ABSTRACT

Telkom University as one of the university in Indonesia has a vision to become a world class university (WCU). Telkom University has academic information system named iGracias to support academic operations. IGracias managed by the Directorate of Information Systems as the responsible unit of IT service in Telkom University. But currently iGracias has no standard to guarantee its IT Service Management (ITSM). A Good Governance of IT Service Management will help the academic operational process and in line with Telkom University vision. This research will design ITSM governance of iGracias based on ISO 20000 standards. The design process will use ITIL v3 Service Design as the framework.

The design process of iGracias ITSM governance covered process design and organizational plan. Process design consists of three processes from ITIL Service Design which are Design Coordination, Service Catalogue Management, and Service Level Management. The organizational plan purpose is to determine organization's resource required for implementing the design process, in this case is the Directorate of Information System.

The results of this research are documents and analysis of ITSM governance on iGracias. The documents consist of Service Design Package, Service Catalogue, Service Level Agreement, Operational Level Agreement, Service Level Requirement, Service Quality Plan, and Service Improvement Plan. The designed ITSM governance become a recommendation for Directorate of Information System to improve their service management to achieve ISO 20000 standards.

Keywords: IT Govenance, Standard, IT Service Management, ISO 20000, ITIL, Service Design