

ABSTRACT

PT LEN Industri (Persero) is a company that utilizes information technology for improving the bussiness processes in its company. The maintenance processes for information technology devices is very important.

PT LEN Industri (Persero) has a work unit for the maintenance of these devices. Problems that occur on the device will be reported to the work unit and will be followed up by the available technical staff. But there aren't any documented procedures used for handling them, the process in this treatment action is still done manually which eventually raises various problems. Because data of problems occurred is record on the paper of the problem handling form, the categorization processes will be difficult to do. thus, it will be difficult to analyze if there are problems that occur repeatedly. Because of that, it is necessary to design procedures that allow for the process and recording of problems that occur in the device and their handling actions as well as actions to prevent problems from occurring again. Procedures are prepared using ISO / IEC 20000 standards and ITIL-based framework. This research is using the PDCA (Plan, Do, Check, Act) Methodology. This methodology has several stages in its implementation, namely the Plan, Do, Check, and Act.

The final result of this research is SOP that regulates the process and recording of problems that occur in computer and network devices as well as the handling process according to ISO / IEC 20000-1: 2011 clause 8 and ITIL Service Operation Stage.

Keyword : Standard Operating Prosedure, ISO 20000, Information Technology Infrastructure Library (ITIL), Plan, Do, Check, Act (PDCA)