

ABSTRACT

Terbuka University is a public university that promote distance learning in its vision. E-learning is one form of realization from the vision of the Terbuka University to carry out distance learning system through the Information Technology (IT). Currently, Terbuka University already got standard in organizational management (Quality Management System) through the International Organization of Standardization 9001 (ISO9001) and preparation standard in conducting distance learning system through the International Council for Open and Education (ICDE), but on the other hand, they required standard which can provide guidance in the management of the IT service through E-learning day to day. The amount of Terbuka University students that reached six hundred thousand (600,000) increasingly demanding services that is getting better every day. With the above reasons, the Information Technology Infrastructure Library version 3 (ITIL v.3) be the right guide to do that because it has a collection of best practices in managing services through IT.

The study was conducted to generate suggestions for the organization's maturity level improvements of service through E-learning and guidance document of audit governance implementation in Service Operation domain based on Information Technology Infrastructure Library (ITIL) v.3. In this case, the audit is on E-learning of Terbuka University. ITIL v.3 is a standard based on service, so it is more suitable to be applied compared to other standards. Service operation domain is chosen from the other 5 domain owned by ITIL v.3 because service operation is a domain which have the most intimate touch between user and service provider. Additionally the other domain like service strategy, service design, service transition and most are already covered in the previous standard held by the Terbuka University which is ISO9001 and ICDE.

The analysis begins with the collection of data through interviews, observation, and questionnaire using self-assessment form, addressed to the management that focuses on the service operation domain in ITIL v.3. Through the collection of such data then the maturity level of service through the e-learning at Terbuka University will be mapped, then produced a guidance document of audit governance implementation in Service Operation domain.

The results of this thesis are ITIL v.3 able to give E-learning of Terbuka University's maturity level (2.91) and then suggest improvements to the day to day service on E-learning of Terbuka University and also guidance document on the implementation of the governance audit in Services Operations domain for management at E-learning Terbuka University in the future.

Keywords: ITIL v.3, service operation, E-learning governance, Terbuka University