

ABSTRACT

CV. Kabita Informatika is a start-up company engaged in the development of mobile and web-based software. One of CV. Kabita Informatika product in the field of e-commerce is Bandros. Bandros is a dropship supplier based in Bandung. CV. Kabita Informatika always strive to provide optimal IT services to customers, in order to maintain the level of customer satisfaction with the services provided. CV. Kabita Informatika requires the management of IT services to improve service performance. Based on the analysis gap of information technology management information is not adequate which refers to the questionnaire of Public IT Limited format, so the benefits of information technology is still not optimal. This study focuses on service delivery processes areas of ISO 20000-1: 2011. Gap analysis according to ISO 20000-1: 2011 requirements is then performed and shows the percentage results that do not meet the requirements. Based on these problems, risk analysis and priority analysis of service management delivery service processes are performed so that the results of policy design, procedures, and other documents in the objective clause of service delivery processes are service level management, service reporting, management continuity and availability service, budgeting and accounting for service, capacity management, and information security management. With this research is expected to help CV. Kabita Informatika in improving IT service but still control the cost to a minimum.

Keywords: ISO 20000, Service Delivery Processes, IT Service Management