

ABSTRACT

DESIGN OF SERVICE MANAGEMENT SYSTEM INFORMATION TECHNOLOGY IN RESELLER AND DROPSHIP BANDROS SERVICES USING ISO 20000-1:2011 AREA GENERAL REQUIREMENTS AND DESIGN AND TRANSITION OF NEW OR CHANGED SERVICES (CASE STUDY: CV KABITA INFORMATIKA)

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So far, IT can produce products such as hardware, software, systems, Personal Computer (PC), and so forth. For us, IT is not enough on those things. Advances in technology, computers and telecommunications. With the internet, there is no problem in retrieving any information, to support business activities, even now can provide a variety of information.

With the use and use of IT can provide great benefits for the competitive business world. Companies that are able to compete in the competition is a company that is able to implement technology and information into the company. One type of technology implementation in terms of improving business and product sales is by using electronic commerce (e-commerce) to market a wide range of products, both in physical and digital form.

CV Kabita Informatika is one of the e-commerce used. The development of business must be balanced with the development of technology within the organization. The development of IT has had a huge impact and effect on access and delivery of information. IT incs to content for the support services, new services and services, and improve results. IT can also be used to improve process efficiency and efficiency.

Therefore the research was conducted to be able to designer ITSM in CV Kabita Informatika using ISO 20000-1: 2011 framework. ISO 20000-1: 2011 is a guide used in the designer of ITSM for CV Kabita Informatika. The study is in clause 4 of the Service Management General Requirements and clause 5 of the New Service Design or Transition Services or Changed. With this study is expected to help CV Kabita Informatika in providing appropriate and appropriate IT services can be used to create value for IT users. In this study the authors will use the standard reference ITSM ISO 20000, which discusses the general field requirements and design and transition new or changed services.

The end result of this study is expected to assist CV Kabita Informatika in the practice of IT Service Management in the future and also can improve service to IT.

Key words : Information Technology (IT), IT Service Management (ITSM), ISO 20000 (Internasional Standard Organization)