ABSTRACT

VALUATION OF INFORMATION TECHNOLOGY SERVICES BASED ON USER SATISFACTION SURVEY USING INFORMATION TECHNOLOGY INFRASTRUCTURE LIBRARY (ITIL) V3 FRAMEWORK AT PT. TRANSPORTATION JAKARTA (TRANSJAKARTA)

(PROCESS EVENT MANAGEMENT, INCIDENT MANAGEMENT, PROBLEM MANAGEMENT)

By:
MUHAMMAD AZHAR PRISETIAHADI
1202164235

The IT sector plays an important role in supporting business processes to the service quality of an organization/company, so that this sector becomes a benchmark for the competitiveness of the company. Referring to previous studies with similar models, this study aims to assess services using the Information Technology Infrastructure Library V3 framework, in this study the authors collaborated with PT. Transportation Jakarta (Transjakarta). The purpose of this final project is to analyze the level of implementation of IT services, especially the Service Operation processes in PT. Transjakarta especially in the process of Event Management, Incident Management, and Problem Management using the ITIL V3 reference framework and based on the assessment of service users of PT. Transjakarta. The intended IT service is readiness in implementing processes that have been running to date and how these processes have an impact on users. In this study also used a survey method in the form of an open questionnaire to users to help provide feedback from their experience while using the services of PT. Transjakarta.

In order to calculate the value of processes in IT services, this study uses a Likert Scale measurement method. The Likert measurement scale is one of the commonly used scale calculation methods to obtain and process qualitative data. Furthermore, this research requires data/documents from the object of research, the data which will then become the basic material for research and subsequent stages. The data is then analyzed according to its needs to produce the required values, including conducting Analysis of Event Management, Incident Management, Problem Management and Analysis of Operational IT SOPs. Furthermore, the survey data was calculated using the Likert Scale method. Then the analysis of the comparison between the results of the existing process and the results of the survey calculations is carried out. The results of the assessment can then be used to provide recommendations for improvement. PT. Transjakarta as one of the State-Owned Enterprises with the most service users in Indonesia certainly wants to improve existing information technology services.

*Keywords**: IT, Services, Process, ITIL, Likert, Management.***