ABSTRACT

Telkom Group serves millions of customers throughout Indonesia with a complete range of telecommunications services. PT. Telkom Witel Makassar is one of the telecommunications areas of the Regional Division VII. ASO Unit (Access Service Operation) is one of the units at PT. Telkom Witel Makassar and the main task of this unit is to take care of the installation and repair of problems that occur after the installation of indihome services. In addition, the unit is also responsible for provisioning, fullfillment (delivery), and assurance (after sale) for Indihome services. In supporting the work, the duties of employees and workers in the field, the ASO Unit is equipped with various web-based applications.

Among the various kinds of web-based applications, there are still some jobs that still have to use Microsoft Excel, one of which is to recap the performance data of technicians in Regional VII area which is covered by Witel Makassar. The work carried out by technicians in the field is recapitulated and the data processed by employees on duty in the ASO unit work space. This data is recapitulated once a month at the end of each month. Because his work still uses Microsoft Excel, a web-based application called Kalila is here as a substitute for Excel. However, to make this application work, there is still much that needs to be improved because the state of the application is still in prototype or beta form, therefore an update is needed so that the web can be fully functional.

Keywords: Witel, Indihome, Excel, technician, Kalila.