

## ABSTRACT

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*Currently there are many important components needed to connect with the internet. But sometimes the information system provided frequent failure in access such as delay, packet loss, jitter, and throughput. Therefore, to access internet apply two different ISP. To solve the problem it can be done by applying failover and load balancing technology method. Failover is a technique of backing up an internet connection. if one ISP is disconnected then it can be replaced with a second ISP by the way of switching paths automatically. Load balancing is a technique of balancing the load on the network infrastructure in order to work optimally. QoS (Quality of Service) is an ability of the network to provide good service with different service level. For server is used Zeroshell operating system. This research has the result of web browser traffic performance in Wireshark application by testing 3 web browser address for result of delay which is divided in address [www.youtube.com](http://www.youtube.com) result which is on [www.bukalapak.com](http://www.bukalapak.com) result of packet loss when accessing all web address 0%, Jitter which is divided into [www.youtube.com](http://www.youtube.com) the results that exist on [www.detik.com](http://www.detik.com), throughput is divided into [www.bukalapak.com](http://www.bukalapak.com) the results are on [www.detik.com](http://www.detik.com)*

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