ABSTRACT

Perspective of Information Technology Service Management (ITSM) to the cornerstone to give satisfaction in performing IT services. Successful and useful services for users will improve the quality and quality of service. Benefits of ITSM is improving the quality of service delivery, adjust the cost and quality of services, resulting in services that meet the needs and demands of the business, customers and users, integrated centralized process, everyone knows the roles and responsibilities in the provision of services.

Therefore, to optimize the service needed an asset management system services. One asset management system is monitoring software by using Simple Network Management of Protocol (SNMP). SNMP can be generated by utilizing the information about the state of the hardware and network applications in real time intranet. In addition, this protocol can manage information technology assets with a variety of operating systems and various network devices. The method used in the construction of IT asset monitoring system is a methodology of Network Development Life Cycle (NDLC).

This research simulating and prototyping integrated monitoring system and refers to support monitoring of business operations in the Information Systems Directorate oversees assets of IT services at Telkom University. The output of the design of the monitoring system are prototyping applications ITSM monitoring system integrated with ITSM applications. Prototyping application monitoring system which refers to the ITIL V3 is later expected to be a tool for the management of the Directorate SISFO and Telkom University as a first step in the implementation of the ITSM.

Key Word: ITSM, architecture, ITIL , Application, SNMP, monitoring system.