

Abstract

E-learning is an educational concept that utilizes information technology in teaching and learning. Utilization of E-learning is the process of bringing the influence of changes in conventional education into digital form.

In the maintenance and development, E-learning requires service management. So it needs E-learning governance to manage the implementation of e-learning to fit the vision and mission of the college. As an example case, this thesis focuses on the application of e-learning that has been carried out by the Faculty of Engineering, University of Telkom which aims to support the lecture. But there's no management services in the implementation. One of the tools that can be used in making the governance of IT services is ITIL (Information Technology Infrastructure Library) version 3. ITIL is a set of practical test for the management services associated with the companies business process which is in the process, ITIL has 5 domains, namely the core cycle Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement. The domains that used in this thesis is the service design that meets the conditions of E-learning University Faculty of Engineering Telkom is currently in the development stage and also requires the design in service governance.

In the case of this thesis, there is a gap analysis of the results of the existing conditions adapted to existing processes in the domain service design. By implementing ITIL in the E-learning system is expected to provide a guideline to generate governance E-learning is useful for Tekom University Faculty of Engineering and other institutions that implement e-learning in order to improve the quality of e-learning services that are running.

Keywords: E-learning, ITIL version 3, service design