

ABSTRACT

IPDN as an educational institution is expected to follow the development of information technology (IT) to develop qualified human resources and synergize the power of IPDN academicians. Based on IPDN IT blueprint years 2015 - 2019, IPDN did not have separate IT governance from IT management and IPDN did not have adequate IT governance and IT management, it is further indicated by the maturity level that is still at the level of 1- initial.

Based on these problems, the risk analysis and priority analysis were done in order to design the management of two processes in ITIL Version 3 service operation including of incident management and problem management.

The results of service operation management design are Standard Operating Procedure (SOP) for incident management and problem management. This research is expected to help IPDN in improving its service capabilities and improve it's maturity level at least become level 3-defined.

Keywords: ITIL Version 3, service operation, maturity level, incident management, problem management, standard operating procedure