

ABSTRACT

Hospital Management Information System (HMIS) plays an important role in supporting the clinical and administrative operations of hospitals. One of the main challenges in managing SIMRS is how to handle incidents that can disrupt hospital services and operations, but at XYZ Hospital there has never been a measurement of the maturity level of the incident management process on HMIS. This study aims to measure the maturity level of the incident management process on HMIS at XYZ Hospital using the ITIL version 3 framework, which is one of the best practices in IT service management. The measurement is done using ITIL Service Support Self-Assessment, which consists of a questionnaire designed to assess the maturity level of various aspects of the incident management process. Data collection was conducted through interviews and questionnaires by respondents involved in incident management at HMIS. The results show that the maturity level of the incident management process at XYZ Hospital is at level 1.5, which indicates that there are still many areas that require improvement in order to achieve a higher level of maturity. Based on the findings of the questionnaire results, this study provides recommendations to improve the maturity level of the incident management process, including improving incident handling procedures, creating training programs for relevant staff, and optimizing the use of technology to support the incident management process. It is hoped that the results of this research can be a guide for XYZ Hospital in improving the quality of their IT services.

Keyword— ITIL V3, Incident Management, HIMS, Maturity Level, Self-Assessment