

ABSTRACT

Service is a necessary part of the IT and business world. The service has unpredictable vulnerabilities. IT Service Management is the main support method in optimizing service management using InfrastructureTechnology Information Library (ITIL) Version 3. Research entitled "Implementation of Information Technology Service Management in Manufacturing Company Using ITIL Version 3 Domain Service Strategy Case Study: PT Albasia Nusa Karya" lack of consciousness and an important role in the implementation of service management at PT Albasia Nusa Karya company because of the lack of IT infrastructure & IT division that impacted the work of each division became uncontrollable. Therefore, the research used data collection method which is by doing interview and observation method, until the result of this research analysis is risk analysis, risk priority analysis and application of People, Process, Product. Risk analysis and risk priority analysis using Readiness Assessment to know the existing condition of PT Albasia Nusa Karya.

Keywords: IT Service Management (ITSM), InfrastructureTechnology Information Library (ITIL), *Service Strategy*, Risk Analysis, Risk Priority, Readiness Assessment.