

ABSTRACT

Information technology service management (ITSM) is important for organization to managing and increasing effectiveness and efficiency in order to reach organization's goal. Direktorat Sistem Informasi (SISFO) is unit in Telkom University who have goal to provide and manage infrastruktur, information technology, interconnection service (intranet and internet) information system service (academic, non akacademic application) and computation service. On this research are conducted assesment capability level and design information technology service management for incident management, request fulfillment, and problem management. Framework used are ISO/IEC 20000 as standarization, ISO/IEC 15504 as guideline for asesstment capability level and ITIL Version 3 as guideline for design information technology service management. Result of research includes result of asesstment capability level and design standard of procedure (SOP).

Keyword : Information technology service management (ITSM), ITIL Versi 3, ISO 15504, Service Operation, Incident Management, Request Fulfillment, Problem Management