

ABSTRACT

***Analysis of Company Internal Service Implementation Design by
Service Portfolio Management and Service Level Management at
PT. Dirgantara Indonesia Using ITIL V3 Framework***

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Management of information technology services in a company has a function to support an activity and desperately need the development of information technology as it is today. It is needed because the company is still lacking in implementing and building appropriate service management to get the maximum output One example is in the portfolio of service management and level of service management. Therefore, in this study, utilizing the ITIL V3 framework as a method to build a good IT service and to make arrangements with its needs and to use the COBIT 5 Implementation framework as steps to implement the preparation and development of IT services. The case study was conducted in PT. Dirgantara Indonesia as an institution engaged in aircraft manufacturing business and to support activities that run regularly must implement appropriate service management. To implement this PT. Indonesian aerospace should perform the implementation of an internal IT service system that meets. The results showed that SOPS, gaps, risk analysis of the people, process, and technology, and the results of the Lits recommendation. With this PT. Indonesian aerospace can use SOP, risk analysis methods, technology tools, the job description to maximize the management of existing services and implement into the organization to meet the level of satisfaction of the desired service.

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