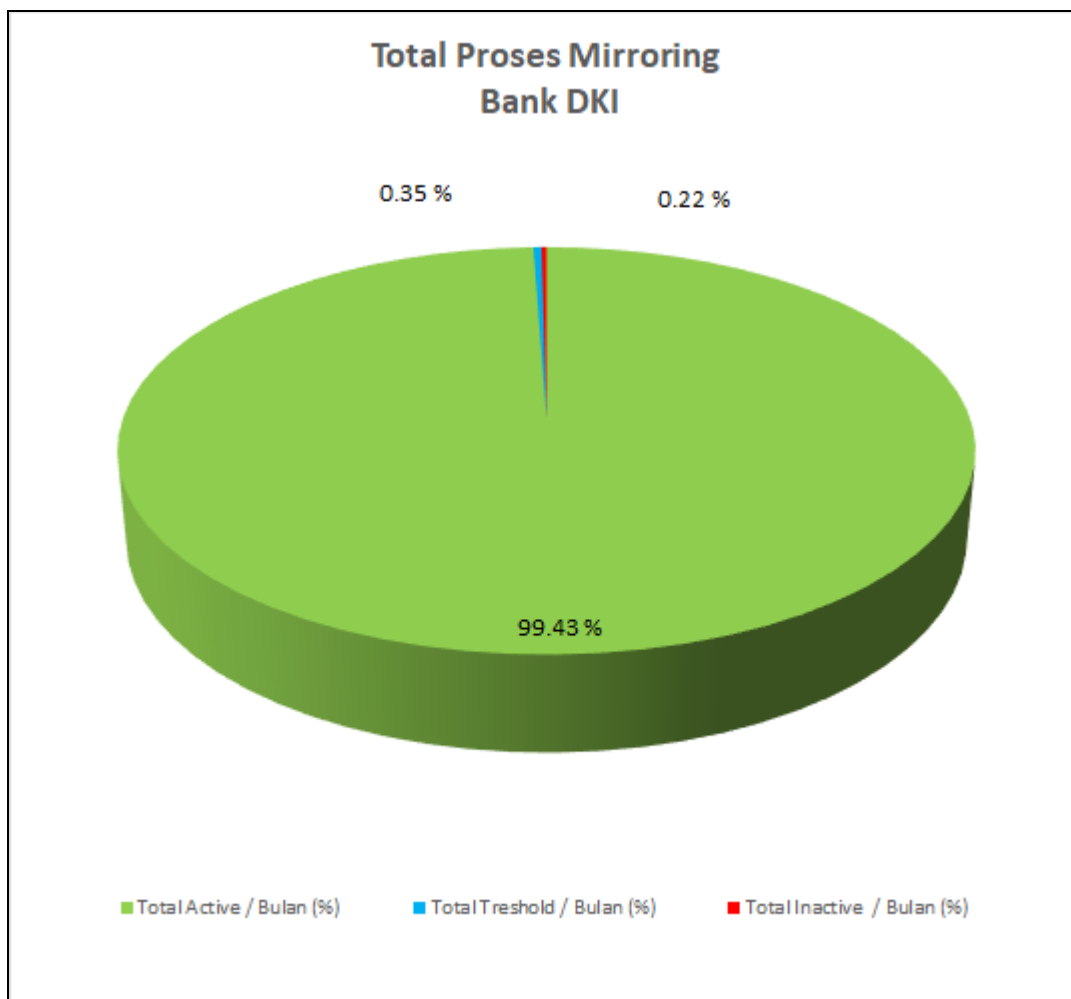
#### A. System and Application Availability

Actual Availability (%)					
Total Downtime (%)					
Summary of System and Application Downtime					
Start		End		Duration (hh:mm)	Description
Date	Time	Date	Time		
-	-	-	-	-	-



