

ABSTRACT

ITSM is a discipline that examines and discuss about how a company manages its IT service lifecycle in order to support the achievement of customer business satisfaction. Today, there are a lot of ITSM frameworks developed by many big IT Service companies all over the world. One of them is ITIL v3. This framework can be used to be the main foundation of IT service architecture development and work guidelines for companies engaged in IT service provider.

In order to increase the service quality of Direktorat Sistem Informasi Telkom University and respond to problems analyzed later, this research will align this company's business process with the existing ITSM framework. In the future, when the service of this company is supported by international scaled framework, quality of the services provided and the system conducted by Direktorat Sistem Informasi will increase periodically. This research uses Sure Step method which is inline with application development and implementation in an enterprise company. This research is done to complete the features in iTop to fulfill the requirements of IT service provider best practice defined in ITIL v3 service lifecycle. Main features added in iTop are automatic ticketing and SLA Monitoring.

As a result to this research, researcher will discover and implement the problem solution by designing, developing, and deploying the system. Those three activities will result outputs which are able to be implemented in Direktorat Sistem Informasi.

Keywords : *Information Technology Infrastructure Library v3, Information Technology Service Management, Integration, Monitoring*