

# Refleksi Magang: Implementasi Antropologi Bisnis dalam Project ALP (Action Learning Program) Di Divisi Telkom Design PT Telkom Indonesia = Internship Reflection: Implementation of Business Anthropology in ALP (Action Learning Program) at Telkom Design Division of PT Telkom Indonesia

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## Abstrak

PT Bank Rakyat Indonesia (BRI) merupakan suatu perusahaan perbankan yang mengedepankan teknologi dalam membantu menjalankan kegiatan proses bisnisnya. Untuk dapat melayani nasabahnya 24 jam, maka dibutuhkan suatu infrastruktur IT yang memiliki availability dan reliability yang tinggi dan dapat dijalani dengan baik tanpa kendala. Selain jaringan interkoneksi, faktor utama dari infrastruktur IT adalah data center (DC). Jika terjadi downtime pada DC, maka kegiatan operasional bisnis berbasis IT akan tertunda sementara dan dapat mengurangi transaksi perbankan saat itu. Untuk menyusun rekomendasi yang terbaik bagi perusahaan, dibutuhkan proses evaluasi seluruh kegiatan operasional data center yang dijalankan oleh PT BRI. Data Center Maturity Model (DCMM) akan digunakan sebagai kerangka kerja dalam mengevaluasi kegiatan operasional data center PT BRI. Metode pengumpulan data akan dilakukan dengan cara wawancara terhadap stakeholder dan user data center yang kemudian akan menghasilkan luaran tingkat kematangan data center PT BRI tersebut. Untuk penyusunan rekomendasi, dilakukan wawancara terhadap internal dan eksternal perusahaan agar mendapatkan expert judgement terhadap rekomendasi yang didapatkan. Hasil rekomendasi akan diterima PT BRI dan dipertimbangkan oleh top management selaku pemangku keputusan agar dijadikan panduan untuk perbaikan kegiatan operasional data center PT BRI.

.....PT Bank Rakyat Indonesia (BRI) is a Banking Company that utilize technology in order to support and assist its business process activity in a daily basis. To be able to serve its customers 24 hours, it requires an IT infrastructure that has high availability and reliability and can be used properly without any problems. Apart from network interconnection, the main factor of IT infrastructure is the data center (DC). If there is downtime at DC, IT-based business operations will be temporarily delayed and can reduce banking transactions at that time. To make the best recommendations for the company, it is necessary to evaluate all data center operational activities carried out by PT BRI. The Data Center Maturity Model (DCMM) will be used as a framework in evaluating the operational activities of PT BRI's data center. The data collection method will be carried out by interviewing stakeholders and data center users which will then produce the output data center for the maturity level of PT BRI. For the preparation of recommendations, interviews were conducted with internal and external companies in order to obtain expert judgment on the recommendations obtained. The results of the recommendations will be received by PT BRI and approved by top management as decision makers to be used as a guide for improving PT BRI's data center operational activities.