

ABSTRACT

ANALYSIS OF INFORMATION TECHNOLOGY SERVICE MANAGEMENT SYSTEM AT PT. DUNIA BOGA INDONESIA THAT REFERS TO ITIL V3 DOMAIN SERVICE OPERATION (PROCESS INCIDENT MANAGEMENT, PROBLEM MANAGEMENT)

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Information Technology System Management (ITSM) which is commonly known as IT service management is a series of processes that work together to develop IT services according to quality standards. In this study, I took data from the PT Dunia Boga Indonesia company which is engaged in baking training. Currently PT Dunia Boga Indonesia has used IT services but has not implemented IT service management. IT service management (ITSM). IT service management is very much needed for companies because it is an approach used to design, build, integrate, manage, and arrange IT services optimally (Aradea, 2013). The purpose of this study is to implement IT service management and determine the effectiveness managing of IT services in the company. This research uses the framework Infrastructure Technology Information Library (ITIL) Version 3 with Domain Service Operation. ITIL is an IT service management framework as the main support method in optimizing service management. This research will be proposed as a consideration for PT Dunia Boga Indonesia in implementing IT service management that focuses on solving current service quality problems. In this study, systematic writing will be carried out starting with research identification, after that identification and data analysis, and finally solutions from research that has been carried out. The methods used are interviews and observations, with the results in the form of recommendations based on the main foundation of IT service management and SOPs for incident management and problem management processes. The benefits of this research are improving the quality of available services, minimizing the occurrence of errors from IT services. Know the roles and responsibilities of everyone in the company.

Keywords: ITSM, ITIL, Service Operation, Data Identification, SOP.