ABSTRACT

DESIGN OF SERVICE MANAGEMENT SYSTEM INFORMATION TECHNOLOGY AT PT. XYZ SERVICES USING ISO 20000-1: 2018 CONTEXT OF ORGANIZATIONAL AREAS, LEADERSHIP, PLANNING AND SUPPORT OF SERVICES MANAGEMENT SYSTEMS

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ITSM (Information Technology System Management) is an IT Service Management defined as a series of processes that work together to ensure the quality of IT services, based on the level of service agreed with users. ITSM is an approach used by IT organizations to design, build, integrate, manage, and compile IT services optimally (Aradea, 2013). PT. XYZ has fully realized that the use of IT infrastructure that will help existing services will make competition easier and manage IT infrastructure with the aim of producing services that are in accordance with the wishes of users and able to maintain service availability for users, will provide value to the company. In this study the conceptual model research method will be used with a focus on providing people, process and technology solutions to IT service management. And this research will refer to the basis of science, namely ISO 20000-1: 2018 Context of the organization leadership area, planning and support of service management system. This research will be conducted in four main stages, namely initiation, data collection, analysis and recommendations, then design. It is hoped that this research will produce several documents that will support the ITSM design process in the company, namely, IT Regulations and Policies, service recommendations and process risk assessments which will later refer to the IT Service Management Roadmap

Keywords: ITSM, ISO 20000-1: 2011, IT infrastructure, IT, area service management general requirements, Roadmap, Regulation and Policy