

ABSTRAK

Meningkatnya jumlah pelanggan *broadband* berbasis jaringan *Fiber To The Home* (FTTH) menimbulkan permasalahan serta gangguan yang sering terjadi. Permasalahan tersebut dapat berupa gangguan pada saat instalasi jaringan, lamanya waktu penyelesaian atau perbaikan gangguan serta kerusakan kabel, hal ini sangat merugikan karena dapat berdampak buruk bagi pelanggan karena terputusnya akses komunikasi telepon maupun data internet. Agar perangkat bekerja secara optimal, maka pemeliharaan dan pengecekan berkala perlu dilakukan. TENNOS (*Telkom National Operations Support Systems*) merupakan sebuah sistem informasi berbasis web yang memberikan kemudahan dalam penanganan gangguan yang cepat serta tepat berperan sebagai montirong terhadap peningkatan pelayanan kepada pelanggan. Semua data pelanggan masuk dalam TENNOS baik alamat, nomor telepon dan penggunaan produk telkom, sehingga TENNOS terdapat banyak data yang diolah. Pengelolaan TENNOS memerlukan analisis untuk mengevaluasi, mengukur kualitas dan memberi rekomendasi agar sesuai dengan tujuan organisasi.

Kata kunci : *Fiber To The Home* (FTTH), Instalasi, Jaringan Akses, TENNOS (*Telkom National Operations Support Systems*)

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. TENNOS (Telkom National Operations Support Systems) 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 TENNOS address, phone number and product use telkom, so there are lot of data is processed. Management of TENNOS 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, TENNOS. (New Operation Support System Assurance)