Abstract

PT Fajar Mas Murni as a major supplier of various types of essential equipment and materials used to support the development in almost all sectors of the Indonesian economy using AS400 application to support the entire business process. But not yet evaluated by the standard of the management of AS400.

To solve the problem, it should be measured the level of readiness of the Service Design. The framework of the IT Infrastructure Library (ITIL) version 3 will be use to measure the level of readiness of the Service Design in this study.

Results of the average valuation level of readiness of Service Design is based on three areas of assessment, namely the process, people, and technology at the level of 4.17 or managed.

Keywords: *IT Infrastructure Library (ITIL), Service Design, Readiness Level*