

ABSTARCT

SMA Negeri 3 Purwokerto realizes the importance of Information Technology in supporting operational activities and increasing work efficiency. However, along with the increasing complexity of Information Technology, the problems faced by SMA Negeri 3 Purwokerto in service operations also increase, such as less effective incident management (slow response, poor communication, lack of documentation), reactive problem management (focus on incidents, lack of root cause analysis), uncontrolled change management (change without planning, lack of communication). This research aims to analyze the maturity level of IT services at SMA Negeri 3 Purwokerto using the ITIL V3 domain service operation framework. The research method used is quantitative with a survey approach. Questionnaires were distributed based on RACI mapping to internal staff involved in managing and operating IT services. The research results show that the maturity level of IT services in each service operation area at SMA Negeri 3 Purwokerto is still at level 3 (Defined). These results show that improvements are still needed in several areas so that IT services can optimally support organizational goals. Based on the results of the analysis, this research provides recommendations that are expected to help SMA Negeri 3 Purwokerto improve the quality of IT services and achieve the level of maturity expected by the organization.

Keywords: *ITSM, ITIL Version 3, Maturity Level.*