ABSTRACT

For decades, information technology (IT) has developed quite rapidly. IT is becoming a very important requirement for many organizations, as it is believed to help improve the effectiveness and efficiency of an organization's business processes. By looking at the positive impact of the application of IT to the organization, IT began to be applied in education one of which is college. Unit Pelaksana Teknis Sistem Informasi (SISFO) is part of Fakultas Teknik Universitas Telkom whose role is to meet the need for information with the development of information technology and services for data processing. The main focus of UPT SISFO is service in the form of information systems usesd in distributing information. Therefore, it is important for UPT SISFO to have a good IT Service Management (ITSM).

Based on previous research, results of interviews conducted in UPT SISFO, there are a number of complaints received by the IT services provided. In addition, there is no clear understanding of IT security-related risks, and also to the filing of the procurement is still manual and lack of standardization in the proposal letter format to the procurement of the Logistics Unit. So, UPT SISFO plans to implement ISO 20000. ISO 20000 is not applicable if there are no clear guidelines. It is necessary to apply the guidelines in advance, using the ITIL version 3.

In making this final project, the author apply ITIL version 3 to build information systems managing IT domain service design with Java Enterprise Edition technology and multitier architecture that implements an iterative and incremental method. Information security management and supplier management are feature of information systems managing IT.

Keywords : UPT SISFO, information systems managing IT, domain service design ITIL version 3, multitier architecture, Java Enterprise Edition