

## **ABSTRACT**

*With the need for network services which increased rapidly each year, then the reliability, availability, and quality factors are important for organizations, groups, agencies and governments that have implemented network services. Network services have an important role in implementation of e-government.*

*In this case, Diskominfo of Bandung District as an agency that manages network services in Government of Bandung District (next will be called Pemkab Bandung) require optimization on the network services they have. Because, currently there are still problems in network performance that is not good enough of network performances owned today.*

*Testing is done using scenarios to analyze throughput and packet loss as parameters. From the results of the proposed topology get throughput of 541.43 Kbps and packet loss of 0.07 %. While on the current topology get throughput of 421.28 Kbps and packet loss of 0.22 %. It can be concluded that the proposed topology is still better than the current topology.*

*The design of performance management is arranged based on the cycle of FCAPS that is performance monitoring, data analysis, and performance management. While service design is compiled based on ITILv3 which contains guidance of documentation and policy to apply performance management. Next, performance management activities will occur with existing processes in the ITIL service design and existing condition.*

*Keywords : e-government, Pemerintah Kabupaten Bandung, Cisco three-layered hierarchical model, performance management, FCAPS, ITILv3*