

Abstract

Nowadays, the development of information technology (IT) is very fast, no exception to organizations education Telkom University (Tel-U). Tel-U build Directorate of Information System (SISFO) to provide infrastructure IT service, interconnection service (intranet and internet), data service and information system (application of information system academic, non-academic, and support), and computing service as a strategic tools to a function of business process in Telkom University[7].

The largest service which is being developed by Directorate SISFO is iGracias Tel-U. One of the quality objective in operational information system is the completion of a complaint or revisions functionality features application information system within a maximum of three (3) workdays, at least 90% of all incoming complaints [7]. To achieve the target, then Directorate SISFO especially OPSI divisions should have a good incident management.

Therefore, perform the measurement of maturity level and performance on incident management iGracias Tel-U to know how far the readiness of OPSI divisions in handling incident and how well performance that have been done. The measurement is performed using the guidelines best practice ITIL V.3 subdomains incident management because ITIL V.3 provides procedures in the implementation of information technology service to fit the business objectives.

Overall, the result of measurements obtained incident management on application iGracias Telkom University are at level 4 (managed) and the performance of incident management that have done well but there are still some disadvantages. By doing this measurement will be formulated recommendations for improvement to achieve the SLA.

Keywords : *ITIL V.3, iGracias Tel-U, Incident Management*