

Abstrak

PT Telekomunikasi Indonesia or often referred to as Telkom has a service product, one of which is called Indihome. Indihome itself has three types of communication services and also data services in one package, namely internet services, landline services, and cable television services. In the process of working indihome can experience interference. The work unit that handles these disturbances is the technicians. Where the technician will get an order to fix the problem by issuing a ticket by TL IOAN (Integrated Operation Access Network). In making the disturbance ticket using the Datum website (Kandatel Utilized Management). This report discusses the role of the datum website in the process of making indihome fault tickets up to the issuance of tickets to technicians.

Keywords : *Indihome, IOAN, Datum*