

ABSTRACT

Wahana Musik Indonesia (WAMI) is a Collective Management Organization that oversees membership data and royalty distribution for songwriters. In its operations, WAMI heavily relies on information technology (IT) services. However, the absence of standardized procedures, inconsistent incident documentation, and high dependency on specific individuals have become major challenges in managing service disruptions. These issues directly affect the company's operational effectiveness and user satisfaction. This study aims to address those challenges by designing an effective incident management process based on the Information Technology Infrastructure Library (ITIL) version 4.0 framework. The purpose of this research is to analyze the existing condition of incident handling at WAMI and to develop a structured process that enables faster response, better documentation, and standardized workflows. The research uses the Design Science Research (DSR) method, which consists of problem identification, solution design, and evaluation stages. Data collection was conducted through interviews with stakeholders and analysis of internal documents. A gap analysis was performed by comparing current conditions with ITIL v4 best practices, which revealed several gaps in the people, process, and technology aspects. Key findings include the absence of defined roles for incident handling, lack of formal reporting procedures, and the absence of digital tools for incident management. Based on these findings, a structured incident management process was designed, consisting of five key phases: incident reporting, classification, handling, recovery, and closure. Supporting documents such as process diagrams, flowcharts, and incident report templates were also created to align with WAMI's operational needs. Additionally, recommendations were provided in the form of Standard Operating Procedures (SOPs) and suggestions for implementing a digital reporting tool to facilitate incident tracking and monitoring. The results of this study show that implementing ITIL v4 principles and practices can significantly improve incident handling at WAMI. With clear documentation, defined responsibilities, and a structured workflow, the organization can respond to incidents more quickly and efficiently. This minimizes disruption to IT services, accelerates recovery times, and enhances user

satisfaction. In conclusion, the application of an ITIL v4-based incident management process has the potential to significantly improve the quality of IT services at WAMI. The designed process serves as a foundation for continuous improvement in IT governance. Furthermore, this research can serve as a reference for other organizations facing similar challenges in IT service management, especially those that have not yet implemented formal procedures or digital systems for incident management. This study provides benefits not only for WAMI but also contributes to the broader field of information systems and practical implementation of IT service management. Through this research, WAMI is expected to move toward more responsive and professional IT governance in line with the growing technological demands of the industry.

Keywords — Incident Management, ITIL v4, IT Service Management, Wahana Musik Indonesia