

## ***ABSTRACT***

*PT MNO is a hotel service provider focused on technological innovation, making reliable internet service crucial. However, internet services often encounter failures and quality issues. To enhance the quality of internet services, it is essential to implement incident management aligned with the ITIL V4 framework, which effectively addresses disruptions and maintains high service standards. This study aims to implement incident management at PT MNO by monitoring performance using data from Unifi. The analysis methods include literature review, interviews, and data collection from Unifi access points during the first quarter. Recommendations for aligning incident management with ITIL V4 are categorized into aspects of people, processes, and technology. The analysis revealed an uptime of 83.33%, MTBF of 529.3 hours, and MTTR of 116 hours. These results indicate that the established service level targets are not being met, as the goal is an uptime of 99%, equivalent to 712.8 hours per month. Current incident recording is manual and incomplete, with inadequate monitoring, leading to a reactive rather than proactive response. To improve service quality in incident management, this study suggests the utilization of NMS software integrated with ITSM, supported by a ticketing system, as well as analytics and automation features for real-time monitoring and incident handling. Additionally, it is recommended to analyze other branches to gain a comprehensive understanding of internet service management. By adopting these strategies, PT MNO can significantly improve its internet service quality, ensuring reliable and efficient operations, and maintaining high service standards..*

***Keywords: access points, hotel operations, incident management, internet services, ITIL v4, service management***