ABSTRACT

The development of information technology (IT) in the world is progressing rapidly. It was very influential in the process of delivering information that occurs in life, one of the example is the delivery of information that occurs in college. IT is one factor that is essential for a college to support all business processes within it. To provide the maximum of information technology services to its customers, it takes a service strategy that must be good. To create a good service strategy, good governance is needed too. Therefore, e-governance of IT is an important activity in a college.

Based on the interview with the division of IT in IT Telkom, called Information Systems (SISFO) IT Telkom, there are some complaints about the IT services as long as they hold. One example is there are still about 30% of the complaints received by SISFO IT Telkom, for services / new applications that have been launched to the academic community of IT Telkom. Beside that information it's very important to build information system to implement framework of ITIL Version III in IT Telkom.

In making this thesis, the author will build information system to implement framework ITIL Version III with technology that implements the Java Enterprise Edition multitier architecture and iterative and incremental methods. Information system to implement framework ITIL Version III were constructed in this study has three main features, namely Demand For IT Service Management, IT Service For Financial Management, and IT Service Portfolio Management For Service.

Keywords : information system to implement framework of ITIL Version III, e-governance, multitier architecture, Java Enterprise Edition.