

ABSTRACT

PT Telkom is in the Pertamina gas station digitization project. The aim of PT Telkom in this project is that by the end of 2023 it can complete the implementation of the Digitization of Pertamina gas stations with the number stated in the contract, namely 5,518 gas stations throughout Indonesia. Data from October 2020 to March 2021 the number of gas stations that have carried out BAST as many as 5,067 gas stations, this explains that PT Telkom has not been able to achieve the target in the Pertamina gas station digitalization project. This Final Project aims to provide an integrated risk response design to the risks accepted by PT Telkom so that the agreed objectives and contract values can be achieved, using the FMEA (Failure Mode and Effect Analysis) method. This risk response is expected to help PT Telkom to achieve the project target by 2023. The risk response plan given to PT Telkom is that PT Pertamina can hire three people for the maintenance and installation team, carry out preventive maintenance, perform grounding certification, apply for addendum to require Digitization at gas stations, ensure the availability of SUCA equipment, supervise SUCA equipment in Telkom's warehouse, install equipment at all appropriate times, prepare knowledge sharing, and facilitate knowledge sharing activities between technicians.

Keywords: *Pertamina gas station digitalization, FMEA, Mitigation, Project, PT Telkom, Risk.*