ABSTRACT

ANALYSIS AND DESIGN OF INCIDENT MANAGEMENT INFORMATION TECHNOLOGY SERVICE MANAGEMENT AT DISKOMINFO IN BANDUNG CITY USING ITIL VERSION 3

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In this increasingly sophisticated and technology-dependent era, IT service management is needed in an organization. IT service management can support business processes in an organization that makes the vision and mission of the organization achieved. In addition, IT services also provide service activities to be more effective and efficient. In the Bandung City Government, the information technology center is held by DISKOMINFO. Currently, Bandung City DISKOMINFO in the Field of Encryption and Informatics Applications has not conducted IT service management using the ITIL framework in the Service Operation domain with the Incident Management sub domain. In order to be able to run services consistently, respond quickly to incidents, and also provide satisfaction to users, it is necessary to analyze and design IT service management in the Incident Management process with ITIL version 3. The method used for the analysis and design of IT service management is by means of literature studies, interviews, and filling out questionnaires from ITIL version 3, which of the questionnaires can see the capabilities of Bandung City DISKOMINFO. After that, a design is carried out in the form of recommendations based on the aspects of people, process and technology.

Keyword : IT Service Management, ITIL version 3, Service Operation, Incident Management