

# Perancangan kerangka kerja sistem operasional Machineto- Machine (M2M) untuk mendukung kinerja perusahaan telekomunikasi = Framework Design of Machine-to-Machine (M2M) Operational System for Supporting the Performance of a Telecommunication Company

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## Abstrak

Pada era teknologi saat ini setiap perusahaan berusaha untuk menjaga kinerja bisnis mereka. Salah satu perusahaan telekomunikasi di Indonesia mencoba memberikan pelayanan terbaik yaitu, memperbaiki sistem operasionalnya dengan merancang kerangka kerja sistem operasional Machine-to-Machine. Penelitian ini melakukan wawancara kepada empat orang pakar, dan mengolahnya dengan metode Analytic Hierarchy Process (AHP) dan Interpretive Structural Modeling (ISM). Dari penelitian ini dihasilkan delapan kriteria dan dua puluh empat subkriteria dari sistem operasional M2M dan model struktural kerangka kerja sistem operasional dengan driver power yang terbesar yaitu integrate current M2M dashboard connectivity dan integrate current M2M platform & application.

.....In today's technological era every company is trying to keep their business performance. One Telecommunications Company in Indonesia that trying to provide the best service, improving operational systems by designing a framework for operational systems Machine-to-Machine. This study was conducted interviews to four experts, and processes them with the Analytic Hierarchy Process (AHP) and Interpretive Structural Modeling (ISM). Generated from these study eight criteria and twenty-four subcriteria of operational systems M2M and structural models of framework operating system that the biggest power drivers is integrate M2M current dashboard and integrate current M2M connectivity platforms and application.