ABSTRACT

PT. Indosat as national and international telecommunication network provider is demanded to provide the best services for customers. Operation and technic division needs any development and repairing in monitoring sistem of GCS telecommunication for progressing their work.

This paper proposes to create and implementation of Knowledge Based Network Monitoring System for monitoring telecommunication network that service GCS in East Java in order to maintain and enhance the continuity of services for the customer and the work of operation and maintain staff.

This creation sistem learned from monitoring sistem and the running procedures. After finding the lacking in the existing sistem, the creation sistem and the using of microcontroller tools in each point and knowledge based management in handling appeared troubles are applied. This also used the technology of SMS (Short Message Service) in delivering data from BTS to monitor centre.

After the creation sistem applied, the further action is implementation in telecommunication network GCS. In each settled GSM microcontroller required periodical report to the monitor center and gived responses if the latest data requirement came and also deliver the latest status if the changing status appeared. In walldisplay, all information will be displayed so that the operatorial and information through SMS came easily as the procedures escalation. So that the process of trouble shooting will be faster.