ABSTRACT

Information technology service management has a great influence in providing value to customers in the form of services to increase company activities. RiYanTI Telkom University is a research unit and information technology service at the Directorate of Information Technology Center at Telkom University. RiYanTI Telkom University has used information technology service management to support business processes using the ISO 2000-1 international standard. This research aims to improve the management of information technology services at RiYanTI Telkom University in the practice of supplier management and service level management. So that researchers can provide full services related to supplier management and service level management, and researchers can find out management related to supplier management practices and service level management that have been applied previously. For this research, the researcher uses the ITIL V4 framework. ITIL V4 is the latest ITIL with ITSM operations and practices updates. Researchers will propose this research as a consideration for RiYanTI Telkom University related to supplier management and service level management practices by comparing supplier management levels and service level management according to current conditions using the ITIL V4 framework. The current research results can provide an overview of a problem, so researchers can provide recommendations using COBIT 2019 Implementation and ITIL V4.