

ABSTRACT

IPDN which is an educational institution is expected to build a quality human resources and synergize the power of academicians of Institut Pemerintahan Dalam Negeri (IPDN). However, based on the analysis of the adequacy of information technology governance components that are in the IT blueprint IPDN years 2015 - 2019, IPDN have not had adequate information technology management. This further demonstrated the value of the level of maturity that is still at the initial phase.

Based on these problems, then do a risk analysis and analysis of priorities, so as to design the governance of the two processes in the service transition, such as change management (change management) and service asset and configuration management (service asset management and configuration) as well as proposing the use of IT service management application, especially those related to change management and service asset and configuration management.

Results of the design of the service transition is standard operating procedure (SOP) for change management and service asset management and configuration and also the use of IT service management application particularly related to change management and service asset and configuration management.

Keywords— ITSM, ITIL version 3, service transition, change management, service asset and configuration management