

ABSTRACT

Information technology is growing very rapidly, must be supported by good management services. It is intended for information technology service stability delivered from the service provider to the customer's business units. Directorate of Information Systems (SISFO) as a service provider at the University Telkom is responsible for managing information technology services for business units at the University of Telkom, one of them is Human Resources Management Information System (HRMIS) services for Human Resources (HR). Currently Directorate of SISFO will implement the ISO 20000 standard for service management, but there has been no governance in accordance with these standards. In managing services HRMIS, Directorate of Sisfo requires IT service management governance that appropriate with ISO 20000 standard. This study will design the governance of IT service management related services that HRMIS according to ISO standard 20000.

In this research using gap analysis checklist approach to determine the current state with the gap expected conditions in accordance with ISO 20000. In the method of gap analysis, conducted using a checklist of the requirements that must be met by the Directorate of SISFO corresponding clauses of ISO 20000. In the checklist method was also carried out checks on the documents required to achieve the ISO 20000 standard. Gap analysis will produce a governance document that needs to be designed in accordance with the ISO 20000 standard format.

The results of this research found that the Directorate of SISFO especially for HRMIS services not yet meet the standards of ISO 20000, necessitating the design of IT service management governance documents include a standard process and procedures, forms and work instructions in accordance with ISO 20000. Results of design assessed by the Directorate of SISFO to know the extent to which the design can be applied as a information technology services management governance, particularly services HRMIS. From the results of the assessment are given, the draft document governance can be applied to HRMIS and can be developed for other services in the Directorate of SISFO.

Keywords : Design of IT governance , standard ISO 20000 , IT Service Management , IT governance documents