

ABSTRACT

Service continuity and availability management is thing that need to be considered by institutions that provide information technology services. This is important because service continuity and availability management is useful to ensure that the service will run properly in all circumstances. The presence of service continuity and availability management have an impact on service delivery process to customers. Direktorat Sistem Informasi (Sisfo) Telkom University, as a unit which provides service based on information technology, provide the best service for the users continuously, so it is necessary to assess the readiness of service continuity and availability management. Readiness assessment of service continuity and availability management in this research using a standard ISO / IEC 20000 and COBIT 5 framework, specific standards that are used in the field of information technology service management. The object of this research is focused on i-Gracias Telkom University. Based on the results of assessments conducted using ISO/IEC 20000 and COBIT 5 got the result that i-Gracias is at level 1 (performed) for service continuity and availability requirements, planning, testing and monitoring. I-Gracias expected to reach level 2 for service continuity and availability requirements, level 3 to service continuity and availability plan and level 5 for service continuity and availability testing and monitoring.

Keywords : *Readiness Assessment, ISO/IEC 20000, service continuity and availability management, COBIT 5, DSS.*