

ABSTRACT

**ANALYSIS OF INCIDENT, PROBLEM, AND DEMAND ON THE
SERVICES OF PT. DIRGANTARA INDONESIA WITH THE ITIL
V3 FRAMEWORK**

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PT. Dirgantara Indonesia (PTDI) is the only aircraft industry in Indonesia and in the Southeast Asia region. The challenges of global competition and the 4.0 industrial revolution triggered PT. Dirgantara Indonesia to provide information technology (IT) based services to all of its customers. Good service management is needed so that companies can provide IT-based services optimally. In the operational aspect, PTDI has implemented IT service management which includes the process of incident management, problem management, and fulfillment of requests. Benchmarks or measurements are required for its implementation so that it is in accordance with best practices commonly used by IT service provider organizations. Through this research, a service management benchmark was carried out for the three processes referring to ITIL v3 best practices, and recommendations for improvement were given. The results of this study will provide an overview of the existing problems, provide solutions, and provide an overview of an implementation plan in accordance with COBIT 5 Implementation by adjusting the needs of PT. Indonesian Aerospace.

Keywords: IT Service Management, ITIL v3, COBIT 5 Implementation, Problem Management, Incident Management, and Request Fulfillment.