

## ***ABSTRACT***

# ***ANALYSIS AND DESIGN OF INFORMATION TECHNOLOGY SERVICE MANAGEMENT DISKOMINFO KOTA BANDUNG IN THE INFORMATION SECURITY MANAGEMENT PROCESS USING ITIL VERSION 3***

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*Information has now become a very important commodity, which is often the fall of information to other parties that can cause harm to the owner of the information. Information security is how to prevent fraud (cheating) or detect fraud in information-based systems. As one of the information centers in the city of Bandung and to get maximum results in business and IT security services at the Bandung City Communication and Information Service (DISKOMINFO), it is necessary to analyze and design service management in the Information Security Management process by applying ITIL version 3 as framework to maintain and maintain information security at the Bandung City Communication and Information Office (DISKOMINFO), so as to reduce the impact and risks that will occur. The method used for its implementation. The research process begins with conducting a literature study, interviews and filling out questionnaires used to analyze and assess the level of capability based on ITIL version 3. Next will be designing aspects of people, processes and technology to complement the results of the company's capabilities based on ITIL version 3.*

***Keywords: Information Security, ITIL version 3, Information Security Management***