

ABSTRACT

SERVICE MANAGEMENT DESIGN USING INFORMATION TECHNOLOGY INFRASTRUCTURE LIBRARY (ITIL) V3 PRACTICE SERVICE LEVEL MANAGEMENT IN BANDUNG CITY GOVERNMENT

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Ensuring service quality in accordance with the service level agreed with the customer is an important aspect in the implementation of information technology service management. The implementation of the Service Level Agreement (SLA) which is already running within the Communication and Information Service (DISKOMINFO), but performance is not optimal because the many gaps are a big factor, namely as follows; The SOP mechanism is not yet available, then the OPD's performance has not satisfied the community, then the Service Level improvement process is not yet optimal, such as the documentation, evaluation, and monitoring processes, support from other divisions is not yet optimal, and IT infrastructure resources are limited. The IT method using the ITIL V3 framework and implementing a Service Level Agreement (SLA) can be a solution to solving problems that often occur at DISKOMINFO. The method used for the implementation of this research process begins with conducting literature studies, interviews and filling out questionnaires which are used to identify and analyze the level of company capability based on ITIL version 3. Furthermore, people, process and technology aspects will be designed to complement the results of the capability assessment based on ITIL version 3.

Keyword: ITIL V3, Service Level Management, Service Level Agreement