

ABSTRACT

ANALYSIS DESIGN OF SERVICE ASSET AND CONFIGURATION MANAGEMENT AT PT. DIRGANTARA INDONESIA BY APPLYING FRAMEWORK ITIL V3

By

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Information Technology service management has the influence to provide value to customers in the form of services to increase effectiveness and efficiency in achieving company goals. PT. Dirgantara Indonesia as a corporate institution engaged in aircraft manufacturing must implement good service management to support the work activities of the company. High-quality information technology services means being able to increase the efficiency and effectiveness of using information technology to meet company needs. By utilizing Information Technology, it is expected to provide benefits to the business world. Therefore the research was conducted to be able to analyze the design of information technology service management at PT. Dirgantara Indonesia uses the ITIL v3 framework as a guideline for developing Information Technology services based on the company's business needs and COBIT 5 implementation as a guide in implementing development arrangements.

Keywords: *IT Service Management, ITIL v3, COBIT 5 implementation, ITIL Service Transition.*