

## ABSTRAK

NOSSA (*New Operation Support System Assurance*) adalah sebuah aplikasi web yang dimiliki oleh PT Telekomunikasi Indonesia dan digunakan diberbagai cabang PT. Telkom di seluruh Indonesia, salah satunya di PT. Telkom Kantor Cabang Lembong. Aplikasi ini digunakan untuk memonitoring gangguan dan layanan. Aplikasi ini dapat membantu pegawai dalam mengetahui gangguan apa saja yang sedang terjadi dan harus diselesaikan. Tujuan dibuatnya laporan ini adalah untuk mengetahui sejauh mana *capability level* yang didapatkan dengan menggunakan *framework* COBIT 5 DSS02 (*Manage Service Request and Incident*) dan memberikan rekomendasi sehingga dapat mencapai tujuan dalam organisasi.

Kata Kunci: COBIT 5, DSS02, NOSSA.



## ABSTRACT

*NOSSA (New Operation Support System Assurance) is a web application owned by PT Telekomunikasi Indonesia and used in various branches of PT. Telkom throughout Indonesia, one of them in PT. Telkom Lembong Branch Office. This app is used to monitor disruptions and services. This application can help employees in knowing what disturbances are going on and must be resolved. The purpose of this report is to find out how far the capability level is obtained using the COBIT 5 DSS02 (Manage Service Request and Incident) framework and provide recommendations so as to achieve the goals in the organization.*

*Keywords: COBIT 5, DSS02, NOSSA.*



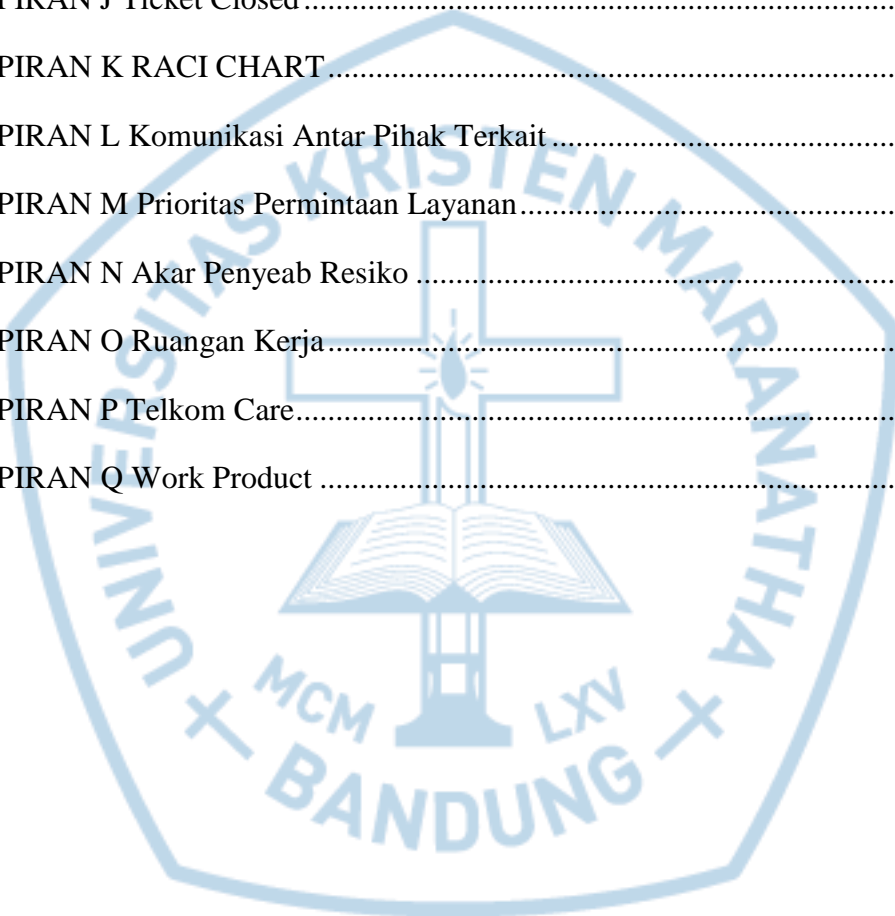
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