## B. Replication Process Availability

PARAMETER	Status Actual ( bulan ini )			Kondisi Normal ( perbulan )		
	Active	Treshold	Incative	Active	Treshold	Incative
Sendlag DKIDG	243	4	1	248	0	0
Sendlag ENDFORDG	247	0	1	248	0	0
Sendlag HISTORYDG	240	7	1	248	0	0
Sendlag INTDATADG	247	0	1	248	0	0
Sendlag INTSAFDG	246	1	1	248	0	0
SndLag USERDG	247	0	1	248	0	0
Sendlag VSIONADG	246	1	1	248	0	0
Sendlag VSIGNDKIDG	247	0	1	248	0	0
Error DKIDG	248	0	0	248	0	0
Error ENDFORDG	248	0	0	248	0	0
Error HISTORYDG	248	0	0	248	0	0
Error INTDATADG	248	0	0	248	0	0
Error INTSAFDG	248	0	0	248	0	0
Error USERDG	248	0	0	248	0	0
Error VSIONADG	248	0	0	248	0	0
Error VSIGNDKIDG	248	0	0	248	0	0



Laporan berdasarkan data tanggal :  
1 Mei 2019 s/d 31 Mei 2019

### 1. System Maintenance

Tidak dilakukan Maintenance di bulan ini. Maintenance terakhir dilakukan pada Tanggal 13 Mei 2011 ketika dilakukan penggantian battery di Mesin Mirroring Bank DKI.

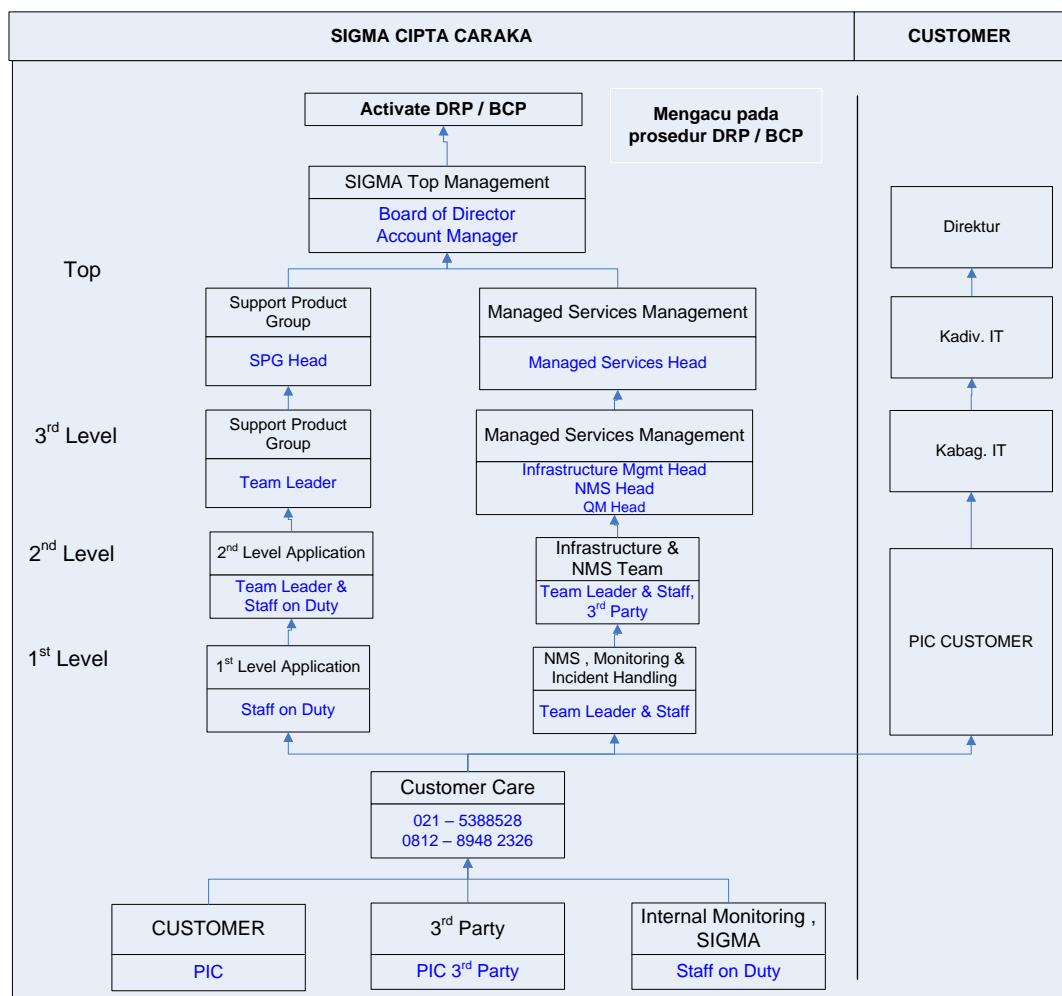
(Note: IPL tidak dilakukan setiap bulan karena pada mesin mirror tidak ada aktivitas sementara tujuan IPL adalah membersihkan address user yang login di mesin tsb. Sementara proses IPL juga akan mengharuskan proses mirroring dimatikan dan pada akhirnya akan menyebabkan mesin mirror tidak siap dan sending lag pada mesin mirror setelah diaktifkan kembali.

