

ABSTRACT

Facilities Management System (FMS) is an information system that manage building technology facilities in PT. Grand Indonesia as implementation of smart building. FMS its self is ongoing to increase the system (upgrading) so that it require supervision that must be done so it doesn't disturb or decrease information system quality of running FMS. Therefore it require maturity level of FMS information system that can be done by audit using ITIL V.3 Service Operation domain. The results of maturity level for FMS of PT. Grand Indonesia reach on 3rd level defined overall. Recommendations are delivered to make maturity level increase to 4th level that contain of making measurement document of FMS activities every month, making quality form of FMS IT infrastructure every month, making backup server and backup data on cloud storage on data overall, adding final day rule to close incident in KPI, making service request modul that is integrated on FMS website, making problem management catalogue, making expert support group to identify and analyze problem root, adding different user and password for each FMS user, making penalty for user right abuse or violation, and making application modul to record status of FMS user.

Keywords: *Facilities Management System, Audit, ITIL V.3, Service Operation, Maturity Level*