

ABSTRACT

The increasing number of customers are network-based broadband Fiber To The Home (FTTH) raises problems and disorders that often occur. The problem can be a nuisance during installation of the network, the length of time of completion or improvement of disorders as well as damage to the cables, it is very detrimental as it can be bad for customers due to the disconnection of communication access phone or internet data. In order to make the device work optimally, then maintenance and periodical checking needs to be done. NOSS-A (New Operation Support System Assurance) is a web-based information systems provide ease in the handling of the disruption that is quick and precise role as monitoring against improving the services to the customer. All customer data entered in good NOSS-A address, phone number and product use telkom, so there are lot of NOSS-A data is processed. Management of NOSS-A need analysis to evaluate, measure quality and gives recommendations to suit the goals of the organization.

Key words: Fiber To The Home (FTTH), installation, network access, NOSS-A. (New Operation Support System Assurance)