## VIII. Service Support

### A. ESCALATION LEVEL

Dalam memberikan layanannya, TelkomSigma berkomitmen untuk memberikan layanan yang terbaik. Permintaan layanan dan Pelaporan problem dilakukan melalui 1 pintu, yaitu Customer Care. Namun, jika masalah tidak tertangani, masalah akan dieskalasi ke level berikutnya, sampai dengan Level 4, Managed Services Head.

Berikut DRC Escalation Level.



B. TelkomSIGMA PERSONNEL SUPPORT

Personel TelkomSigma memberikan support 24 x 7. Berikut ini Daftar Jaga untuk Bulan Mei 2019.

1. Daftar Jaga Team Infrastruktur

No.	NAMA	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	Total Hari kerja	Sakit	Cuti	Lembur	
		Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri					
****	Regular																																				
1	Aleh Yana	-	R	R	-	-	R	R	R	R	R	-	-	R	R	R	R	R	-	-	R	R	R	R	R	R	-	-	R	R	R	-	R				
2	Akhmad Sofyan	-	R	R	-	-	R	R	R	R	R	-	-	R	R	R	R	R	-	-	R	R	R	R	R	R	-	-	R	R	R	-	R				
3	Taufik Sidik	-	R	R	-	-	R	R	R	R	R	-	-	R	R	R	R	R	-	-	R	R	R	R	R	R	-	-	R	R	R	-	R				
4	Sony Yulianto	-	R	R	-	-	R	R	R	R	R	-	-	R	R	R	R	R	-	-	R	R	R	R	R	R	-	-	R	R	R	-	R				
5	Yanuar Fitriani	-	R	R	-	-	R	R	R	R	R	-	-	R	R	R	R	R	-	-	R	R	R	R	R	R	-	-	R	R	R	-	R				
6	Fazar Fauzi	-	R	R	-	-	R	R	R	R	R	-	-	R	R	R	R	R	-	-	R	R	R	R	R	R	-	-	R	R	R	-	R				
7	Yuli Andrianto	-	R	R	-	-	R	R	R	R	R	-	-	R	R	R	R	R	-	-	R	R	R	R	R	R	-	-	R	R	R	-	R				
****	Shift																																				
8	M. Ridwan Rumasukun (MR) - SI	-	P	P	S	S	M	M	-	-	P	P	S	S	M	M	-	-	P	P	S	S	M	M	-	-	P	P	S	S	M	M					
9	Afif Alrasyid (AA)	-	P	P	S	S	M	M	-	-	P	P	S	S	M	M	-	-	P	P	S	S	M	M	-	-	P	P	S	S	M	M					
10	Sugi Santoso (SS)	-	P	P	S	S	M	M	-	-	P	P	S	S	M	M	-	-	P	P	S	S	M	M	-	-	P	P	S	S	M	M					
11	Mukhtar (MK) - SL	P	S	S	M	M	-	-	P	P	S	S	M	M	-	-	P	P	S	S	M	M	-	-	M	M	S	S	M	M	-	-					
