

**ABSTRACT**  
**PERANCANGAN SISTEM MANAJEMEN LAYANAN**  
**TEKNOLOGI INFORMASI PADA LAYANAN PT.XYZ MENGGUNAKAN**  
**ISO 20000-1:2018 AREA SERVICE OPERATION OF THE SERVICE**  
**MANAGEMENT SYSTEM**

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PT. XYZ is a company engaged in the field of educational consultants where tutoring is the main service. In this digital era learning activities are facilitated by the presence of IT, by which many tutoring companies compete to provide digital-based services. This design is based on the company's needs to increase customer satisfaction by implementing IT on company services. In accordance with the results of the GAP assessment, PT. XYZ concluded that there is a need for standards that are able to provide the design of an IT service management system, which focuses on service design build and transition, resolution and fulfillment clauses and assurance services that refer to ISO 20000-1 : 2018. At the stage of the build and transition service design contains an analysis to ensure existing services and create new services that are appropriate to customer needs and design a transition process for services that have been updated through the analysis. After the stage is continued with the stage of resolution and fulfillment, this stage aims to handle a problem and meet the needs of a service. The last stage is the service assurance stage on how to maintain good service quality. These three stages are expected to answer the problems of the company, which wants to make a transition in the digital era. In order to always maintain the quality of service for customers and follow the development of IT in order to remain competitive with other competitors.

Keywords: ISO 20000-1: 2018, service design build and transition, resolution and fulfillment, service assurance