

ABSTRACT

ANALYSIS AND DESIGN OF SERVICE MANAGEMENT SYSTEMS INFORMATION TECHNOLOGY IN PT. XYZ USING ISO 20000-1: 2018 AREA OPERATION OF THE SERVICE MANAGEMENT SYSTEM

By

RIFQI MAHFUZH

1202150019

ITSM (Information Technology System Management) is an organization that is used that is developed, developed, integrated, regulated, and compiled IT services optimally. PT XYZ is a company engaged in education that has a vision and mission. To support the vision and mission, PT XYZ has several services that require information and IT system support to support each of its services, to facilitate customers, both customers and internal parties to obtain these services. In order to maintain the level of customer satisfaction with the services provided. PT XYZ requires good management and IT service design to improve the service. In this study, researchers tested the Service Management System Operating Area on ISO 20000-1: 2018 which will analyze and support services that are in accordance with the area of ISO 20000-1: 2018. This research was conducted in 4 stages namely initiation, data collection, analysis and assessment and design. It is hoped that this research can provide information on IT services that are standardized such as ISO 20000-1: 2018 which has standards for all organizations that are based on information technology in order to implement optimal service management practices.

Keywords : *ISO/IEC 20000-1:2018, Area Operation of The Service Management System , Service Delivery Processes, TI Service, Service Management, Risk*