

## **ABSTRACT**

*Information Technology Service Management (ITSM) is part of a service discipline that focuses on shipping and supporting IT operations. IT plays an important role in supporting and meeting business needs because the vulnerability that exists in the service is sometimes unpredictable. IT service management is used to guarantee the quality of company services. In the current organizational paradigm, IT provides important services for the organization to support its business. Beyond the need to manage IT technology is the need to establish and apply the best practice process to optimize IT services. . This study aims to improve service management in Practice Service Request Management and Change Control so that Riyanti can provide optimal services in Practice Service Request Management and Change Control. Service Request and Change Control is a practice in Itil 4 which is useful for increasing productivity in an organization where service requests are fulfillment of demand to improve the quality of services and change controls, namely how an organization controls risks to changes that occur and when to make a change. This study conducted data collection on Riyanti which is one of the existing units at the Director of the Telkom University Information Technology Center (PUTI). In practice Riyanti himself already uses international standards, namely ISO 20000-1. The Information Technology Infrastructure Library (ITIL) 4 is the latest version and also the best practical framework used for the delivery of high -quality IT services so that this research will use ITIL 4 as its framework. The results of this study are recommendations from the aspect of the process in solving the existing problems in accordance with the assessment using COBIT 2019 Implementation and ITIL 4.*

*Keywords - ITSM, IT Service Management, Service Request Management, Change Control, ITIL 4, COBIT 2019 Implementation.*