12	Horasman Baho (HB)	P	S	S	M	M	-	-	P	P	S	S	M	M	-	-	P	P	S	S	M	M	-	-	P	P	S	S	M	M	-	-					
13	Wasjudi Saeful Hadi (WS)	P	S	S	M	M	-	-	P	P	S	S	M	M	-	-	P	P	S	S	M	M	-	-	P	P	S	S	M	M	-	-					
14	Sudarman H.M. (SH) - SL	S	M	M	-	-	P	P	S	S	M	M	-	-	P	P	S	S	M	M	-	-	P	P	S	S	M	M			P	P					
15	Enrico Ferry (EF)	S	M	M	-	-	P	P	S	S	M	M	-	-	P	P	S	S	M	M	-	-	P	P	S	S	M	M			P	P					
16	Haryanto (HR)	S	M	M	-	-	P	P	S	S	M	M	-	-	P	P	S	S	M	M	-	-	P	P	S	S	M	M			P	P					
17	Wahyu Awaludin (WA) - SL	M	-	-	P	P	S	S	M	M	-	-	P	P	S	S	M	M	-	-	P	P	S	S	M	M	-	-	P	P	S	S					
18	Alam Jasindra (AJ)	M	-	-	P	P	S	S	M	M	-	-	P	P	S	S	M	M	-	-	P	P	S	S	M	M	-	-	P	P	S	S					
19	Rizky Agustian (RA)	M	-	-	P	P	S	S	M	M	-	-	P	P	S	S	M	M	-	-	P	P	S	S	M	M	-	-	P	P	S	S					
20	Widira Mulyadrajat (WM)	S	M	-	P	P	S	S	M	M	-	-	P	P	S	S	M	M	-	-	P	P	S	S	M	M	-	-	P	P	S	S					
21	Muhammad Fatoni (MF)	-	P	S	M	M	M	M	-	-	P	P	M	M	M	-	-	M	M	M	M	S	S	-	-	M	M	M	M	-	M	M	M				
22	Endang Engkus (EE)	M	-	P	S	S	M	M	M	-	-	P	S	S	M	M	-	-	P	P	M	M	M	-	P	P	S	S	M	M	-	-					
23	Adi Kusuma (AK)	M	M	M	-	-	P	P	S	M	M	M	-	-	P	P	S	S	M	M	-	-	M	M	S	S	M	-	S	S	M	M					
24	M. Lanur Zamzam (LZ)	P	S	M	M	M	-	-	P	S	S	S	M	M	-	-	P	P	S	S	M	M	-	-	P	P	M	M	M	-	P	P					

### 2. Daftar Jaga Team DRC

	Jadwal 3 Shift Bulan Mei 2019 DRC																																
Nama	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	Total Hari Kerja	Lebih Hari Kerja
	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri		
Nana Rusdiana		N	N			N	N	N	N	N			N	N	N	N	N			N	N	N	N	N			N	N	N		N	21	
Tcarso		N	N			N	N	N	N	N			N	N	N	N	N			N	N	N	N	N			N	N	N		N	21	
Yudi Umbara		1	1	1	3	3			2	2	2	2	2		1	1	3	3	3			1	1	1	3	3			2	2	2	23	2
Achmad Firdaus	1	2	2		1	1	3	3	3			1	1	1	3	3			2	2	2	2	2		1	1	3	3	3			23	2
Rizki Saputro	2	3	3	3			1	1	1	3	3			2	2	2	2	2		1	1	3	3	3			1	1	1	3	3	24	3
Bagus BP	3			2	2	2	2	2		1	1	3	3	3			1	1	1	3	3			2	2	2	2	2		1	1	23	2