

## ABSTRACT

In the last few decades, information technology has developed rapidly. As a result of these technological developments, the problems in data processing have been overcome so that processing data into information will be obtained quickly and accurately. Network problems in government offices often appear at an unforgettable time, where the internet network may experience a decrease in speed or cannot be accessed. This makes online services or other work in government offices hampered. At the Office of Communication and Information Technology to check the internet and fix problems in government offices, the incorporation of information and telecommunications technology greatly affects the computer system so that there is a change from a computer to a computer network where tasks are handled by many separate computer tasks but can be communicate with each other in carrying out these tasks. Therefore, the Office of Communication and Information Technology in the Infrastructure sector provides services for maintenance and repair of the internet network if there are problems. Monitoring is carried out every day so that if there are problems, they can be immediately fixed. Improving the internet network is carried out by conducting a survey first and repairs are carried out immediately so that the internet network connection can remain connected.

**Keywords : network, maintenance, monitoring, troubleshooting**