

ABSTRACT

PT Telkom Akses is a subsidiary of PT Telekomunikasi Indonesia, Tbk (Telkom). PT Telkom Akses is engaged in the business of providing network infrastructure construction and management services. Due to the large demand for services provided, PT Telkom Akses requires a large team of technicians who support the installation of network services. For this reason, at PT Telkom Akses there is a telkom office in the STO (Sentral Telepon Otomat) section which consists of provisioning and IOAN which will control network service requests, provide the best technicians and network maintenance. STO (Sentral Telepon Otomat) is a Telkom office that is more related to the technical side. STO itself focuses more on field technical work, namely installing new networks and maintaining networks in various segments. Provisioning is a work unit used by PT Telkom in handling the installation and configuration of new FTTH networks or migration from copper networks. IOAN (Integrated Operation Access Network) is a work unit that is responsible for handling indihome interference that occurs at the customer's home.

Key words : *STO (Automatic Telephone Center), Provisioning, IOAN (Integrated Operation Access Network).*