

**SLA ACHIEVEMENT REVIEW**

**Period: January 2021**

|  |  |
| --- | --- |
| **Application** | HC Portal (Moana API , ISM CMS ,etc) |
| **Vendor** | PT. Sigma Cipta Caraka |
| **Preparer** | Irwan Sahrul Sidik |
|  |  |

This certificate officially stated that vendor has completed the escalation process of application troubleshooting or change request as agreed in SLA. For each request logged, there are **2** components of measured items, calculation details of performance achievement is attached.

Summary of performance achievement:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Severity** | **#Request / Issues** | **Comply Items** | | | **Total Comply Items** | **Achievement** | **Remarks** |
| **Open** | **In Progress** | **Closed** |
| 1 (Critical) | 0 | 0 | 0 | 0 | 0 | 100% | Comply with SLA |
| 2 (High) | 0 | 0 | 0 | 0 | 0 | 100% | Comply with SLA |
| 3 (Medium) | 2 | 0 | 0 | 2 | 2 | 100% | Comply with SLA |
| 4 (Low) | 0 | 0 | 0 | 0 | 0 | 100% | Comply with SLA |
| **Total** | 2 | **0** | **0** | **2** | **2** | **100%** | Comply with SLA |

Conclusion:

Performance achievement for this period is **100%** (calculation details attached).

Availability achievement for this period is **100%** (calculation details attached).

Jakarta, February 2021

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| **Name** | **Position** | **Signature** |
| Irwan Sahrul Sidik | Consultant Support |  |

Approved by,

|  |  |
| --- | --- |
| **Gino Sunarto**  Staff IT ERP Core Finance  PT. Telkomsel | **ttd**  **Yose Permata**  Project Manager  PT. Sigma Solusi Integrasi |





for

OPERATION MAINTENANCE SUPPORT

on HC Portal (Moana API, ISM CMS, etc)

**Period: January 2021**



Document Information

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| --- | --- | --- | --- |
| Document Name: | Activity Report [January 2021] | | |
| Prepared By: | Irwan Sahrul Sidik | Document Version No: | 1.0 |
| Title: | Consultant Support | Document Version Date: |  |
| Reviewed By: |  | Review Date: |  |

Distribution List

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| To | Action\* | Due Date | Phone/Fax/Email |
| --- | --- | --- | --- |
| Gino Sunarto | Review, Archived |  |  |
| Moh A Ghafur | Review, Archived |  |  |
|  |  |  |  |

\* Action Types: Approve, Review, Inform, File, Action Required, Attend Meeting, Other (please specify)

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1. Key Highlights

|  |  |  |  |
| --- | --- | --- | --- |
| Reporting Period: | January 2021 | Project Manager: | Yose Permata |
| Project Description: Operation Maintenance Support | | | |
| * Identify and resolve incoming issue reports/change requests. | | | |

1. Activity Summary

#### Activity Accomplishments This Reporting Period

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Activities** | **Quantity** | **Status** |
| 1 | Melakukan Activity troubleshoot Incident | 2 | Done |
| 2 | Melakukan Activity troubleshoot recurring incident / problem | 0 | Done |
| 3 | Melakukan Activity Change Requests | 0 | Done |
| 4 | Melakukan Activity Service Request | 2 | Done |
| 5 | Melakukan Activity Routine Maintenance | 3 | Done |
| 6 | Melakukan Activity Application Availability check | 3 | Done |

#### Planned Activities Next Reporting Period

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Activities** | **Quantity** | **Status** |
| There’s no key planned activities next reporting period this period | | | |

1. Incident

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Activities** | **Apps** | **Sev** | **Report  [Date]** | **Respond [Date]** | **Solution [Date]** | **SLA** |
| 1 | Support Check Issue Api Failed Post Picture (Api Clear, Problem Lost Data in Frontend not send Group Id) | ISM | 3 | 28/01/2021 | 28/01/2021 | 28/01/2021 | Comply |
| 2 | Check Issue Api not get result in app (Api clear, Problem in Frontent get return) | ISM | 3 | 29/01/2021 | 29/01/2021 | 29/01/2021 | Comply |

