

ABSTRACT

Information Technology Service Management (ITSM) enables an organization to provide and support the delivery of IT services for becoming more adaptive, flexible, cost-effective, and customer satisfaction-oriented, either to internal or external customers. ITSM is a driver of information technology governance and management (IT-Gov) objectives. ITSM is performed by IT service provider throughout the aspect of people, process, information technology, and partners. ITSM is appropriate to be adopted by different types of organizations seeking effectiveness and efficiency in the delivery of IT services, such as organizations in banking, education, healthcare, government, non-profit, and so forth.

Telkom University is a private university established in 2013, which is a merger of the previous four colleges under the Telkom Foundation. Telkom University aspires to become the world-class university involving an active role in the development of sciences and information technology-based arts in 2017. As Telkom University is currently still in the stage of transition and stabilization, Directorate of Information Systems as an official and the only one IT unit in the Telkom University, also undergoes the stages. Previous IT units that were initially under the coordination of each college prior to unification, had dissimilar organizational structure and management of IT services, both academic and non-academic. Due to this discrepancy, the initial implementation of ITSM in the process of delivering IT services to internal and external customers is amenable to be undertaken.

There are several frameworks that define the guidelines, best practices, and standards for ITSM, one of popular framework is Information Technology Infrastructure Library (ITIL). ITSM Architecture provides a holistic overview of capabilities and resources of information technology service management in the organization. Architecture design of ITSM is performed by integrating enterprise architecture and ITSM processes approach. The output of ITSM Architecture is used as a guide in the initial step for ITSM implementation.

ITSM Architecture design for Directorate of Information Systems Telkom University produces a blueprint for service architecture and IT infrastructure architecture. Service architecture includes service catalog, service pipeline, service level agreement (SLA), and ITSM Architecture. IT infrastructure architecture includes recommendation of IT infrastructure and its network topology.

Keywords: ITSM, architecture, ITIL.