

**Monthly Performance Report**

**No. : ITO/RPM/1905.Kemeninfo Monev**

Agreement Number : -

Subject : Computer Recovery Services

**Period : May, 2019**



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**I. Executive Summary**

|  |  |  |  |
| --- | --- | --- | --- |
| No. | Service Item | Standard | This Month Performance |
| 1 | Environment:  Temperature  Humidity  Power Availability | 22.0 C-3.0 C (50.0 +-10.0)% RH 99.90 % | 20.0 C-22.5 C (43.67 - 50.0)% RH 100.00 % |
| 2 | Security Device Availability:  Access Door  CCTV  Fire System | 99.00 % 99.00 % 99.50 % | 100.00 % 100.00 % 100.00 % |

**II. Environment Performance**

**1. Electrical Supply**

**A. Power Availability**

Power Availability

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Recap of PLN Off & Other Electricity Incidents** | | | | **Description** |
| **Off** | **On** | **Duration** **(hh:mm:ss)** | **Downtime?** |
| **-** | **-** | **-** | **-** | **Selama Mei 2019, Tidak ada PLN Off** |
| **Downtime Power This Period (%)** | | | | **0.00%** |
| **Power Availability This Period (%)** | | | | **100.00%** |
| **Power Availability 1 Period Before (%)** | | | | **100.00%** |
| **Power Availability 2 Periods Before (%)** | | | | **100.00%** |

**B. Power Consumption**

Power Consumption

**C. UPS Load**

UPS Load

**D. UPS backup time**

UPS Backup Time

**2. Temperature & Humidity**

Temperature & Humidity

|  |  |  |  |
| --- | --- | --- | --- |
| **Min and Max Temperature** | | | **Remarks** |
| **Period** | **Min** | **Max** |
| This Month | 20.0 | 22.5 |  |
| 1st Previous Month | - | - |  |
| 2st Previous Month | - | - |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Min and Max Humidity** | | | **Remarks** |
| **Period** | **Min** | **Max** |
| This Month | 43.67 | 50.0 |  |
| 1st Previous Month | - | - |  |
| 2st Previous Month | - | - |  |

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

Maintenance Schedule

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No** | **Vendor** | **Perangkat** | **Bulan** | | |
| **April** | **May** | **June** |
| 1 | PT. DAYA PERKASA ABADI | VESDA | Renewal | Renewal | - |
| 2 | PT. DWIMITRA | PANEL | - | Renewal | - |
| 3 | PT. MAXIMA ANDALAN | NOVEC1230 | - | Renewal | - |
| 4 | PT. PRATAMA MOTIVASI MANDIRI | ACCESS & CCTV | 22 Apr - 6 May 19 | 22 Apr - 6 May 19 | - |
| 5 | PT. PRIMATUNGGAL JAVALAND | APAR | 30 Apr - 4 May 19 | 30 Apr - 4 May 19 | - |
| 6 | PT. TEHNINDO SARANA UTAMA | COOLING TOWER SIGMA | - | Renewal | - |
| 7 | PT. TEHNINDO SARANA UTAMA | GENSET 2x1500 kVA | 27-28 April 19 | - | - |
| 8 | PT. TEHNINDO SARANA UTAMA | PAC Liebert (Water cooled) | - | 8 May - 15 Juni 19 | - |
| 9 | PT. VEKTOR DAYA MEKATRIKA | UPS VEKTOR B Utility Timur | - | 23 May 19 | - |

**III. Machine Movement**

Machine Movement

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Tanggal** | **Description** | **S/N** | **Qty** | **No.Rack** | **Power** | **PIC** | **Time** | **Remark** | **Room** | **No.Ticket** |
| 1 | 20-05-2019 | Lenovo SR 530 | J3008WRR | 1 | - | 200 W | Rusdi Budiman | 11:00 |  | Server Room Lt.3 Timur | REQ 40012 |

**IV. Security**

**1. Security Device Availability**

Security Device Availability

|  |  |  |
| --- | --- | --- |
| **Device** | **Availability** | **Remarks** |
| Access Door | 100.00 | - |
| CCTV | 100.00 | - |
| Fire System | 100.00 | - |

