ABSTRACT

The MyTENS application in the Customer Service Division of PT Telkom Indonesia (Witel Bogor) is a digital innovation designed to enhance customer experience in accessing telecommunication services. With the advancement of the digital era, this application offers features such as incident management, information requests, and account management to provide more responsive and efficient services. This study aims to evaluate the maturity level of IT service incident management within the MyTENS application using the ITIL v4 Maturity Level Self-Assessment framework. The results indicate that the incident management system of the application meets several fundamental ITIL aspects, such as incident recording and classification. However, deficiencies were identified in SLA monitoring, cross-team coordination, user satisfaction tracking, and the competency of incident managers. To address these issues, the study recommends enhancing inter-team communication, implementing automated SLA monitoring systems, integrating customer satisfaction data, conducting structured training for incident managers, and utilizing automation technology to expedite incident resolution.This research highlights the importance of ITIL v4-based evaluations in identifying service gaps and formulating effective improvement strategies. By adopting a data-driven approach and investing in human resource development, PT Telkom Indonesia (Witel Bogor) can enhance service quality, strengthen customer satisfaction, and maintain competitiveness in the telecommunications industry.

Keywords: ITIL, IT Services, MyTENS, Incident Management