ABSTRACT

Information Technology Service Management (ITSM) is a method applied to manage IT services at Diskominfo Bandung City, with the aim of maximizing the use of IT and available services. The main problem of Diskominfo Kota Bandung in managing IT services is the lack of clarity in establishing change management SOPs and validating service testing, which is caused by the lack of structure in the SOPs, suboptimal implementation, and limitations in competent human resources, thus requiring standardized guidelines to improve the quality of IT services. This research uses the Information Technology Infrastructure Library (ITIL) V3 framework, specifically in the Service Transition domain, which includes the Change Management and Service Validation and Testing processes. The research method includes literature studies, interviews, filling out assessments, and designing recommendations based on in-depth priority analysis. The result of this research is a comprehensive draft recommendation that covers people, process, and technology aspects, as well as an implementation roadmap. These recommendations are designed to be implemented by Diskominfo Kota Bandung to improve the effectiveness of IT service management and ensure better service quality on an ongoing basis.

Keywords: **IT** *Service Management,* **ITIL V3***, Diskominfo Kota Bandung, Change Management, Service Validation and Testing.*