**ABSTRAK**

**Egar Abdi Prasetya. 2020**. IDENTIFIKASI GANGGUAN JARINGAN DENGAN METODE CERTAINTY FACTOR DI PT. TELKOM MALANG GUNA PENINGKATAN PELAYANAN CUSTOMER, Tugas Akhir. Program Studi Teknik Informatika (S1) STIKI-Malang. Pembimbing: Evy Poerbaningtyas, Arif Tirtana

PT. Telkom Malang merupakan Badan Usaha Milik Negara yang bergerak dibidang jasa layanan teknologi informasi dan komunikasi dengan produknya yang bernama *Internet Digital Home* (INDIHOME). Aktifitas pemasangan hingga penanganan gangguan jaringan menjadi tanggung jawab PT. Telkom untuk mendapat *good customer value*. Tetapi fakta dilapangan jumlah gangguan yang meningkat membuat teknisi kewalahan mengerjakan *work order* dan berakibat antrian penanganan gangguan menjadi lama. Sementara penanganan gangguan terutama *logic incident* dapat dilakukan oleh pelanggan dengan bantuan pengembangan sistem informasi berupa sistem penunjang keputusan. Sistem penunjang keputusan penyelesaian gangguan jaringan Indihome dengan metode Certainty Factor sangat membantu pelanggan untuk mendapatkan solusi menangani gangguan jaringan Indihome yang berdampak penurunan gangguan dan menguntungkan bagi PT Telkom. Sehingga PT Telkom dapat memonitoring gangguan dan menjadi bahan evaluasi untuk memperbaiki kualitas produknya, serta guna peningkatan pelayanan customer.

**Kata Kunci:** Sistem penunjang keputusan, Certanty Factor, INDIHOME, PT TELKOM

***ABSTRACT***

**Egar Abdi Prasetya. 2020**. *IDENTIFICATION OF NETWORK USING CERTAINTY FACTOR METHOD AT PT TELKOM MALANG TO IMPROVE CUSTOMER SERVICE, Final Project. Informatics Engineering Study Program* (S1) STIKI-Malang. *Advisors* : Evy Poerbaningtyas, Arif Tiritana

*PT. Telkom Malang is a state-owned company engaged in information and communication technology services with a product called Internet Digital Home (INDIHOME). Installation activities to handling network problems are the responsibility of PT. Telkom to get good customer value. But the fact in the field of increasing number of disturbances makes technicians overwhelmed with work orders and results in a long queue for handling disturbances. Meanwhile, the handling of disturbances, especially logic incidents, can be carried out by customers with the help of developing information systems in the form of a decision support system. The decision support system for Indihome network disruption resolution using the Certainty Factor method is very helpful for customers to find solutions to handle Indihome network disturbances which have an impact on reducing disturbances and are profitable for PT Telkom. So that PT Telkom can monitor disturbances and become evaluation materials to improve the quality of its products, as well as to improve customer service.*

***Keywords:*** *Decision Support System, Certanty Factor, INDIHOME, PT TELKOM*