

ABSTRACT

INFORMATION TECHNOLOGY SERVICE MANAGEMENT DESIGN AND ANALYSIS SERVICE OPERATION DOMAIN EVENT MANAGEMENT PROCESS AT DISKOMINFO BANDUNG CITY USING ITIL VERSION 3

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Information technology is currently needed to support the business values of companies/agencies that use it. Of course, this makes information technology must be aligned with business values so that the services owned can be managed properly and optimally. Information technology service management or can be called as ITSM, can be an approach for agencies such as the Field of Encryption and Informatics Applications DISKOMINFO Bandung City as IT service providers to maximize the use of their information technology with the services available. The framework used in conducting IT service management research is the Information Technology Infrastructure Library (ITIL) Version 3 with Event Management Process from domain of Service Operation. The method used begins with conducting a literature study on previous research, conducting interviews, filling out assessment questionnaires, and designing recommendations based on priority analysis. With this method, the results of draft recommendations from the aspects of people, process, and technology were obtained, and a draft roadmap could be implemented by the Bandung City DISKOMINFO Coding and Informatics Applications Division.

Keywords : ITSM, ITIL Version 3, Service Operation, Event Management, Roadmap.