Abstract

The information technology (IT) can be implemented in business processes or infrastructure of a company or organization. So it can improve services for users of IT services in the enterprise or organization. To do that required the use of IT governance in the company or organization is able to measure the effectiveness of their use, so that the use of information technology (IT) can provide convenience for users of IT services.

To manage the IT infrastructure for the implementation of IT governance in accordance with the operational standards can be achieved by using the tools (framework). Tools (Framework), which is currently widely used is a framework that is part of the IT Service Management (ITSM) is the Information Technology Infrastructure Library (ITIL). In this case the ITIL framework used is version 3 (ITIL V.3). Framework ITIL version 3 is a consistent and comprehensive framework of the application of the results is tested on the management of information technology services, so that a company can achieve the desired quality of service support.

Therefore, to define the governance of the IT services proposed to use tools (framework) ITIL V3. So the governance of IT services can match the plans and objectives of the company.

Keywords: IT Infrastructure Library (ITIL), Information Technology Governance, IT services, tools (Framework)