

ABSTRACT

Information technology service management (ITSM) is essential for organizations/companies that use information and communications technology (ICT) as a core business as well as supporting the work. Likewise in the Ministry of Agriculture, the use of ICT as a support organization for employment and the provision of agricultural services to the society becomes increasingly easy, effective, and efficient. Center for Agricultural Data and Information System (Pusdatin) is the person in charge of the implementation of IT service management in the Ministry of Agriculture, such as providing data and agricultural information, agricultural develop applications, websites, and developing a computer network.

All ICT services in the Pusdatin requires an assessment to determine whether the management of ICT services that are running are in accordance with the standards. Therefore, the required audit of the IT service management based on ISO/IEC 20000 is an ISO standard for IT service management implementation. By doing the audit, Pusdatin can find out what needs to be done to improve the professionalism of the work and reform of government bureaucracy to implement international standards.

Audit process can be collaborated with Capability Maturity Model (CMM) as a capability assessment model to determine the ability of Pusdatin in the standard ISO/IEC 20000. CMM defines the ability of a condition by giving the value 0 (non-existent) to 5 (Optimized). From the results of audit of IT service management based on ISO/IEC 20000 and assessment of Capability Maturity Model (CMM) obtained improvement recommendations to reduce the maturity gap, so Pusdatin to achieve the expected conditions according to ISO/IEC 20000. Recommendations for improvement made over the next 5 years which are divided into three periods of application of the recommendations, namely Period I (2012-2014), Period II (2014-2016), and Period III (2016-2017).

Keyword: Audit, IT Service Management, ISO/IEC 20000, Capability Maturity Model (CMM)