

## **ABSTRACT**

*Information technology service management has many advantages when practiced and developed by companies or organizations. This will be able to provide added value to users through information technology services. As an information center entity in Bandung City, DISKOMINFO requires effective analysis and design to improve their business services. In this study, the application of Information Technology Infrastructure Library (ITIL) version 3 has an important role in implementing the Request Fulfillment process at DISKOMINFO Bandung City. ITIL version 3 helps in managing the entire service request lifecycle, from the initial stage to the end, with the aim of reducing the impact and risks that may occur at DISKOMINFO Bandung City. The method used to implement this process is to conduct literature studies, interviews, and fill out questionnaires that are used to analyze conditions and gaps in companies according to the ITIL standard version 3. The results of this study are to provide design recommendations, risk-based priority analysis, and roadmap designing recommendations that cover aspects of people, process, and technology in accordance with Service Operation standards in ITIL version 3.*

**Keywords: Request Fulfillment, Service Operation, ITIL Version 3**