

ABSTRACT

Information technology service management is currently needed in the business world because service vulnerabilities in the business world are often unpredictable. Like PT Albasia Nusa Karya, which requires management of information technology services to maximize the quality of its services. This study will discuss how the application of information technology service management at PT Albasia Nusa Karya to maximize the quality of service by using the Infrastructure Technology Information Library (ITIL) the 3rd Version framework of Domain Service Design, ITIL is an IT Service Management framework as the main supporting method in optimizing service management. This research will be proposed as a consideration for the company PT Albasia Nusa Karya in the application of information technology service management that focuses on resolving current service quality problems. The method that will be used in this research is interview and observation, so that the results will be analyzed in risk and the priorities are in terms of People, Process, Product in order to implement information technology service management well.

Keywords: IT Service Management (ITSM), InfrastructureTechnology Information Library (ITIL), Service Design, Risk Analysis.