

ABSTRACT

Development of information technology (IT) is now so fast, and felt very important role in creating value for the organization. IT utilization make organizations are increasingly dependent on IT services in order to excel in the competition (competitive advantage), no exception with PT Telkom Indonesia Tbk. As a company that uses the services of ICT (Information Communication Technology) as a core business, PT Telkom Indonesia Tbk can't be separated from the use of IT services in running the business, therefore the management of IT services is very considered and continually improved in order to remind the service to customer.

Information Technology Service Management (ITSM) enables an organization to align IT service delivery with customer needs, it can deliver IT services more effectively and efficiently to the needs of customers oriented. ITSM can be implemented in various types of organizations that has used information technology in business processes.

Capability level describes the capabilities of IT service management in an organization. Framework can be used as a standard measurement of IT capability level is ISO 20000 Series and ISO 15504 Series. The results of these measurements can be used as a basis for improvement of ITSM in an organization.

There are a variety of frameworks that can be used as guidelines and standards for ITSM, one of which is the Information Technology Infrastructure Library (ITIL). The design of ITSM on PT Telkom Indonesia Tbk is a redesign process of the Change Management process, Release and Deployment Management process, Asset and Deployment Management process.

Keyword: ITSM, ITIL, ISO 20000 Series, ISO 15504 Series.