ABSTRACT

The use of Information Technology in a company has many functions that support an activity and is needed in the development of information technology as it is today. This is because the company is still lacking in implementing and building appropriate policies to get maximum output. The case study conducted is in Diskominfo as a government agency engaged in the media side of public communication and media relations services must implement an adequate internal IT service system with the results of research in the form of SOP recommendations and policies. Therefore, this research utilizes itil v3 framework as a way to build good IT services and then do the preparation according to their needs and use the COBIT 5 framework as a reference in the steps of implementing the preparation and making of the policy procedure. indicates that the need for the implementation of policies and SOPs to organize and manage service desk activities. One of the policies in question is in the form of working procedures. Information Technology Infrastructure Library (ITIL) framework is a best practice that aims to continuously improve the operational efficiency of IT. The design and implementation of a service desk based on the ITIL V3 framework at Diskominfo agencies is necessary in an effort to improve IT services and address current problems. The creation of this SOP is initialized using gap analysis methods, processes loaded into the SOP.

Keywords: **Diskominfo, SOP, Gap Analysis, Recommendation.**