

## ABSTRACT

Telkom University (abbreviated Tel-U) is an amalgamation of several institutions under the Education Foundation organizing body. In terms of the provision of IT services, Tel-U has had part / special unit to manage and implement the information technology and communication Directorate of Information Systems (SISFO). One is the service infrastructure is an important asset in the delivery of information technology services.

Directorate SISFO been using the ISO 9001 quality assurance standards-Quality Management in the delivery of IT services for all this time. However, this standard not enough detail provides guidance in the management of IT services, especially in preventing and minimizing the impact of incidents. Some processes such as reviewing the event routine events that have an impact on the availability of services and the management problems that cause one or more of the actual incident can deliver value to the Directorate SISFO among others, are able to respond earlier irregularities that may occur from a routine occurrence and minimize the number and severity of incidents. It required a guide that has a collection of best practices in managing the event and for this reason the problems with the Information Technology Infrastructure Library (ITIL) can be precise guide as there are the Event Management and Problem Management in Service Operations domain.

But before the processes of ITIL V3 service operation can be implemented in the Directorate SISFO, required an assessment of the maturity level of readiness and maturity of the implementation to determine the current state. In this study assessment was performed by the method of deployment of the self-assessment form and related interviews with respondents.

Assessment of the implementation of the results obtained readiness maturity value is 4.03 while the implementation of the maturity value is 3.96 suggesting that the Directorate SISFO conditions are at level 3 (defined) to level 4 (managed), which means that the process has been identified and documented, but there has been no formal approval or recognition and acceptance of a role in the overall IT operations. However, the process has had a process owner (process owner), goals and targets as well as the resources have been allocated and has focused on the effectiveness of the implementation process. Reports and the results are used as a reference for future management.

**Keyword:** *ITSM, maturity level assessment, ITIL V3, infrastructure, service operation, event management, problem management*