

## ABSTRAK

*Assurance* sebagai salah satu dari *life cycle* proses bisnis PT Telekomunikasi Indonesia, Tbk. diharapkan dapat menjadi salah satu alat retensi PT Telekomunikasi Indonesia, Tbk. untuk mempertahankan pelanggan yang telah ada. *Fulfillment, Assurance and Billing* (FAB) akan menjadi semakin solid manakala terdapat kemudahan dari pelanggan untuk melakukan *service request/ ticket* terkait produk PT Telekomunikasi Indonesia, Tbk. yang telah dimilikinya. SAP CRM memiliki modul pengelolaan *ticket* yang akan menambah *experience* pengguna bersama PT Telekomunikasi Indonesia, Tbk. Modul SAP ini membutuhkan Sistem Integrasi agar *ticket* dapat diterima oleh *product owner* yang kemudian dilakukan solusi sesuai harapan pengguna dan sebagai sarana monitoring *service request*. Integrasi dilakukan oleh EAI (*Enterprise Application Integration*) menggunakan Webmethods – *Enterprise Service Bus* (ESB). EAI akan berperan sebagai jembatan antara aplikasi *frontend Direct Channel*, TICARES dan aplikasi *backend Product Owner*, TeNOSS. Aplikasi integrasi terkait SAP CRM ini, akan melayani *service request / ticket* produk-produk retail PT Telekomunikasi Indonesia, Tbk. seperti layanan telepon rumah, layanan internet (Speedy), layanan telepon CDMA (Flexi) dan layanan WIFI.

Kata kunci: Assurance, Implementasi, Integrasi , Ticket

## ABSTRACT

*Assurance as one bussiness process's PT Telekomunikasi Indonesia, Tbk.life cycle, is expected to become retention way PT Telekomunikasi Indonesia, Tbk. to maintain recent customer. Fulfillment, Assurance and Billing (FAB) will become more compact when a customer having an easiest way to complain and create service request / ticket for the service's they provide. SAP CRM have a ticket management module who will be increase customer experience with PT Telekomunikasi Indonesia, Tbk. That module it require an Integration System to associate SAP CRM ticket with Product Owner who will resolving problem as customer expect. In addition to associate with Product Owner, Integration Server is used to monitoring service request / ticket. Integration process will performed by Enterprise Application Integration (EAI) using Webmethod – Enterprise Service Bus. EAI will performed as a bridge between Direct Channel frontend application, TICARES and Product Owner as backend application, TeNOSS.This application integration wil provide service request / ticket of retail product's PT Telekomunikasi Indonesia, Tbk. like cable phone, internet service, mobile phone and WIFI.*

*Keyword: Assurance, Implementation, Integration , Ticket*

## DAFTAR ISI

|                                                  |      |
|--------------------------------------------------|------|
| LEMBAR PENGESAHAN .....                          | i    |
| PERNYATAAN ORISINALITAS LAPORAN PENELITIAN ..... | ii   |
| PERNYATAAN PUBLIKASI LAPORAN PENELITIAN .....    | iii  |
| PRAKATA .....                                    | iv   |
| ABSTRAK .....                                    | vi   |
| ABSTRACT .....                                   | vii  |
| DAFTAR ISI .....                                 | viii |
| DAFTAR GAMBAR .....                              | xi   |
| DAFTAR TABEL .....                               | xiii |
| DAFTAR NOTASI/ LAMBANG .....                     | xiv  |
| DAFTAR SINGKATAN .....                           | xv   |
| DAFTAR ISTILAH .....                             | xvi  |
| BAB 1. PENDAHULUAN .....                         | 1    |
| 1.1 Latar Belakang Masalah .....                 | 1    |
| 1.2 Rumusan Masalah .....                        | 2    |
| 1.3 Tujuan Pembahasan .....                      | 2    |
| 1.4 Ruang Lingkup Kajian .....                   | 2    |
| 1.5 Sumber Data .....                            | 3    |
| 1.6 Sistematika Penyajian .....                  | 3    |
| BAB 2. KAJIAN TEORI .....                        | 5    |
| 2.1 Enterprise Service Bus (ESB) .....           | 5    |
| 2.1.1 Standar Komunikasi pada ESB .....          | 6    |
| 2.1.2 Produk Perangkat Lunak ESB .....           | 8    |
| 2.2 Service Oriented Architecture (SOA) .....    | 11   |
| 2.2.1 Karakteristik SOA .....                    | 13   |
| 2.2.2 Komponen SOA .....                         | 13   |
| 2.2.3 Keuntungan SOA .....                       | 14   |
| 2.3 Database Management System (DBMS) .....      | 14   |
| 2.3.1 Komponen Utama DBMS .....                  | 14   |
| 2.3.2 Perintah pada DBMS .....                   | 15   |