**2. Visitor Log**

Visitor Log

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **VISITOR LOG - LOBBY** | | | | | | | | | |
| **No** | **Nama Pengunjung** | **Perusahaan Asal** | **Perusahaan Tujuan** | **Tujuan** | **Kategori** | **Pendamping** | **Lokasi** | **Waktu Check IN** | **Waktu Check OUT** |
| 1 | DENNI SETYONO | KOMINFO | BANK VICTORIA - KONVENSIONAL | DC - Maintenance - HW - Server / Storage | Customer | Nana Rusdiana | LT.5 TIMUR, | 16-05-2019 08:18:51 | 16-05-2019 08:56:55 |
| 2 | YOSSI WAHYU HIDAYAT | KOMINFO | KOMINFO | DC - Installation - etc | Customer | Nana Rusdiana | LT.5 TIMUR, | 03-05-2019 10:18:25 | 05-03-2019 14:45:28 |
| 3 | BINO PRAMANA BESTARI | KOMINFO | KOMINFO | DC - Installation - etc | Customer | Nana Rusdiana | LT.5 TIMUR, | 03-05-2019 10:14:21 | 03-05-2019 14:46:32 |
| 4 | BINO PRAMANA BESTARI | KOMINFO | KOMINFO | DC - Maintenance - HW - Server / Storage | Customer | Nana Rusdiana | LT.5 TIMUR, | 16-05-2019 08:17:44 | 16-05-2019 08:56:51 |
| 5 | ARIF FADHLULLAH | PERSONAL | KOMINFO | DC - Maintenance - HW - Server / Storage | Customer | Nana Rusdiana | LT.5 TIMUR, | 16-05-2019 08:18:08 | 16-05-2019 08:57:03 |
| 6 | AVERIL RUSDI | TELKOMSIGMA | KOMINFO | DC - Maintenance - HW - Server / Storage | Customer | Nana Rusdiana | LT.5 TIMUR, | 16-05-2019 08:18:28 | 16-05-2019 08:56:57 |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **VISITOR LOG - DATA CENTER** | | | | | | | | | |
| **No** | **Nama Pengunjung** | **Perusahaan Asal** | **Perusahaan Tujuan** | **Tujuan** | **Kategori** | **Pendamping** | **Lokasi** | **Waktu Check IN** | **Waktu Check OUT** |
| 1 | DELI KUSUMA DEWI | BUANA VARIA KOMPUTAMA, PT | SIGMA CIPTA CARAKA (TELKOMSIGMA) PT | NON DC - Installation - etc | Mitra Telkomsigma | Judhi Iskandar | LT.5 BARAT, | 01-05-2019 07:24:16 | 01-05-2019 16:12:33 |
| 2 | IWAN KURNIAWAN | BANK DBS INDONESIA | BANK DBS INDONESIA | DC - Installation - Standby | Customer | Nana Rusdiana | LT.3 TIMUR,LT.5 TIMUR,LT.5 BARAT, | 01-05-2019 07:25:32 | 01-05-2019 21:15:51 |

**3. Log Access**

Log Access

Selama Bulan May 2019, tidak ada log access.

**V. Change Management**

Change Management

|  |  |  |  |
| --- | --- | --- | --- |
| **Change ID** | **Summary** | **Request Start Date** | **Request End Date** |
| CRQ000000000627 | CR/BB/IV/018/2018 EDC FASE 2 BANK BANTEN AS ACQUIRER | 22-05-2019 04:00:00 | 23-05-2019 09:00:00 |
| CRQ000000000592 | [BB] PERBAIKAN OBJECT DX@MG2 TERKAIT TRANSAKSI MPN G2 TERBETUK 3X | 28-05-2019 05:30:00 | 29-05-2019 11:59:00 |
| CRQ000000000549 | [BPI] PROMOTE OBJECT MVAC1P PERUBAHAN TYPE REKENING | 10-05-2019 04:30:00 | 13-05-2019 11:59:00 |

**VI. Incident Log & Request**

Incident Log & Request

**A. Incident Log**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Incident ID** | **Summary** | **Submit Date** | **Resolved Date** | **Duration** | **Resolution** | **Status** | **PIC** |
| 1 | INC000000019986 | MSGW Proses Akhir Hari DDS KOMINFO tgl 14/05/2019 | 15-05-2019 03:36:00 | 17-05-2019 08:47:00 | 53:11:00 | Sudah konfirmasi ke pak Risman dan MSGW tersebut sudah hilang. | Closed | Tri Wibowo |
| 2 | INC000000020345 | Permohonan bantuan restart router internet bsd | 16-05-2019 04:32:00 | 19-05-2019 02:00:00 | 69:28:00 | Router sudah dilakukan Restart dan Link sudah Normal Kembali | Closed | Hardana Putra |

**B. Request Log**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Request ID** | **Summary** | **Submit Date** | **Resolved Date** | **Duration** | **Resolution** | **Status** | **PIC** |
| 1 | REQ000000038524 | Layanan Permintaan : [Permohonan Izin] - Mitra Penambahan Perangkat di Colo ... | 06-05-2019 08:14:00 | 12-05-2019 02:45:00 | 138:31:00 | disarankan melakukan jurnal manual. atau user dapat meminta melakukan restore dengan dilampiri surat resmi | Closed | DC Sentul - Site Operation |
| 2 | REQ000000038557 | Layanan Permintaan : Layanan Permintaan Spool File - Spoll CB tanggal 30 April 2019 Error tidak b... | 06-05-2019 11:05:00 | 10-05-2019 02:46:00 | 87:41:00 | disarankan melakukan jurnal manual. atau user dapat meminta melakukan restore dengan dilampiri surat resmi | Closed | Support Desk 3 |
| 3 | REQ000000046806 | Layanan Permintaan : Kunjungan Customer - Permohonan Masuk Maintenance Server | 28-05-2019 11:00:00 | 02-06-2019 02:46:00 | 111:46:00 | disarankan melakukan jurnal manual. atau user dapat meminta melakukan restore dengan dilampiri surat resmi | Closed | Remote/Smarthand BSD |