ABSTRACT

PT Nusa Albasia Works was a manufacturing company recently stood less than 2 years, and PT Nusa Albasia Work recognize the importance of implementing information technology in good company to help its business processes or markets its products to customer. Problem on PT Nusa Albasia Works not yet over the Division that resulted in IT Infrastructures & responsibilities of each Division is not obvious, frequent occurrence of excessive work and result in jobs being overtime. The expansion of the business must be balanced with the development of technology in organizations. Information technology can help increase the efficiency and effectiveness of business activity in the company in achieving its goals. By making use of information technology is expected to provide benefits in the business world. Companies who implement information technology can use e-commerce to market a range of products and services, whether in physical or digital form.

Therefore conducted research to the design of information technology service management at PT Nusa Albasia Works using best practice ITIL version 3. ITIL version 3 is a guide used in doing the design of information technology service management for PT Nusa Albasia works. This research focuses on the domain of the Service Transition processes of Change Management and Service Asset and Configuration Management. On this research generates recommendations based on the design of People, Process and Technology. The end result of this research is expected to help PT Nusa Albasia Works in applying information technology service management in the future.

Keywords: information technology (it), information technology service management (MLTI), Information Technology Infrastructure Library version 3 (ITIL version 3), *Service Transition, Change Management, Service Asset and Configuration Management.*