|        |                                                          |    |
|--------|----------------------------------------------------------|----|
| 2.3.3  | Oracle .....                                             | 15 |
| BAB 3. | ANALISIS DAN RANCANGAN SISTEM.....                       | 18 |
| 3.1    | Analisis .....                                           | 18 |
| 3.1.1  | Analisis Sistem Terkait.....                             | 18 |
| 3.1.2  | Analisis Perilaku Sistem.....                            | 20 |
| 3.2    | Perancangan.....                                         | 23 |
| 3.2.1  | Use Case Diagram .....                                   | 23 |
| 3.2.2  | Sequence Diagram.....                                    | 26 |
| 3.2.3  | Entitiy Relationship Diagram.....                        | 34 |
| BAB 4. | HASIL PENELITIAN .....                                   | 36 |
| 4.1    | Implementasi Integrasi Antar Sistem .....                | 36 |
| 4.1.1  | TICARES .....                                            | 36 |
| 4.1.2  | TENOSS.....                                              | 39 |
| 4.1.3  | ISISKA dan Database EAI .....                            | 40 |
| 4.2    | Implementasi Bisnis Proses .....                         | 40 |
| 4.2.1  | Implementasi Use Case Buat Tiket TENOSS .....            | 40 |
| 4.2.2  | Implementasi Use Case Ubah Status Tiket .....            | 42 |
| 4.2.3  | Implementasi Use Case Tambah Comment Tiket .....         | 43 |
| 4.2.4  | Implementasi Use Case Ubah Workgroup Tiket .....         | 45 |
| 4.2.5  | Implementasi Use Case Ubah Kategori Tiket .....          | 45 |
| 4.3    | Implementasi Basis Data.....                             | 47 |
| 4.3.1  | Basis Data Monitoring .....                              | 47 |
| 4.3.2  | Basis Data Parameter .....                               | 47 |
| 4.4    | Implementasi Monitoring Ticket.....                      | 48 |
| 4.4.1  | Menu Monitoring Tiket Berdasarkan Tiket ID TICARES ..... | 49 |
| 4.4.2  | Menu Monitoring Tiket Berdasarkan Tiket ID TeNOSS .....  | 49 |
| BAB 5. | PEMBAHASAN DAN UJI COBA HASIL PENELITIAN.....            | 51 |
| 5.1    | Metode Pengujian .....                                   | 51 |
| 5.2    | Pengujian .....                                          | 51 |
| 5.2.1  | Pengujian Service Send Order .....                       | 51 |
| 5.2.2  | Pengujian Service Fault Status Handler.....              | 52 |
| 5.2.3  | Pengujian Service Fault Comment Added .....              | 53 |

|                |                                                |    |
|----------------|------------------------------------------------|----|
| 5.2.4          | Pengujian Service Fault Workgroup Change ..... | 53 |
| 5.2.5          | Pengujian Service Fault Category Change .....  | 54 |
| BAB 6.         | SIMPULAN DAN SARAN .....                       | 55 |
| 6.1            | Simpulan .....                                 | 55 |
| 6.2            | Saran.....                                     | 55 |
| DAFTAR PUSTAKA | .....                                          | 56 |

