

ABSTRACT

Information technology services management is very much needed in today's business world because service vulnerabilities are often unpredictable. IT Service Management is defined as the process used to ensure service quality based on the user's level of service. In this study, I took data at RiYanTI Telkom University, one of the research units and information technology services at the Directorate of Information Technology Center at Telkom University. In its operations, RiYanTI Telkom University has utilized information technology service management to support its business processes using the international standard ISO 20000-1. This final project research aims to improve the management of information technology services on practice incident and problem management in the RiYanTI unit of Telkom University in accordance with existing sources. So that it can provide optimal services in incident and problem management, as well as knowing the extent to which incident and problem management are implemented. This study uses the ITIL 4 framework because ITIL 4 is the latest version of ITIL with many ITSM practice updates and adopts new ways of working. This research will be proposed as consideration for the RiYanTI Telkom University unit in managing the incident and problem management by comparing the stages of the incident and problem management based on the current situation with the incident and problem management using the ITIL framework recommendations 4. The results of this study will provide recommendations from the process and technology aspects in solving existing problems by the assessment using COBIT 2019 Implementation and ITIL 4.

Keywords — Information Technology Service Management, Incident Management, Problem Management, ITIL 4, COBIT 2019 Implementation