

ABSTRACT

ANALYSIS OF COMPANY INTERNAL SERVICE IMPLEMENTATION DESIGN BY ASSESSING AVAILABILITY, CAPACITY AND PERFORMANCE SERVICE LEVELS AT PT. DIRGANTARA INDONESIA USING ITIL V3 FRAMEWORK

By

DZAKI RAMADHAN

1202164350

Management of Information Technology Services in companies have many functions that support an activity and are needed in the development of information technology as it is today, one of which is service management. In a company, service management have special roles to support an activity carried out by someone where one example of the application of service management is related to availability, capacity and performance. Sometimes availability, capacity and performance services at the company does not work as it should because it is caused by various aspects such as people, processes and technology so that the goal of the company is trying to achieved are constrained. The results of this scientific study will discuss the managements for availability, capacity and performance of existing services at PT. Dirgantara Indonesia and is expected at the end of the study to provide an assessment, provide remedial solutions and make an implementation plan in accordance with the provisions of the ITIL framework version 3.

Keywords: IT Service Management, COBIT 5 Implementation, ITIL v3, IT Service Management Implementation, ITIL Service Design