## DAFTAR GAMBAR

|                                                                         |    |
|-------------------------------------------------------------------------|----|
| Gambar 2.1Konsep ESB .....                                              | 5  |
| Gambar 2.2WebMethods Developer .....                                    | 9  |
| Gambar 2.3 WebMethods Designer .....                                    | 10 |
| Gambar 2.4 Ilustrasi Service pada SOA.....                              | 12 |
| Gambar 3.1Struktur Antar Sistem .....                                   | 18 |
| Gambar 3.2 Entitas yang Terkait pada Tiket .....                        | 20 |
| Gambar 3.3 Status Tiket .....                                           | 21 |
| Gambar 3.4 Use Case Diagram.....                                        | 23 |
| Gambar 3.5 Sequence Buat Tiket TeNOSS .....                             | 26 |
| Gambar 3.6 Sequence Diagram Ubah Status Tiket (TICARES) .....           | 28 |
| Gambar 3.7 Sequence Diagram Ubah Status Tiket (TeNOSS) .....            | 29 |
| Gambar 3.8 Sequence Diagram Tambah <i>Comment</i> Tiket (TICARES) ..... | 30 |
| Gambar 3.9 Sequence Diagram Tambah Comment Tiket (TeNOSS) .....         | 31 |
| Gambar 3.10Sequence Diagram Ubah <i>Workgroup</i> Tiket .....           | 32 |
| Gambar 3.11Sequence Diagram Ubah Kategori Tiket .....                   | 33 |
| Gambar 3.12 <i>Entity Relationship Diagram</i> .....                    | 34 |
| Gambar 4.1 WSDL Service Send Order .....                                | 36 |
| Gambar 4.2 Input XML dari Service Send Order .....                      | 37 |
| Gambar 4.3 WSDL Sevice <i>zwsOrderComplete</i> .....                    | 38 |
| Gambar 4.4 Input XML dari Service <i>zwsOrderComplete</i> .....         | 38 |
| Gambar 4.5 Konfigurasi ISISKA .....                                     | 40 |
| Gambar 4.6 <i>Service Create Fault Speedy Pots</i> .....                | 42 |
| Gambar 4.7 File XML Konfigurasi Kode Status Tiket TICARES .....         | 43 |
| Gambar 4.8 File XML Konfigurasi Kode Status Tiket TeNOSS.....           | 43 |
| Gambar 4.9 <i>Service appendTicaresComment</i> .....                    | 44 |
| Gambar 4.10 <i>service sendOrderComplete</i> .....                      | 45 |
| Gambar 4.11 proses perubahan kategori .....                             | 46 |
| Gambar 4.12 Data pada Tabel <i>T_Transaction</i> .....                  | 47 |
| Gambar 4.13 Struktur Tabel <i>xref_category_code</i> .....              | 48 |
| Gambar 4.14 Tampilan Monitoring Tiket Berdasarkan .....                 | 49 |

|                                                         |    |
|---------------------------------------------------------|----|
| Gambar 4.15 Tampilan Monitoring Tiket Berdasarkan ..... | 50 |
|---------------------------------------------------------|----|

## DAFTAR TABEL

|                                                               |    |
|---------------------------------------------------------------|----|
| Tabel 3.1 Deskripsi Use Case UC 01 .....                      | 23 |
| Tabel 3.2 Deskripsi Use Case UC 02 .....                      | 24 |
| Tabel 3.3 Deskripsi Use Case UC 03 .....                      | 24 |
| Tabel 3.4 Deskripsi Use Case UC 04 .....                      | 25 |
| Tabel 3.5 Deskripsi Use Case UC 05 .....                      | 25 |
| Tabel 3.6 Struktur Tabel .....                                | 34 |
| Tabel 5.1 <i>Test CaseService Send Order</i> .....            | 51 |
| Tabel 5.2 <i>Test CaseService Fault Status Handler</i> .....  | 52 |
| Tabel 5.3 <i>Test CaseService Fault Comment Added</i> .....   | 53 |
| Tabel 5.4 <i>Test CaseService Fault Comment Added</i> .....   | 54 |
| Tabel 5.5 <i>Test CaseService Fault Category Change</i> ..... | 54 |