

ABSTRACT

The Department of Communication, Information and Statistics of the DKI Jakarta Provincial Government (DISKOMINFOTIK DKI Jakarta) is the organizer of government affairs and has duties in the fields of Communication and Information, Statistics and Encryption which have various fields in the SIM field. In the field of MIS there is an information technology service that includes applications, integration and databases. In the agency there is no policy that regulates the handling of information technology service incidents. This study designs a policy using the COBIT 5 framework with the domain DSS02 Manage Service Requests and Incidents . The research process begins with conducting literature studies, interviews related to existing conditions and conducting analysis. The results obtained, of the 24 activities in the DSS02 Manage Service Requests and Incidents domain, only 4 activities are still being carried out although they are still incomplete. To approach the ideal conditions in accordance with the DSS02 Manage Service Requests and Incidents domain, the policies that will be designed are incident handling policies, incident escalation policies, and incident closure policies.

The results of the design of incident management policies can be used as a work guide to improve incident handling. The resulting work guide is compliant with COBIT 5 so that it can be used directly as a guide in dealing with IT service incidents.

Keywords : COBIT 5, *incident management*, DISKOMINFOTIK