

## **ABSTRACT**

*Work Practice (KP) is an academic activity that must be followed by students with the aim to gain experience and insight in accordance with the field of science in the world of work. The practical work report is titled "Monitoring of Jogja Smart Service Public Wifi Internet Network (JSS) at Life Media" aims to find out how the helpdesk division is tasked with processing data, data validation, and monitoring JSS public wifi services. The benefits of implementing this KP are that students are expected to be able to know the scope of the world of work. The writing of this KP report uses direct practice and analysis methods with guidance from field guides. JSS public Wifi is a Yogyakarta City Government program that provides various services for the people of Yogyakarta City, Life Media acts as an internet service provider with a speed of 50 Mbps and monitoring the internet network is running well, this service is already available in 45 sub-districts with a total of 321 installation locations in Yogyakarta City. The JSS helpdesk uses google spreadsheets to help process and validate JSS customer data consisting of SPK Plan 100 with a total of 121 customer data and SPK Plan 200 with a total of 200 customer data. In accordance with the agreement of the Yogyakarta City Government with Life Media, wifi uptime in each location is not less than 80% every month, the JSS helpdesk monitors every day using PRTG Network Monitor software that can detect uptime / downtime, and Putty remote access to check and reconfigure OLT devices remotely. All information regarding JSS service constraints must be reported through the JSS Helpdesk Whatsapp Group to be handled by the NOC division or field technical team.*

**Keywords :** *JSS, Helpdesk, Monitoring*