1. Problem

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Activities** | **Apps** | **Sev** | **Report  [Date]** | **Respond [Date]** | **Solution [Date]** | **SLA** |
| There’s no recurring incident in this period | | | | | | | |

1. Change Requests

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Activities** | **Apps** | **Sev** | **Report  [Date]** | **Respond [Date]** | **Solution [Date]** | **SLA** |
| There’s no change request in this period | | | | | | | |

1. Service Request

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Activities** | **Apps** | **Sev** | **Report  [Date]** | **Respond [Date]** | **Solution [Date]** | **SLA** |
| 1 | Export data for year of 2020 about all posting, most hashtag, and top activity employee. | ISM | 4 | 04/01/2021 | 04/01/2021 | 04/01/2021 | Comply |
| 2 | Export data for year of 2020 about top activity employee. | ISM | 4 | 05/01/2021 | 05/01/2021 | 05/01/2021 | Comply |

1. Routine Maintenance

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Activities** | **Apps** | **Sev** | **Report  [Date]** | **Respond [Date]** | **Solution [Date]** | **SLA** |
| 1 | Check utilisasi CPU di hcismonpapp1-new - 10.2.232.216:  Untuk periode bulan Januari 2021, status utilisasi cpu masih aman dan dibawah threshold, nilai max 1.8% dan averagenya 0.28% | HCIS API | 4 | 01/02/2020 | 01/02/2020 | 01/02/2020 | Comply |
| 2 | Check utilisasi Memory di hcismonpapp1-new - 10.2.232.216:  Untuk periode bulan Januari 2021, status utilisasi memory masih aman kategori medium dan di bawah threshold, nilai max 86,37% dan averagenya 73,70% | HCIS API | 4 | 01/02/2020 | 01/02/2020 | 01/02/2020 | Comply |
| 3 | Check mountpoint usage di hcismonpapp1-new - 10.2.232.216:  Untuk periode bulan Januari 2021, status used mountpoint /apps masih aman yaitu 62% | HCIS API | 4 | 01/02/2020 | 01/02/2020 | 01/02/2020 | Comply |

1. Application Availability

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Activities** | **Apps** | **Sev** | **Report  [Date]** | **Respond [Date]** | **Solution [Date]** | **SLA** |
| 1 | Check availability server hcismonpapp1-new - 10.2.232.216:    Untuk periode bulan Januari 2021, status availability masih aman, uptimenya lebih dari sebulan, yaitu 285 hari | HCIS API | 4 | 01/02/2020 | 01/02/2020 | 01/02/2020 | Comply |
| 2 | Check availability Database 10.49.31.1:3314:  C:\Users\user\Desktop\HCMDEC\Capture_baru\WhatsApp Image 2021-01-11 at 17.27.31 (1).jpeg  Untuk periode bulan Januari 2021, status availability masih aman, uptimenya lebih dari sebulan, yaitu 202 hari | HC PORTAL | 4 | 01/02/2020 | 01/02/2020 | 01/02/2020 | Comply |
| 3 | Check availability Aplikasi HCIS-API hcismonpapp1-new - 10.2.232.216:    Untuk periode bulan Januari 2021, status availability masih aman, uptimenya lebih dari sebulan, yaitu 284 hari | HCIS API | 4 | 01/02/2020 | 01/02/2020 | 01/02/2020 | Comply |

Approval

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| --- | --- | --- | --- |
| Name: | Gino Sunarto | Name: | Irwan Sahrul Sidik |
| Title: | Staff IT ERP Core Finance | Title: | Consultant Support |
| Date: |  | Date: | 02 February 2021 |
| Signature: |  | Signature: |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Name: | Moh A Ghafur | Name: | Yose Permata |
| Title: | Manager IT ERP Non Core | Title: | Project Manager |
| Date: |  | Date: | 02 February 2021 |
| Signature: |  | Signature: | **ttd** |