

## ***ABSTRACT***

*To support the objectives of Tel-U to become an International University, the I-gracias as one of academic service must have a high degree of maturity. One way to measure the maturity of the process is to conduct an audit. One of the most famous standard that widely used by international organizations is Information Technology Infrastructure Library (ITIL) V.3. This final task, perform audits of I-gracias information systems, from infrastructure side with service strategy and service design domain. Assessment process, carried out by using service maturity framework.*

***Keywords:*** *Maturity, Audit, Information Technology Infrastructure Library (ITIL) V.3, Service Strategy, Service Design, Service Maturity Framework*