

ABSTRACT

PT. XYZ is one of the major companies engaged in telecommunications which is Information technology as a business core. By the increasing demand for Information technology, PT. XYZ further develop and follow the development of Information technology in the world. But to be able to compete with other large companies not only performed by using a variety of Information technology, but the company also had to know where the deficiency or the company's current position. An assessment to be one way to find out flaws or things that need to be repaired from the company.

Information Technology Infrastructure Library or ITIL is a best practice issued by the Office of Government Commerce (OGC) United Kingdom (UK) which can be used as a reference in the assessment process. In addition to the company's compliance with the best practice usability, is also due to the use of ITIL by PT. XYZ previously been implementing ITIL version 2 with stable and are implementing ITIL version 3. Domain under study is Service Design which the processes in it is also the processes of Service Delivery in ITIL version 2 that important for PT. XYZ. To determine the extent which the success of the implementation ITIL version 3 then be assessed with the best practice. By doing assessment, can be determined the level of maturity of readiness and implementation for company.

Readiness assessment was conducted to determine the extent of company ready to implement Service Design of ITIL version 3. Readiness assessed not only in terms of its processes, but also the people, process, and its technology. Meanwhile the implementation assessment is performed to determine the extent of company has successfully implemented Service Design of ITIL version 3. With both these assessment can be performed in order to repair the company's business continuity.

The results showed that for the readiness assessment and implementation of Service Design ITIL version 3, obtained company's readiness maturity proceed at 4,19. Meanwhile the result of the implementation maturity level is 4,11. Maturity level of readiness and implementation is at 4th level or managed level.

As a large company, PT. XYZ needs to increase the value of maturity by conducting periodic assessment of Service Design implementation and create policies to ITIL version 3 which sets out the procedures and process of Service Design implementation.

Key Word: Assessment, ITIL version 3, Readiness, Implementation, Maturity, Information Technology.